Business Continuity Plan
Format and Content Policy

Project ID: FSEP / E&Y BCM Audit Response

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Project ID: EY/BCP/DR Audit Response
Version: 1.0
Version Date: 01/28/16

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1 DOCUMENT REVISION HISTORY

This section describes the changes that have been made to this document following its initial development.

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2 PROJECT CHANGE SUMMARY

This section describes the changes that have been made to this project following its initial acceptance by the stakeholders and approval for implementation.

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1. INTRODUCTION

1.1 Purpose

This policy describes the key elements that should be included in a department or school Business Continuity Plan (BCP), and the critical steps to be followed in developing and maintaining an effective BCP. (See also: Business Continuity Plan sample/template)

1.2 Goals

1.2.1 To ensure that all university Business Continuity Plans are consistent, complete, and in compliance with requirements and best practice standards.

1.2.2 To ensure that schools and departments have an effective capability to recover rapidly and resume operations after a major disruption, maintaining continuity of the university mission.

1.3 Document Maintenance

This document will be reviewed annually and updated as needed, as the project proceeds through each phase of the Business Continuity Management Project life cycle.

This document contains a revision history log. When changes occur, the document’s revision history log will reflect an updated version number as well as the date, the owner making the change, and change description will be recorded in the revision history log of the document.

2. KEY STAKEHOLDERS

This section describes the roles and responsibilities of the Business Continuity Management stakeholders with regard to the Business Continuity Plan Policy. Listed below are the key stakeholders:

- Crisis Management Team
- BCM Steering Committee
- Executive business sponsor (Dave Wright)
- Program Administrator (FSEP)
- School/Department Coordinator (Team Planners)
- Program owner (Team Leaders)
- USC Medical Enterprise Program Coordinator (Robert Vance)
- USC Medical Enterprise Program Owner (Paul Craig)

2.1 Business Continuity Plan Responsibilities

2.1.1 Crisis Management Team
- General oversight of USC emergency management, including business continuity program.

2.1.2 BCM Steering Committee
- Review and feedback on BCP format and methodology.
- Assist with escalation of BCP issues when necessary.

2.1.3 Executive Business Sponsor
- Reinforcement of BCP expectations and accountabilities.
2.1.4 **Program Administrator**
- Develop and maintain BCP models and standard format.
- Communicate BCP requirements to university units.
- Provide planning assistance and consultation where necessary.

2.1.5 **School/Department Program Owner**
- Communicate with the school/department program coordinators and recovery team members to ensure the BCP is developed and disseminated.
- Ensure executive level support for periodic updates and maintenance of the unit BCP.
- Overall ownership and accountability for the Business Continuity Plan.
- Promote awareness of business continuity throughout their school/department.

2.1.6 **School/Department Program Coordinator**
- Work with unit recovery team members to collaboratively develop, document, and maintain the BCP.
- Communicate plan development, maintenance and status to the recovery leader, program administrator, and other internal stakeholders.
- Ensures recovery team members are aware of their roles and responsibilities within the BCP.

2.1.7 **USC Medical Enterprise Program Coordinator**
- Communicate with recovery teams and the program owner to ensure that key deadlines are met. Other actions will include the scheduling of meetings, training and exercises.
- Communicate plan development, maintenance and status to the recovery leader, program administrator, and other internal stakeholders.
- Ensures recovery team members are aware of their roles and responsibilities and that staff and faculty members are familiar with the business continuity plan.

2.1.8 **USC Medical Enterprise Program Owner**
- Ensure executive level support by communicating with key staff faculty staff and researchers to ensure cooperation/collaboration with BCP requirements.

### 3. Business Continuity Plan Key Elements

While the business continuity plan parameters and plan elements may vary among schools and departments with differing specific functions, the key plan elements of all plans include:

3.1 Department or school overview
3.2 Recovery team roster, including unit leader, finance or business officer, HR manager, IT manager, facility manager, and any other functional leaders.
3.3 Description of general disaster preparedness and mitigation measures in place.
3.4 Description of general emergency response procedures for various types of incidents.
3.5 Continuity plan activation procedures.
3.6 Continuity plan actions (recovery phase).
3.7 Critical functions of the school or department & recovery time objectives
3.8 Recovery/continuity strategies
3.9 Phased functional recovery
3.10 Facility recovery strategies
3.11 Information technology recovery strategy (brief description – the full Information Technology Recovery Plan should be contained within the Disaster Recovery Plan document (separate).
3.12 Human resources recovery strategies
3.13 Academic function recovery strategies, if applicable
3.14 Vital records
3.15 Resource & space requirements
3.16 Appendices
  3.16.1 Internal & external contacts
  3.16.2 Vendors & suppliers
  3.16.3 Relocation checklist
  3.16.4 Recovery team checklists
  3.16.5 Other information useful to the specific school or department

4. BUSINESS CONTINUITY PLAN DEVELOPMENT STEPS
4.1 Identify plan development participants (Recovery Team Members)
4.2 Working with participants, identify those functions provided by the school or department that are critical to the university and conduct a Business Impact Analysis (BIA). (See sample/template Business Impact Analysis)
4.3 Identify the Recovery Time Objective (RTO) for each critical function.
4.4 Only functions with RTO’s of less than 30 days should be in the plan.
4.5 Develop and document recovery strategies for phased functional recovery that identifies needed timeframes for various stages of recovery
4.6 Develop and document facility recovery strategies that identifies contingency plans to be implemented in the event of loss of facility or workspace for the school or department.
4.7 Develop and document human resources recovery strategies that identifies contingency plans to be implemented in the event of staffing shortage due to a disaster or disruptive event.
4.8 Develop and document IT recovery strategies that identifies contingency plans to be implemented in the event of loss of IT systems or data (brief summary of IT recovery, full IT recovery plan to be in separate document, if applicable).
4.9 Develop and document academic program recovery strategies that identifies contingency plans to be implemented in the event of disruption of teaching or research programs (if applicable).
4.10 Compile and document any supporting information that may be needed to support recovery efforts and ensure continuity of unit programs and critical functions.
4.11 Ensure that the school or department head or relevant executive approves the plan.
4.12 Ensure that the Fire Safety & Emergency Planning Office has a current copy of the unit plan.
4.13 Disseminate paper copies of the plan to recovery team members and critical staff members, and ensure they are familiar with continuity plans and procedures (See also: Business continuity training/awareness policy)
5. BUSINESS CONTINUITY PLAN MAINTENANCE

5.1 Led by the recovery team planner, recovery team members shall meet and review the BCP annually, and make any updates to the plan as needed due to changes in personnel, business operations, organization changes, technologies, facilities, or locations.

5.1.1 The BCP shall also be updated whenever there are major changes to the organization, function, or operations of the school or department.

5.2 Updated or revised plans shall be emailed to the Fire Safety & Emergency Planning Office.