

Eagle Ready Business Continuity Plans

Instructions

April 2020

Contents

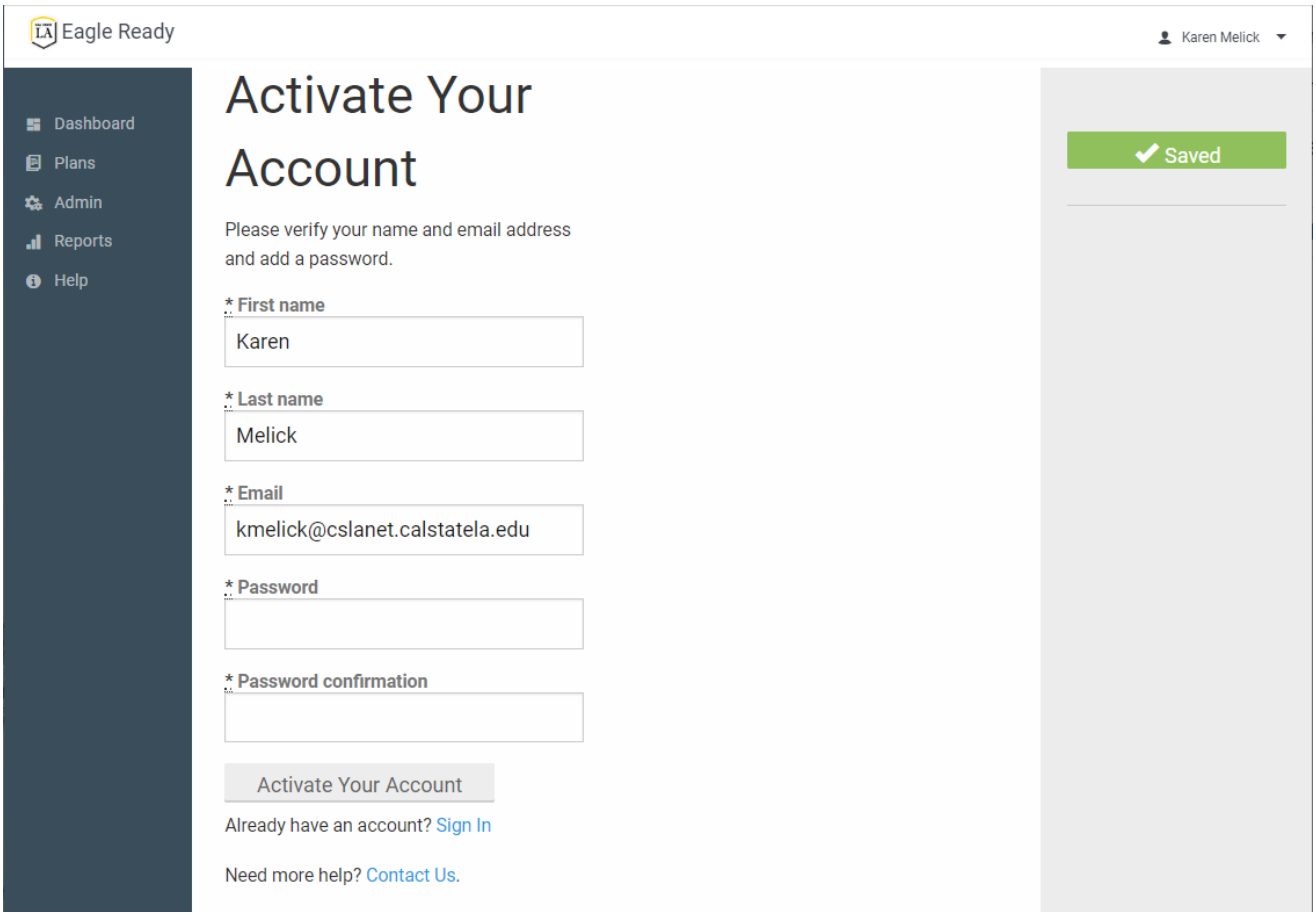
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1.0 Introduction

