

Procedure: 3.4.1p2. (II.D.2a.) Business Continuity Planning

Revised: January 17, 2017; November 7, 2013

Last Reviewed: October 30, 2017

Adopted: November 7, 2013



I. PURPOSE:

The Business Continuity Plan (BCP) ensures the maintenance of critical operations when confronted with adverse events such as natural disasters, technology failures, human errors, or terrorism. The BCP must minimize loss to the organization, continue to serve customers, and maintain administrative operations. Each work unit or technical college has an obligation to protect and provide for employees, students, volunteers, visitors, vendors and contractors in the event of a major interruption to the mission or operation. The President is directly responsible for the implementation of this procedure. The President shall provide sufficient resources, personnel and administrative support to accomplish this end.

II. RELATED AUTHORITY: n/a

III. APPLICABILITY:

All work units and technical colleges associated with the Technical College System of Georgia.

IV. DEFINITIONS:

Business Continuity: Business continuity is an ongoing process to ensure that the necessary steps are taken to identify the impact of potential losses and maintain viable recovery strategies, recovery plans, and continuity of services.

Business Continuity Planning: Business continuity planning is the process whereby organizations ensure the maintenance of critical mission functions when confronted with adverse events such as natural disasters, technology failures, human errors, or terrorism. The objectives of a business continuity plan (BCP) are to minimize loss to the organization, continue to serve customers, and maintain administrative operations.

Business Continuity Impact Analysis: Business continuity impact analysis identifies critical business processes, assigns estimates of maximum allowable downtime, and designates priorities for restoration.

Critical Mission Functions: Critical mission functions include those activities, devices, services or systems whose failure or disruption will cause a collapse in business operations.

Hazard Vulnerability Assessment: Hazard vulnerability assessment identifies specific threats, assesses vulnerability to those threats, and assigns degree of risk associated with each threat.

Mitigation: The capabilities necessary to eliminate or reduce the loss of life and property damage by lessening the impact of an event or emergency.

V. ATTACHMENTS:

A. Attachment 3.4.1p2.a1. TCSG Business Continuity Plan Template

VI. PROCEDURE:

- A. The President is directly responsible for the implementation of this procedure and shall provide sufficient resources, personnel and administrative support to accomplish this end.
- B. The BCP must be developed and implemented with regard to the protocol as follows:
 1. Recognize the Intent of the BCP: The intent of the BCP is to guide response and recovery from a major emergency and where appropriate, to be linked or combined with emergency operations procedures.
 2. Form a Collaborative Team: This team should be representative of the operational units of the work unit or technical college and work cooperatively with a System Office contact. The work unit or technical college will assign a single individual to serve as the Continuity Coordinator.
 3. Identify Scope of BCP: A BCP represents the needs of the work unit or technical college as a whole, as well as for the individual operating units within, which are responsible for critical mission functions.
 4. Perform Business Impact Analysis: A Business Impact Analysis identifies critical business processes, assigns estimates of maximum allowable downtime, and designates priorities for restoration.
 5. Complete Hazard Vulnerability Assessment: A Risk Assessment identifies specific hazards, assesses vulnerability to those hazards, and assigns degree of risk associated with each hazard.
 6. Develop the BCP: These are the strategies which mitigate the risk of the identified hazards. Provide information to complete the designated templates and work with the TCSG System Office to submit the information to the requisite State of Georgia Living Disaster Recovery Planning System (LDRPS). Other optional BCP systems or processes may be considered.
 7. Maintain the BCP: The BCP shall be reviewed as part of a continuous improvement process and revised as necessary each year. In addition, review of the BCP should be considered when any of the following have occurred: actual emergencies; changes have been made in policy, procedure, personnel, organizational structures, processes, facilities, or equipment; formal updates of planning guidance or standards have been finalized; formal exercises have taken place; changes in the surrounding

community have occurred; threats or hazards change or new ones emerge; or ongoing assessments generate new information.

8. Implement the BCP: Promulgate the BCP to all stakeholders. Train, drill and exercise all participants to their level of involvement. Document BCP implementation.
- C. The President shall submit the reviewed BCP to the TCSG System Office not later than May 1st of each calendar year.
- D. The System Office shall review, coordinate the revisions of and approve the BCP. The System Office will provide technical assistance for the development and review processes as well as training, drills and exercises.

VII. RECORD RETENTION:

The currently implemented BCP and all of its revisions shall be retained for a three year period.

