

## BFA Administrative Detail: #10.2

### **Business Impact Analysis Process**

#### **1.0 PURPOSE**

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The purpose of the Business Impact Analysis (BIA) administrative detail is to document the process required of each business unit to identify critical functions or major services that must be prioritized to ensure the continuation of normal operations per the campus business continuity program.

#### **2.0 BACKGROUND**

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As required by the state of California (Executive Order S-04-06), the campus must develop and maintain a local continuity of operations and continuity of government plan. Per the CSU policy, the following is required of the campus.

- Establish and maintain a business continuity program
- Identify essential functions that support the campus mission, as well as the associated critical activities, processes, and resources needed to complete the function.
- Conduct a business impact analysis and risk assessment for identified essential functions.
- Provide time objectives for recovery of essential functions, as well as strategies and tactics to achieve those objectives.
- Prioritize essential functions to support decision makers regarding services, processes, and systems that must continue with limited staff and resources.
- Develop continuity plans to ensure continuation of essential functions to meet the minimum acceptable levels of service following a disruption.
- Reduce the periods of disruption for business units.
- Support the return to normal operations as soon as possible following a disruption.
- Develop risk mitigation strategies that can reduce impacts to essential functions and services following both minor and catastrophic incidents.
- Provide a process to coordinate the response to and recovery from disruptions to normal operations.
- Organize a campus business continuity coordination process that works with the campus public safety department and emergency operations.
- Update and exercises business continuity plans and trains and familiarize personnel in continuity procedures.

- Improve the resilience of the campus by potentially reducing the likelihood of disruptions.
- Reduce the financial, operational, reputational, and perceptual impacts of a disaster to the campus, its business units, and its community.
- Support a culture of business continuity preparedness.

To have an effective business continuity plan, the first step originates with the BIA process to identify the essential functions or major services of each business unit.

## 3.0 OVERVIEW

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### 3.1 Roles and Responsibilities

#### VP/Provost

The Vice President or Provost is responsible for approving the business unit BIA plans. They may delegate the responsibility to an Approving Official.

#### Emergency Manager

The Emergency Manager is responsible for the timely completion of the annual Business Impact Analysis reporting and communicates to the business units as needed. The Emergency Manager updates the BIA form when needed to maintain accuracy and archives completed and approved BIA forms. The Emergency Manager provides status updates to their supervisor during the collection process. They inform ITS when the reports are completed.

#### Business Unit

The Business Unit is responsible for documenting all essential functions and their interdependencies and getting the Approving Official signature on the BIA form prior to submitting it to the Emergency Manager and entering the data into Kualu.

#### Approving Official

The Approving Official is responsible for determining which business units within their division are required to complete the BIA form and informs the Emergency Manager. They are also responsible for reviewing and approving the BIA forms within the deadline set by the Emergency Manager.

## 4.0 CITATIONS AND LINKS TO APPLICABLE STATE LAW, CSU POLICIES, ETC.

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[Executive Order S-04-06](#)

[CSU System Business Continuity Program](#)

## 5.0 PROCEDURES

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Business Units:

1. Identifies the essential functions or major services provided (per the definition below)
2. Assigns a priority ranking based on amount of maximum acceptable downtime (MAD)
3. Identifies interdependencies
4. Completes the [BIA form](#) and gets approving official signature.
5. Uploads the information to CI Ready Business Continuity Plan (Kualu Program)

6. Sends completed BIA form to Emergency Management Office via email. Negative report is required.

Emergency Manager:

1. Notify business units annually of due date and provide instructions for submission.
2. Tracks submissions and follows up for missing forms.
3. Reviews BIA form for completeness. Verify contacts are up to date.
4. Checks that Kualii is complete.
5. Notifies IT that plans are available for IT review.

IT (documented Disaster Recovery Plan ITDR – see webpage)

## 6.0 DEFINITIONS

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**Approving Official.** The Vice President/ Provost or the person they delegate authority to for approving the BIA form.

**Business Continuity.** The capability of an organization to continue delivery of products and services at acceptable predefined levels following a disruptive event. The phase of recovery from a disruptive event that generally overlaps or follows the emergency or acute response. See "Continuity" below.

**Business Continuity Management.** The holistic management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities. (Source: ISO 22301:2012)

**Business Continuity Plan.** Comprehensive plan for coordination of activities and maintenance of university functions at the university. It includes an effort within business units to ensure continued performance of essential functions during a wide range of potential emergencies. Continuity Plans include comprehensive procedures and provisions for alternative facilities, personnel, resources, interoperable communications, and preservation of vital records/databases.

**Business Impact Analysis.** A process designed to prioritize business functions by assessing the potential quantitative (financial) and qualitative (non-financial) impact that might result if an organization was to experience an incident, from minor to catastrophic.

**Business Unit.** Any academic or administrative department, unit, center, institute, division, or college.

**Continuity.** The ability to continue mission critical services following a disruptive event, following applicable practices described in business continuity and continuity of operations guidance documents.

**Continuity Coordinator.** A role within the university's continuity program that coordinates planning and implementation for overall continuity and return to normal operations for the university.

**Continuity Program.** A management framework for resuming essential functions, operations, and services after an incident or emergency that may threaten the health and safety of the university community or disrupt its programs and operations. The Continuity Program ensures continuity activities are coordinated, and that training and exercises on continuity preparedness and implementation are provided.

**Continuity of Government.** The preservation, maintenance, or reconstitution of the institution of government. This is the ability to carry out an organization's constitutional responsibilities by ensuring succession of elected and appointed officials. While Continuity of Government typically applies to positions of elected government officials, the CSU campuses will, in like fashion, ensure that key administration positions have succession of leadership, delegation of emergency authority, and active command and control procedures in the continuity plans.

**Critical Personnel.** Those highly trained for specific job functions that are deemed essential.

**Essential Function or Major Services.** An essential function or major service that enables a business unit to provide vital services that support the University’s core objectives, maintain the safety and well-being of the general public, or sustain the campus during and immediately following an emergency.

**Interdependencies.** In some cases, delivery of services may be dependent on services provided by other business units

**Kuali Program.** A database management software for the tracking of the CI Ready Business Continuity Plan

**Maximum Acceptable Downtime (MAD).** The allowable time the service can be down before negative consequences occur.

**Recovery Time Objective.** The period of time when the service will resume in some fashion.

**Risk Analysis.** The process of evaluating threats, hazards, and vulnerabilities to identify unacceptable concentrations of risk to essential functions, and single points of failure, so that measures can be considered that may lower the likelihood and decrease the impact of the disruption caused by the threats, hazards, and vulnerabilities.

## 7.0 CONTACTS

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Emergency Manager	<a href="mailto:margaret.federico@csuci.edu">margaret.federico@csuci.edu</a>	805 437-3765
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## REVISION TRACKING

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### Revision History

Revision Date	Revised By	Summary of Revisions	Section(s) Revised

### Review / Approval History

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