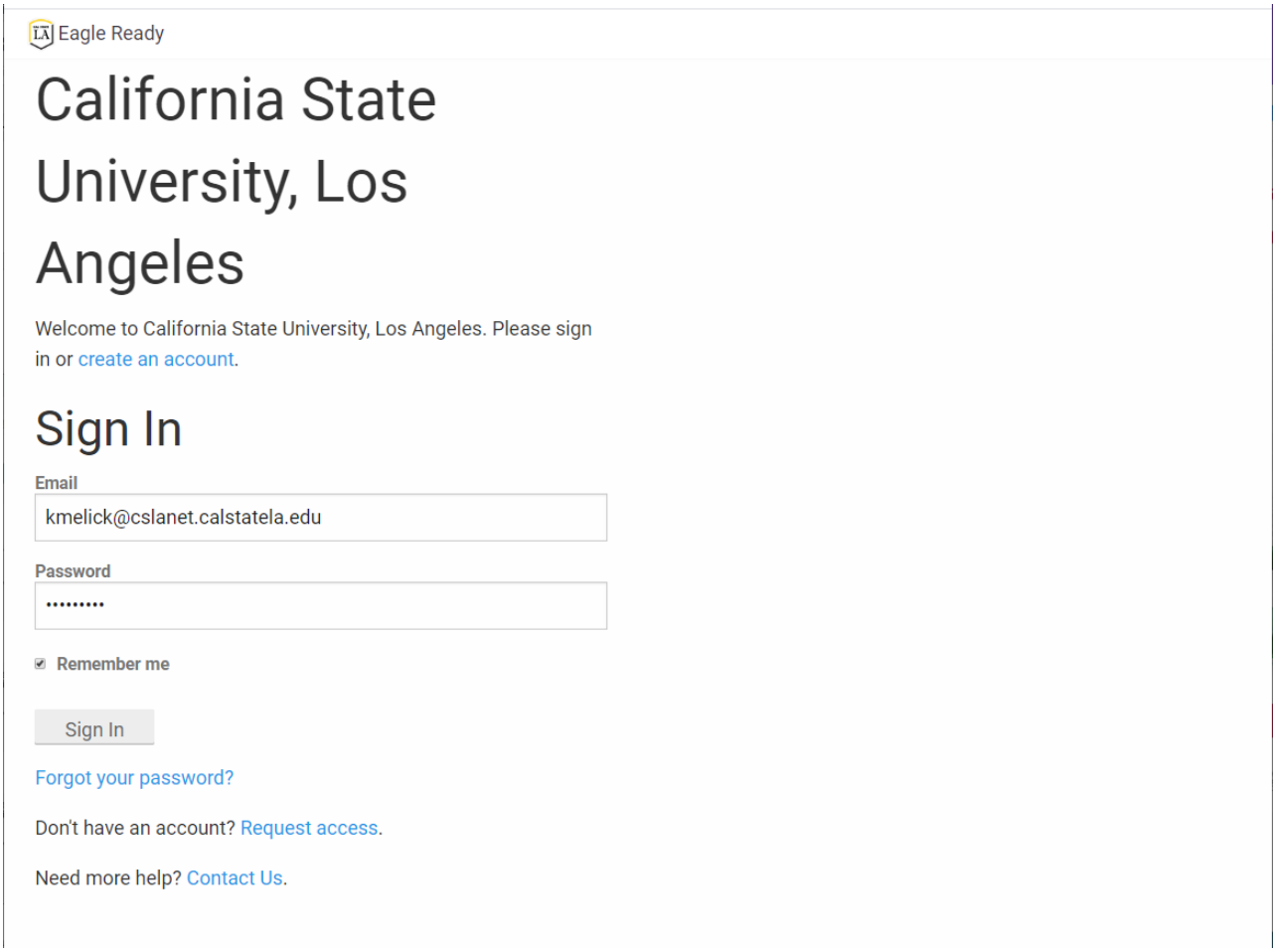
Executive order 1014 requires that campus departments that have essential university functions develop, update and review at least annually a business continuity plan. Cal State LA's system for these continuity plans is called Eagle Ready.

2.0 Accessing Eagle Ready and Logging In

In order to access Eagle Ready, an Administrator or Plan manager must add you to the system. You will then receive an email that you click on the link to set up your password. At this time the campus single sign on is not enabled for this but possibly will be in the future.



