



EMERGENCY MANAGEMENT

Business Continuity of Operations Planning Template for Functional Departments

Purpose of B-COOP:

This Business Continuity of Operations Plan (B-COOP) will identify critical functions, departmental communication methods, resources, systems and personnel. Each division and department needs to complete a B-COOP to ensure the College can respond to a variety of situations.

Department Information

Vice Chancellor's Name and Title	
Department Name	
Department Leader	
B-COOP Planning Liaison	
Date Completed	

B-COOP completion is required to maintain compliance with [Policy III.3008.C: Policy on Emergency Incidents](#).

Department Leadership Succession – Chain of Command

Name and title of the primary, secondary, and tertiary leader for the department.

Primary Leader and Title	
Secondary Leader and Title	
Tertiary Leader and Title	

Operational Function

Indicate below the principal nature of your department's operations.

- Academic/Instructional
- Business Operations
- Student Services
- Facilities
- ITS
- Athletics
- Other:

Department Objectives

Describe your top, second and third departmental objectives.

1	
2	
3	

Emergency Communications

Employees are required to make every effort to stay informed of SJC emergency information during an emergency.

What methods will you use to communicate with your employees during an emergency?

- Phone (Call Tree)
- Email
- Text Message
- Radio
- Social Media
- Other:

Department Contact Information During an Emergency

List the primary, secondary, and tertiary points of contact for during an emergency.

Primary	
Name:	
Office Phone:	Office Location:
Cell Phone:	Email:

Secondary	
Name:	
Office Phone:	Office Location:
Cell Phone:	Email:

Tertiary	
Name:	
Office Phone:	Office Location:
Cell Phone:	Email:

Emergency Access to Information Systems

If access to departments information and systems is essential to the departments operations in an emergency, briefly describe the emergency access plan below. This may include remote access (or authorization to allow remote access), contacting ITS support, Blackboard, off-site data backup, backup files on flash drives, hard copies, or mobile device storage.

All data must be protected in accordance with [Policy VI-V](#): Policy on Information Resources.

Storage of Critical Data and Records

Identify what critical data and records are backed up, whether backup is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover “lost” critical data.

Responding to Loss of Critical Data and Records

Describe how your department will respond to the destruction of critical data. If telecommunicating is an option for one or more of your staff, include the specifics to ensure compliance.

Essential Functions

The College's priorities in an Emergency/Natural disaster are listed below for reference and should be used when assessing your essential functions.

- Save lives and ensure the health and safety of the SJC community.
- Preserve and protect campus buildings and facilities.
- Preserve the orderly functioning of the College community
- Restore critical functions to the College and departments so the mission of the College can continue
- Establish clear lines of authority and coordination within the College and with external constituencies.
- Establish within the College and departments, responsibilities and authority for mitigation, preparation, response and recovery from a hurricane, tornado or severe weather.
- Establish a basis and organization for the College and departments to respond to emergency situations, to include the coordination of disaster operations and the management of critical resources.
- Articulate procedures for the coordination of communications within the College and with external constituencies and stakeholders.
- Ensure that the College returns to a normal operating environment as soon as possible.

Essential functions are those functions that must *continue or resume rapidly* after a disruption of normal activities. Review the College's priorities listed above to determine if your department falls within an essential function of the College.

Do you have essential functions within your department, area or unit?

- Yes – Complete the following sections relating to Essential Functions
- No – Skip to “Exercising Your B-COOP” section

Worksheet A: Essential Functions

Complete a form for each essential function.

Essential Function # 1 (Provide a name/title and a brief description)			
Criticality Rating + RTO RTO = Recovery Time Objective (Maximum time this function can be down before significant problems occur)	Rating	Description	RTO
	<input type="checkbox"/> Critical	Directly impacts life, health, safety or security. Cannot stop.	< 4 hours
	<input type="checkbox"/> High	Must continue at normal or increased level. Pausing more than 24 hours may cause significant consequences or serious harm.	< 24 hours
	<input type="checkbox"/> Medium	Must continue, if at all possible, perhaps in a reduced mode. Stopping for more than one week may cause major disruption.	< 1 week
	<input type="checkbox"/> Low	May be suspended for up to one month without causing significant disruption.	< 1 month
	<input type="checkbox"/> Deferrable	May pause and resume when conditions permit.	> 1 month
Dependencies			
External Dependencies (Partners and vendors outside of the College)			
Internal Dependencies (Departments within the College)			

Essential Function # 2 (Provide a name/title and a brief description)			
Criticality Rating + RTO RTO = Recovery Time Objective (Maximum time this function can be down before significant problems occur)	Rating	Description	RTO
	<input type="checkbox"/> Critical	Directly impacts life, health, safety or security. Cannot stop.	< 4 hours
	<input type="checkbox"/> High	Must continue at normal or increased level. Pausing more than 24 hours may cause significant consequences or serious harm.	< 24 hours
	<input type="checkbox"/> Medium	Must continue if at all possible, perhaps in a reduced mode. Stopping for more than one week may cause major disruption.	< 1 week
	<input type="checkbox"/> Low	May be suspended for up to one month without causing significant disruption.	< 1 month
	<input type="checkbox"/> Deferrable	May pause and resume when conditions permit.	> 1 month
Dependencies			
External Dependencies (Partners and vendors outside of the College)			
Internal Dependencies (Departments within the College)			

