



## Tips for Developing a Good Business Continuity Plan

As you begin to develop your plan in *OHIO Ready*, describe your blueprint on how to continue performing critical functions without the resources to which you are accustomed. Your office may be in an alternative location and may or may not have IT resources (internet/phone), so how will you continue to do your critical work?

1. Location, location, location: Think about alternative locations where you might be able to relocate your office staff. Identify two or three location options that would make sense for your unit. Think of other offices that might have “like” functions within the University or community. For example: if you provide services to the community, you might wish to temporarily relocate to an area where there is adequate parking and a visible external entrance. If you provide patient care, it is possible to “share” space with another clinical service provider even if it is during their “non-business” hours?
2. Network dependency: How would you continue to work without the data network? Not many people in the workforce today remember what it was like to use a “paper/pencil” system for standard business operations, so this will need to be thought through carefully. What if PeopleSoft or Blackboard was unavailable, or there is no email or internet access. What if you could not process credit card or Bobcat Cash transactions? Could you make housing assignments and/or room changes on paper and if so, do you have floor plans readily available? Do you regularly back up the most recent housing roster so you have a starting point? Do you have paper forms already created for use in such an instance?
3. Communication plan: How do you plan to communicate with your staff if you cannot send an email? What if cell service is disrupted? Can you assign a “runner” – a person who will, on a regular basis deliver hand written notes/messages around campus? What if all staff were working from home using an external network – how would you communicate with them as a group?
4. Reduced workforce: If half of your staff did not show up to work due to illness or perhaps they “won the lottery pool”! How could critical functions continue? Have you created a generic list of the skill sets required to fulfill your office duties so that if temporary employees were needed they could be identified quickly and efficiently?
5. Line of succession and delegation of authority: Who can make on-the-spot decisions for your department and who is the back up? It is not good planning to have too many chiefs and not enough Indians. Everyone should be clear on who is in charge.
6. Instruction and research: How will student instruction continue? How will you obtain class rosters, class schedules, student contact information, etc. if the campus data network is unavailable? Are faculty versed in alternative classroom environment readiness? Do they know how to conduct online instruction? use Skype, FaceTime or other video conferencing software to provide student instruction/advising if necessary? How will institutional research continue if lab space or data network is compromised?
7. Climate controlled environment: Are there pharmaceuticals, research materials or other equipment or supplies that require refrigeration or storage within a temperature sensitive location? Where can these items be taken if there is a long-term power failure? Do you have an emergency generator that is specific to your research, medical supply or equipment needs or are you relying on “somebody” to bring



a generator? TIP: during an emergency, facilities staff will be in high demand. Do not totally depend upon their services during a critical time. Plan ahead and prepare for the worst.

By now you might have identified many areas where your department is vulnerable. It is best to think these situations through and put action steps in place *before* an event occurs. What steps can be taken now to put you in a more resilient position for later?