The Eagle Ready cloud based system is accessed at the following web location: calstatela.kuali.co. Going to this web page brings up the Sign In page:



3.0 Roles

The system has the following three user roles:

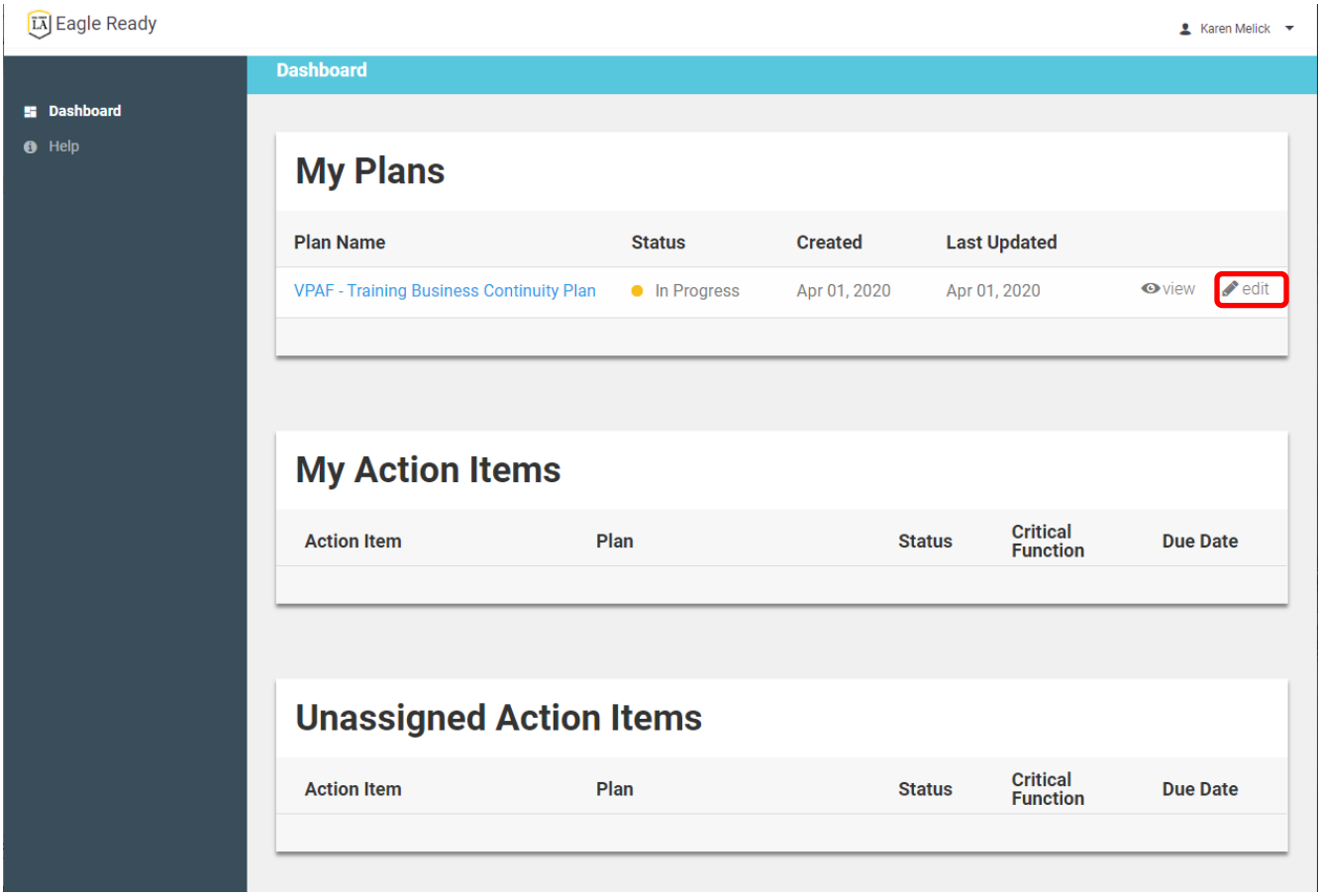
- Plan Managers can add other plan mangers, editors and viewers along with editing the plan
- Plan Editors can edit and view the plan
- Plan Viewer can view but not edit the plan

4.0 Dashboard

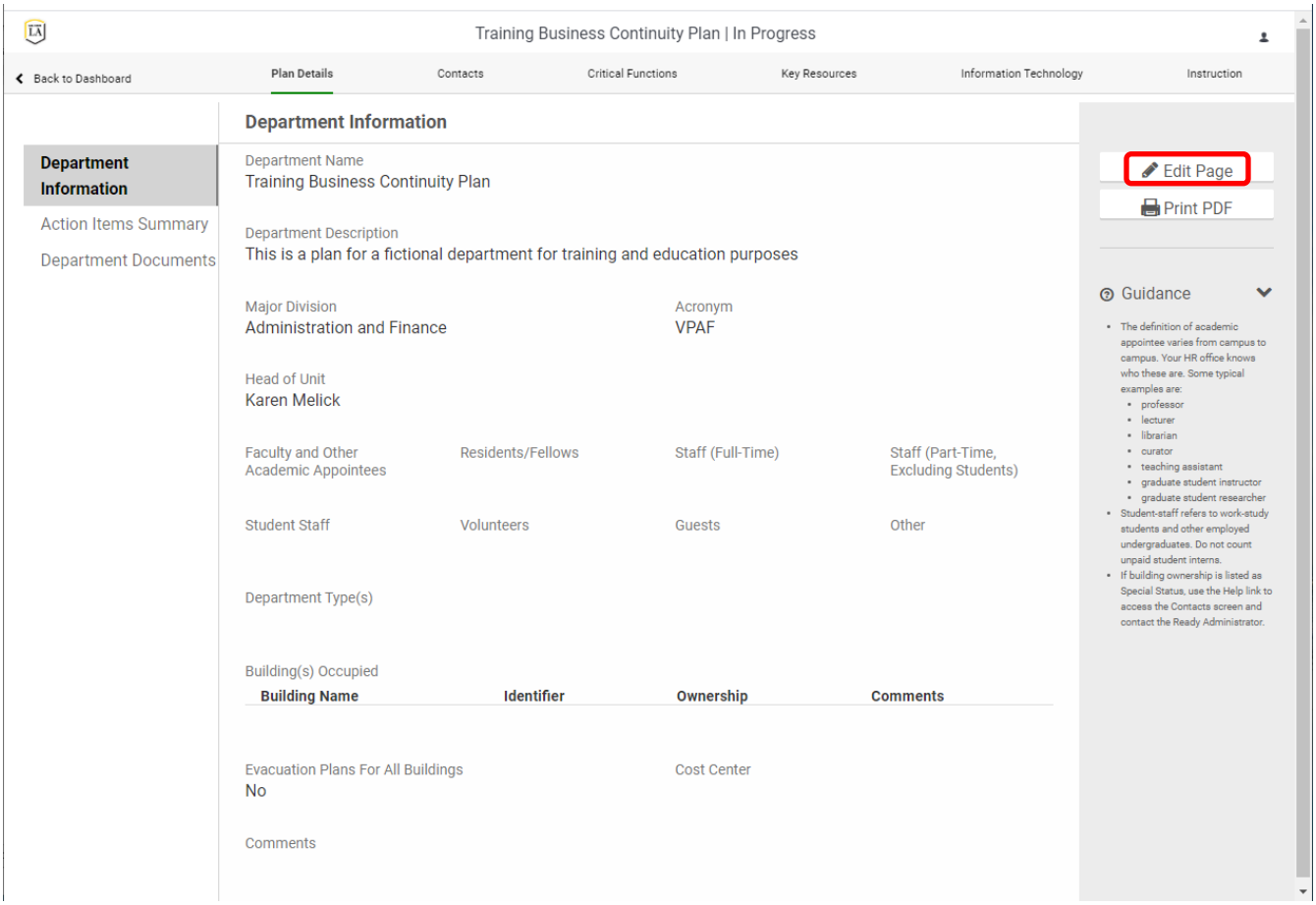
Once you sign in, the home page is the Dashboard page where the plans that you have access to are listed. You can return to the Dashboard page by using the “back to dashboard“ navigation at the top left of the pages.