Essential Function # 3 (Provide a name/title and a brief description)			
Criticality Rating + RTO RTO = Recovery Time Objective (Maximum time this function can be down before significant problems occur)	Rating	Description	RTO
	<input type="checkbox"/> Critical	Directly impacts life, health, safety or security. Cannot stop.	< 4 hours
	<input type="checkbox"/> High	Must continue at normal or increased level. Pausing more than 24 hours may cause significant consequences or serious harm.	< 24 hours
	<input type="checkbox"/> Medium	Must continue if at all possible, perhaps in a reduced mode. Stopping for more than one week may cause major disruption.	< 1 week
	<input type="checkbox"/> Low	May be suspended for up to one month without causing significant disruption.	< 1 month
	<input type="checkbox"/> Deferrable	May pause and resume when conditions permit.	> 1 month
Dependencies			
External Dependencies (Partners and vendors outside of the College)			
Internal Dependencies (Departments within the College)			

Essential Function # 4 (Provide a name/title and a brief description)			
Criticality Rating + RTO RTO = Recovery Time Objective (Maximum time this function can be down before significant problems occur)	Rating	Description	RTO
	<input type="checkbox"/> Critical	Directly impacts life, health, safety or security. Cannot stop.	< 4 hours
	<input type="checkbox"/> High	Must continue at normal or increased level. Pausing more than 24 hours may cause significant consequences or serious harm.	< 24 hours
	<input type="checkbox"/> Medium	Must continue if at all possible, perhaps in a reduced mode. Stopping for more than one week may cause major disruption.	< 1 week
	<input type="checkbox"/> Low	May be suspended for up to one month without causing significant disruption.	< 1 month
	<input type="checkbox"/> Deferrable	May pause and resume when conditions permit.	> 1 month
Dependencies			
External Dependencies (Partners and vendors outside of the College)			
Internal Dependencies (Departments within the College)			

Dependencies

While reviewing the department's essential functions, have key external and internal business partners been identified and necessary arrangements made? It is crucial to make contact with all dependencies your department relies on in order to perform essential functions in an event of an emergency.

What are your department's business dependencies? What do you need from your dependencies in order to perform the department's essential functions?

Worksheet B: External Dependencies

More copies can be found on the [OEM B-COOP webpage](#). Attach additional completed copies.

External Dependency		
Dependency (product or service):	Provider:	
Contact name:	Contact number:	Contact email:
Has contact been made with dependency contractor/vendor to confirm services will be available for your department during an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No (contact should be made annually) <input type="checkbox"/> Other:	Date contact was made: Click or tap to enter a date.	

External Dependency		
Dependency (product or service):	Provider:	
Contact name:	Contact number:	Contact email:
Has contact been made with dependency contractor/vendor to confirm services will be available for your department during an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No (contact should be made annually) <input type="checkbox"/> Other:	Date contact was made: Click or tap to enter a date.	

External Dependency		
Dependency (product or service):	Provider:	
Contact name:	Contact number:	Contact email:
Has contact been made with dependency contractor/vendor to confirm services will be available for your department during an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No (contact should be made annually) <input type="checkbox"/> Other:	Date contact was made: Click or tap to enter a date.	

Worksheet C: Internal Dependencies

More copies can be found on the [OEM B-COOP webpage](#). Attach additional completed copies.

Internal Dependency		
Dependency (product or service):	Provider:	
Contact name:	Contact number:	Contact email:
Has contact been made with dependency contractor/vendor to confirm services will be available for your department during an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No (contact should be made annually) <input type="checkbox"/> Other:		Date contact was made: Click or tap to enter a date.

Internal Dependency		
Dependency (product or service):	Provider:	
Contact name:	Contact number:	Contact email:
Has contact been made with dependency contractor/vendor to confirm services will be available for your department during an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No (contact should be made annually) <input type="checkbox"/> Other:		Date contact was made: Click or tap to enter a date.

Internal Dependency		
Dependency (product or service):	Provider:	
Contact name:	Contact number:	Contact email:
Has contact been made with dependency contractor/vendor to confirm services will be available for your department during an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No (contact should be made annually) <input type="checkbox"/> Other:		Date contact was made: Click or tap to enter a date.

Emergency Relocation Needs

In the event of an emergency requiring the department to relocate to another location on or off campus, proper planning is required. Having those employees who perform or support an essential function for the department complete an Emergency Relocation Position Information Sheet (Worksheet D) is recommended. The Emergency Relocation Position Information Sheet provides information on what the staff will need at an alternate location.

Indicate below if your department has successfully assessed the needs of the department and the needs of the employees vital to perform essential functions at an alternate location.

Yes No Other:

Worksheet D: Emergency Relocation Position Information

More copies can be found on the [OEM B-COOP webpage](#). Attach additional completed copies.

Emergency Relocation Position Information		
Name:	Title:	Leader:
Office Phone:	Cell Phone:	Email:
Describe the essential function you are performing and/or supporting for your department:		
Training requirements needed to perform the essential function (Banner, SOS, etc.):		
Resources needed to perform essential function (computer, internet access, handbook, policy, equipment):		

Emergency Relocation Position Information		
Name:	Title:	Leader:
Office Phone:	Cell Phone:	Email:
Describe the essential function you are performing and/or supporting for your department:		
Training requirements needed to perform the essential function (Banner, SOS, etc.):		
Resources needed to perform essential function (computer, internet access, handbook, policy, equipment):		

Name:	Title:	Leader:
Office Phone:	Cell Phone:	Email:
Describe the essential function you are performing and/or supporting for your department:		
Training requirements needed to perform the essential function (Banner, SOS, etc.):		
Resources needed to perform essential function (computer, internet access, handbook, policy, equipment):		

Name:	Title:	Leader:
Office Phone:	Cell Phone:	Email:
Describe the essential function you are performing and/or supporting for your department:		
Training requirements needed to perform the essential function (Banner, SOS, etc.):		
Resources needed to perform essential function (computer, internet access, handbook, policy, equipment):		

Name:	Title:	Leader:
Office Phone:	Cell Phone:	Email:
Describe the essential function you are performing and/or supporting for your department:		
Training requirements needed to perform the essential function (Banner, SOS, etc.):		
Resources needed to perform essential function (computer, internet access, handbook, policy, equipment):		

Vulnerability/Risk Assessment and Mitigation Strategy

Considering your objectives, dependencies and essential functions, list below your vulnerabilities, whether or not the vulnerability can be mitigated, and a brief mitigation strategy. The Critical Interruption Worksheet (Worksheet F) can assist in identifying your vulnerabilities.

Consider the following:

- What are the vulnerabilities that may prevent timely resumption of essential functions?
- What is the risk related to that vulnerability?
- How can you minimize the impact of long-term disruption on your operations?
- What is your response if the risk occurs?

Worksheet E: Vulnerability and Risk Assessment

Vulnerability/Risk (what could go wrong?)	Can you mitigate?		Mitigation Strategy (what can you do to prevent it from happening?)	Recovery Strategy (what can you do to recover from it happening?)
	Yes	No		
<i>Example:</i> SJC EOC requires uninterrupted power to function properly.	X		1. Connected to generator power. 2. UPS to supplement generator startup time.	1. If generators fail, EOC will relocate. 2. Coordinate with facilities/ITS for infrastructure restoration.
<i>Example:</i> SJC EOC has no mechanism for rotating staff for multi-shift activations.		X	Not addressable through ordinary mitigation means.	Will coordinate with PD and facilities to create bunking areas for off-duty crews at the EOC.

Worksheet F: The Critical Interruption Worksheet

Determine the amount of time you can be without each critical condition, function, or service.

If it is determined that your department can't be without a critical condition, function, or services for less than 1 day, it may be necessary to include it in the vulnerabilities section of your B-COOP below.

Conditions/Function/Service	< 1 day	1 - 2 days	3 - 4 days	5 - 10 days	10 - 14 days	15+ days	N/A
How long can your department function either at another location or from home if your space and/or facilities are damaged or unavailable?							
How long can your department be without critical equipment that is either damaged or unavailable?							
How long can your department be without central power and generator back-up?							
How long can your department be without proper communication channels (phone, email, internet)?							
How long can your department be without the use of Enterprise Information Systems (Banner, Blackboard, SOS, Cornerstone)?							
How long can your department be without local information systems (departmental desktop computer, applications managed by your department)?							
If your critical business partners or vendors are unable to provide goods and services, how long can you function without their services?							

Exercising Your B-COOP

Department B-COOPs must be shared with all departmental staff. All departments are encouraged to complete an exercise of the plan annually. Select below the ways the department has/will exercise the plan (select all that apply).

- Call Tree Drill
- Seminar
- Tabletop Exercise
- Off-Site Information Access Test
- Other:

Exercise Completion Date: Click or tap to enter a date.

Resumption of Normal Operations

Resuming normal operations once an emergency or extended disruption has passed will require continued communication and coordination. Consider the following examples:

- Work backlog
- Integration of temporary data resources with permanent systems
- Resupply of resources: maintain an inventory of high value equipment, information resources, and irreplaceable items (titles, model numbers, serial numbers, replacement value, etc.)
- Continued absenteeism
- Emotional/counseling needs

Briefly describe your plan to transition back to normal operations.