Business Continuity Plan

{Technical College Name}

{Insert Academic Year}

Business Continuity Plan
{Technical College or Work Unit Name}
{Insert Academic Year}

REVIEWED: _____ DATE: _____
BUSINESS CONTINUITY COORDINATOR
{TECHNICAL COLLEGE OR WORK UNIT NAME}

APPROVED: _____ DATE: _____
PRESIDENT/EXECUTIVE
{TECHNICAL COLLEGE OR WORK UNIT NAME}

REVIEWED: _____ DATE: _____
EMERGENCY MANAGER
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED: _____ DATE: _____
DIRECTOR OF CAMPUS SAFETY
TECHNICAL COLLEGE SYSTEM OF GEORGIA

Business Continuity Plan

{Technical College or Work Unit Name}

{Insert Academic Year}

Overview:

The Business Continuity Plan (BCP) supports the State Board of the Technical College System of Georgia Policy 3.4.1. "Emergency Preparedness, Health, Safety and Security" assertion which states, "The Technical College System of Georgia (TCSG) and each of its associated technical colleges and work units are committed to healthy, safe and secure workplaces and/or educational settings for all employees, students, volunteers, visitors, vendors and contractors. Each technical college or work unit shall develop, review and submit, at least annually to the System Office, those plans and procedures which are essential to respond to matters of natural and man-made hazards; public health; occupational and environmental safety as well as security. These plans and procedures shall be established with the goals of mitigating risk to individuals and physical resources as well as of maintaining compliance with national, state and local regulations."

The intent of the Business Continuity Plan is to guide response and recovery from a major emergency and where appropriate, to be linked or combined with emergency operations procedures. This BCP has been prepared through a collaborative process, with a thorough examination of critical mission functions, a systematic hazard vulnerability assessment, and comprehensive development of strategies for each critical mission function recognized to be potentially at risk during emergency. This BCP is exercised and reviewed annually as a part of the evaluative and planning processes.

The following business continuity incidents occurred during the *{insert previous academic year}* year. *{Append information to BCP.}*

{Technical College or Work Unit Name} engages in the following contractual agreements regarding business continuity: _____. *{List contractual agreements here.}*

{Technical College or Work Unit Name} engages in the following training, drills and exercises *{Describe training, drills, exercises performed during the previous academic year.}* The protocol for the retention of training records is _____. *{Describe protocol for the retention of records here.}* The protocol for the annual review of the BCP is _____. *{Describe protocol for annual review here.}* The protocol for the retention of the BCP is _____. *{Describe protocol for retention of BCPs here.}*

The Business Continuity Plan contains the following appendices:

Appendix A: Business Continuity Plan Signature Page and Overview

Appendix B: Critical Mission Functions Chart

Appendix C: Hazard Vulnerability Assessment Instrument

Appendix D: Business Continuity Plan Worksheets

Appendix E: Emergency & Utility Contacts

Appendix B – Critical Mission Functions Chart Exemplar

Critical Mission Functions Chart

OPERATING UNIT	CRITICAL MISSION FUNCTION	ALLOWABLE DOWNTIME	PRIORITY LEVEL
	Emergency Communication		
	External Communication		
	Non-Academic Activities		
	Public Information		
	Classroom Instruction		
	Distance Instruction		
	Computer Classroom Instruction		
	Laboratory Instruction		
	Library Services		
	Utilities Deliver		
	Core IT Systems		
	Payroll		
	Procurement		
	Facilities Repair		
	Internal Communication		
	Mail Services		
	General Accounting Services		
	Admissions		
	Classroom Instruction		
	Distance Instruction		
	Admissions		
	Classroom Instruction		
	Distance Instruction		
	Admissions		
	Registration		
	Transcript Issuance		
	Non-Academic Activities		

Appendix D - Business Continuity Plan Worksheet Exemplar
{Duplicate as needed for each identified Critical Mission Function}

Business Continuity Plan Worksheet

Technical College/Work Unit: _____ Date: _____

Critical Mission Function:

Function Description:

Production Location:

Process Manager: _____ **Department:** _____

Backup Personnel: _____

Recovery Details:

Recovery Strategy Overview:

Maximum Allowable Downtime (MAD): _____

MAD Rationale/Justification:

Can process be suspended? _____ Can process be degraded? _____

Work-around procedures in place? _____

Work-around procedures tested? _____

Recovery Point Objective (relocation):

Hours to Point Objective: _____

Recovery Time Objective (hours): _____

Hardware Needs:

Software Needs:

Necessary Vendors/Contractors:

Special Notes:

Appendix E – Emergency/Utility Contacts Exemplar (Produce one for each different physical site)

Law Enforcement:

Fire:

Power:

Water:

Natural Gas:

Telecommunications:

Other:
