Emergency Preparedness and Business Continuity Program

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How Does Business Continuity Differ from Emergency Preparedness?

<table>
<thead>
<tr>
<th>Business Continuity</th>
<th>Emergency Preparedness</th>
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<tbody>
<tr>
<td>• Focuses on the University Mission</td>
<td>• Focuses on the Event</td>
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<tr>
<td>• Emphasis on continuing essential operations after a catastrophic event - once stabilization of campus has occurred</td>
<td>• Emphasis on stabilization of campus following a catastrophic event</td>
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<td>• Securing life, health and property</td>
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Emergency Preparedness Program

• The Emergency Preparedness Mission shall be to develop, organize, coordinate and lead the campus toward effective preparation for, and efficient response to, emergencies and disasters with the primary focus on saving lives, reducing human suffering and the minimizing of property loss and academic services.

• Effective emergency response requires good planning to complement a well equipped facility and well trained evacuation personnel.

• The personal safety of “everyone” on the campus depends largely upon how well individuals react to and are personally prepared to deal with these emergencies.

Mission statement

The Emergency Preparedness Mission of California State University Dominguez Hills shall be to develop, organize, coordinate and lead the campus toward effective preparation for, and efficient response to, emergencies and disasters with the primary focus on saving lives, reducing human suffering and the minimizing of property loss and academic services.
Emergency Operations Center (EOC)

- In the event of an emergency, the Emergency Operations Center (EOC) is activated to manage and coordinate resources and personnel to make decisions, and to coordinate the flow of information and strategy required to deal effectively with an emergency.
- The EOC is the central command and coordination point for disaster response.
- The EOC is where campus Emergency Management staff are deployed to coordinate the response to an emergency event impacting the campus.

EOC EXERCISE VIDEO
“We don’t rise to the level of our expectations, we fall to the level of our training”

**Floor Wardens**

- The Floor Warden program is volunteer based and developed to provide an organized response to most emergencies that can be expected in the workplace
- Floor Wardens are campus employees whom receiving training designated to monitor the safe evacuation of personnel
- Perform After Action Reports (AAR) following every evacuation
- Position checklist, Position guide and Roster are posted on the CSUDH Website

*The University is constantly recruiting additional volunteer Emergency Floor Wardens, especially at night*
How We Contact You

• Mass Notification - Toro Alert: Phone, Cell Phone, Email, Text
• Roof Top Speaker System - Alertus
• Campus Desktop Computers - Alertus

Toroalert – Mass Notification

• CSUDH has a mass emergency communication system that can send time-sensitive information about unforeseen events and emergencies using voice, email and text messaging to all faculty, staff and students
• The university will notify you of an emergency using ToroAlert
• Please be sure to input your cell phone number in the ToroAlert section of my.csudh.edu
• Please be sure to input the ToroAlert number into your cell phone –

(866) 747-8827
To receive time-sensitive emergency messages via text or voice, in the event of imminent danger situations, please update your contact info here. Participation is not mandatory, but strongly encouraged.

ToroAlert Emergency Notification System

What is Emergency Notification System

This "ToroAlert" emergency notification system is a service provided by the University to students, faculty and staff to receive alerts in the event of an emergency on campus. Those who provide contact information will receive a phone call, text message (SMS), and/or an email message providing information about the emergency. This timely notification could help you to take the steps to stay safe. To alert you in a timely manner, please provide your contact information below. CSUDH will never sell or share your emergency contact information. For more information about ToroAlert, visit...

Your Contact Information

- Telephone number
- Text Message (SMS)
- Email Address

To opt-out of the Emergency Notification System, please check this box.

IMPORTANT NOTE: If you opt-out, emergency notifications will be sent only to your University-provided email address.

Please review your contact information for accuracy before pressing the Save button. Updates to the emergency notification contact information are the responsibility of the subscriber and not of the University.
Building Evacuations

In the event of an Evacuation:

1. Evacuate the building quickly and safely using appropriate egress routes
2. Move to the designated evacuation site
3. Keep well away from the building and any Emergency Response Operations
4. Emergency Personnel and/or Floor Warden(s) will inform you when/if it is safe to return

DO NOT USE ELEVATORS!

NOTE: You may be called upon to assist the Floor Warden with the Disabled, Access or Functional Needs individuals on your floor.

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Campus Evacuation Map
Earthquake Preparedness

AFTER THE EARTHQUAKE:

- Be prepared for aftershocks
- If you are outside, do not return to your classroom
- Once outside, follow the Floor Warden to the evacuation site to minimize your exposure to falling debris.

Your Response

**RUN - HIDE – FIGHT**

- Escape the area if you can.
- Barricade your position and conceal yourself if escape is not possible.
- If confronted by an assailant fight to defend yourself.
How To Contact UPD 24/7

Dispatch: 911
(310) 243-3333 or (310) 243-3639

Emergency Call Box Towers 37 available

Anonymous Tip Line (310) 243-3980

On Line @http://www.csudh.edu/dhpd/

Business Continuity
“The time to repair the roof is when the sun is shining.”

John F. Kennedy

What is Business Continuity?

The ability of an organization to provide service and support for its customers and to maintain its viability following a catastrophic event.

No matter what happens today, we want to be able to do tomorrow, what we did yesterday.

“Business continuity is not a project with a beginning and ending date, it is a program to be managed indefinitely.” (Business Continuity Management)
What is a Business Continuity Program?

The elements of a Business Continuity Program are:

• Identifying essential services
• Establishing and maintaining a framework for business continuity
• Training
• Completing a business impact analysis and risk assessment
• Creation of departmental business continuity plans
• Business continuity plan review
• Business continuity plan testing

Continuity Planning

Process that will assist the campus to:

• Identify the essential business functions that support CSUDH’s mission
• Assess the potential impact of disruption to those functions
• Develop strategies to continue or quickly resume those functions when faced with adverse events
• Evaluate the effectiveness of plans during simulated and actual events
Important to remember...

We are not planning for every possibility that could cause an interruption. Instead we are planning for the effects of any interruption.

*For example:* Your office/building may be unavailable for many reasons (fire, flood, earthquake, etc.), but the effect is still the same: *you cannot work in that location.*

Business continuity planning is about maintaining, resuming, and recovering the business.
"Just because the river is quiet does not mean the crocodiles have left."

*Malay Proverb*

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**Recovery Time and Recovery Point Objectives**

- **Recovery Point Objective**: The amount of data that can be lost measured by a time index.
- **Recovery Time Objective**: The amount of time that is allowable before the system comes back on line.
Dependencies

• **Upstream**  
  – Departments (WITHIN the campus) whose reduced functioning would seriously impair your own department’s ability to perform this Critical Function

• **Downstream**  
  – Departments that would be seriously impacted if YOUR department could not perform this Critical Function.
What if ?....

- Half of your staff was out for an extended period of time due to a pandemic influenza?
- Significant IT computer failure during a peak period on campus (registration)
- What if you can’t get into your office/building for an extended period of time?

There are so many “what ifs” to think about. It is our responsibility to include them in business continuity planning.

Planning emphasis

Regardless of the source, business continuity planning should focus on the effects – not the cause – since all effects tend to fall into one of four categories:

- Workforce shortage
- Loss of technology
- Loss of facilities
- Failure in the supply
Executive Order 1014

• Delegates responsibility to the campus presidents the responsibility for the implementation and maintenance of an effective business continuity program on each campus.
  – The President has designated business continuity responsibility to the Risk Management/Environmental Health and Occupational Safety Department Manager (RM/EHOS).
Executive Order 1014 Highlights

- Business units shall test some part of their Business Continuity Plan once a year, with all parts tested every seven years.
- Business units shall review their Business Continuity Plan and tests at least annually or more frequently as needed and update the plans whenever changes occur in their operating procedures, processes, or key personnel.
- Initial training on conducting business continuity planning shall be provided to all individuals responsible for developing and implementing plans.

Aligning BCPs with IT-DRP

Risk Management/EHOS will assist departments to ensure that their business continuity plan needs are aligned with Information Technology’s disaster recovery plans (IT-DRP).

- Campus expectations for the recovery of data processing services that are identified need to be communicated with IT.
- Coordination of recovery strategies with IT.
- Campuses should consistently cross reference other plans that contain steps that are essential to a recovery process.
Business Continuity Plans on Campus

- Accounting Services
- Administration and Finance
- Associated Students Inc.
- Budget Planning & Administration
- Business Process Management
- Career Center
- Central Academic Affairs
- College of Arts and Humanities
- College of Business Administration and Public Policy
- College of Extended and International Education
- College of Natural and Behavioral Sciences
- College of Professional Studies
- Development and Advancement Services
- Disabled Student Services
- Emergency Preparedness
- Enrollment Management
- Facilities, Planning, and Construction Management
- Financial Aid
- Foundation
- Human Resources Management
- Information Technology
- Library
- Loker Student Union
- Payroll Services
- Physical Plant
- President’s Office
- Procurement, Contracts, Logistical and Support Services
- Risk Management/Environmental Health & Occupational Safety
- Student Affairs
- Student Health and Psychological Services
- Student Success
- University Advancement
- University Communications and Public Affairs
- University Housing Services
- University Police

Business Continuity Training

Risk Management will meet with each identified department to provide training and to assist in plan development including:

- Steps to conduct a risk assessment
- Steps to conduct a business impact analysis
- Use of Kuali Ready business continuity software program
- Identification of critical functions to include in their plan
The creation of a Business Continuity Plan begins with an accurate evaluation of the functions performed by your department. The purpose of this document is to help you identify your department's critical processes, evaluate potential threats to those processes and determine the operational impact and priority of each. Only a brief description of your essential function is needed as your Business Continuity Plan will provide greater detail.

Use the table below to evaluate your departmental functions. List each of your essential business processes and rate how critical the processes are to campus functionality.

<table>
<thead>
<tr>
<th>List essential function performed by department</th>
<th>Rate the impact or importance of this function: 1 = Must Continue, Life, Health, Security. 2 = Must Continue (in reduced mode). 3 = Pause if forced, but must resume within 30 days. D = Deferrable. NA = Not applicable</th>
<th>With regards to the identified essential function:</th>
<th>Are there measures in place to mitigate the loss of personnel?</th>
<th>Are there measures in place to mitigate the loss of power?</th>
<th>Are there measures in place to mitigate the loss of facility?</th>
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<tbody>
<tr>
<td>Students</td>
<td>Employees</td>
<td>Vendors</td>
<td>Finances</td>
<td>Violation of Laws/Policies/Regulations</td>
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Department __________________________
Department Head Name __________________________ Signature __________________________ Date ____________

Risk Assessment & Business Impact Analysis Worksheet

Business Continuity Planning Software

The University has secured and maintains a license for Kuali Ready software program to provide the framework for our Business Continuity Program.

Kuali Ready provides step by step instructions to assist departments in planning for continuity of operations in the event they are without essential services, adequate staffing or facilities/buildings.
Understand Ready in Less Than 3 Minutes

Continuity Planning for Higher Education

https://youtu.be/4aA0o4lwJvY

Resources
Business Continuity Plan Development

Utilizing training and the “Guide to Business Continuity Planning, departments can begin entering their identified department information, critical functions, key resources, information technology applications and instruction preparations into Kuali Ready Program.
Kuali Ready Plan Steps

• Step 1 – Department Identification
• Step 2 – Critical Functions
• Step 3 – Information Technology
• Step 4 – Instruction
• Step 5 – Key Resources

Kuali Ready
Next Step....

• Review current business continuity plan information in Kuali Ready and update plan to reflect changes in:
  – Critical functions, personnel, key resources, information technology expectations and identified faculty preparations

• Risk Management/EHOS is available to meet to provide additional assistance.

“Guide to Business Continuity Planning on Campus”

Guide developed to assist departments in conducting interviews and gathering information for the department. The guide can record and log the same questions that are displayed in Kuali Ready. The Guide will enable you to collect information for later entry into the on-line tool.
Business Continuity Plan Testing

Executive Order 1014 requires that a portion of each business continuity plan is tested every year, with the entire plan being tested once every 7 years.

Risk Management will follow up with each department to test a portion of their completed Business Continuity Plan.

Completed Business Continuity Plans

Once your Business Continuity Plan has been completed, the Department head or designee will need to:

1. Print a copy of the plan
2. Sign and date the first page of the printed plan.
3. Forward a copy of the signed cover page to Risk Management.
4. Follow up on any Action Items contained in the plan
Approval and Renewal

- Risk Management will review the plan upon receipt of the signed Business Continuity Plan cover page.
  - The department will be contacted upon approval or if any revisions are necessary.
  - Once the plan has been approved it will need to be updated annually.

“The only thing harder than planning for an emergency is explaining why you didn’t.”

Anonymous
Questions?

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