5.0 Edit Plans

From the Dashboard screen, select the pencil icon next to “edit” link to the plan to open a plan to edit it.

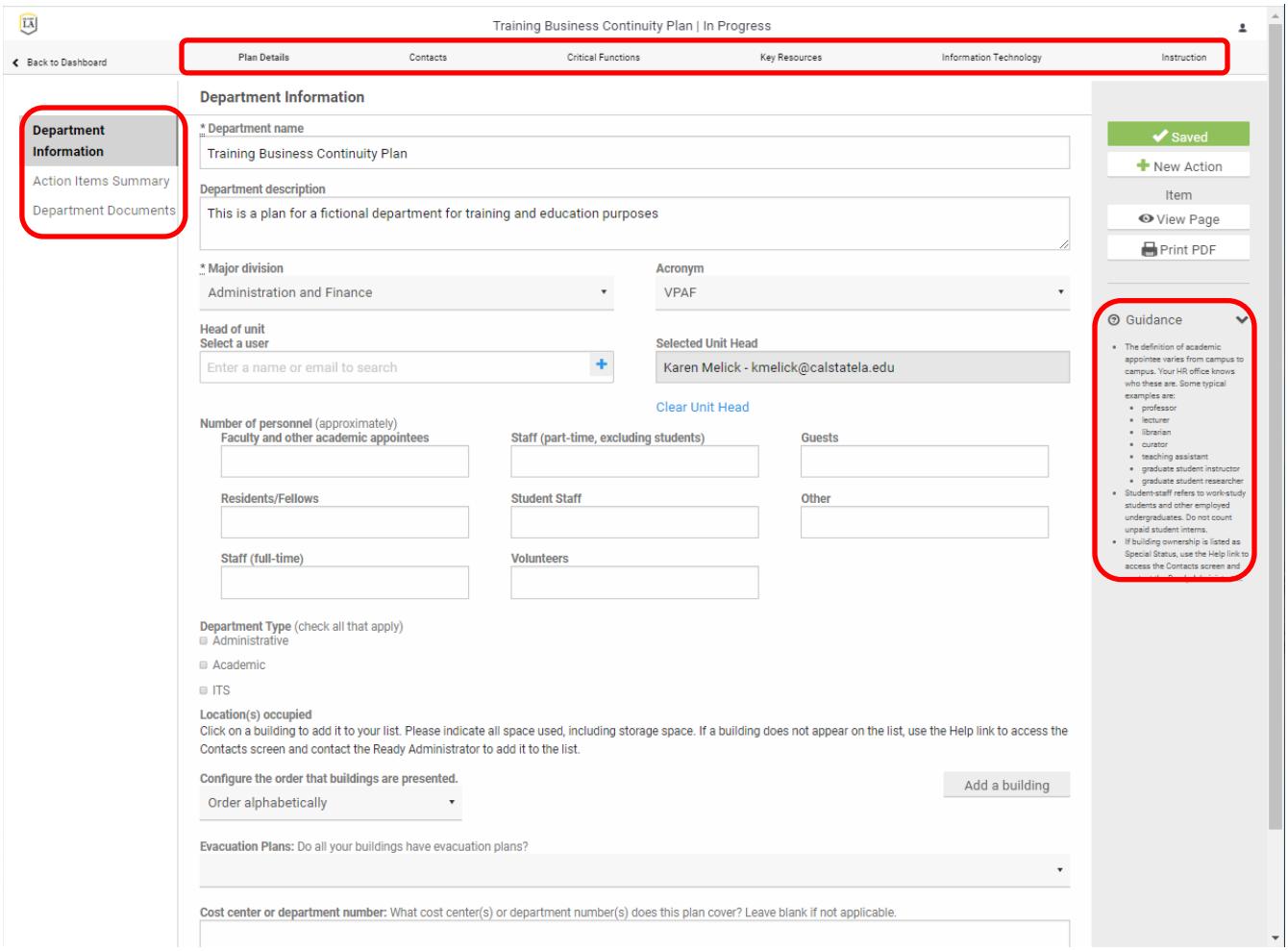


In order to enter edit mode, click on “Edit Page” on the right to begin editing or adding plan information.



6.0 Plan Navigation

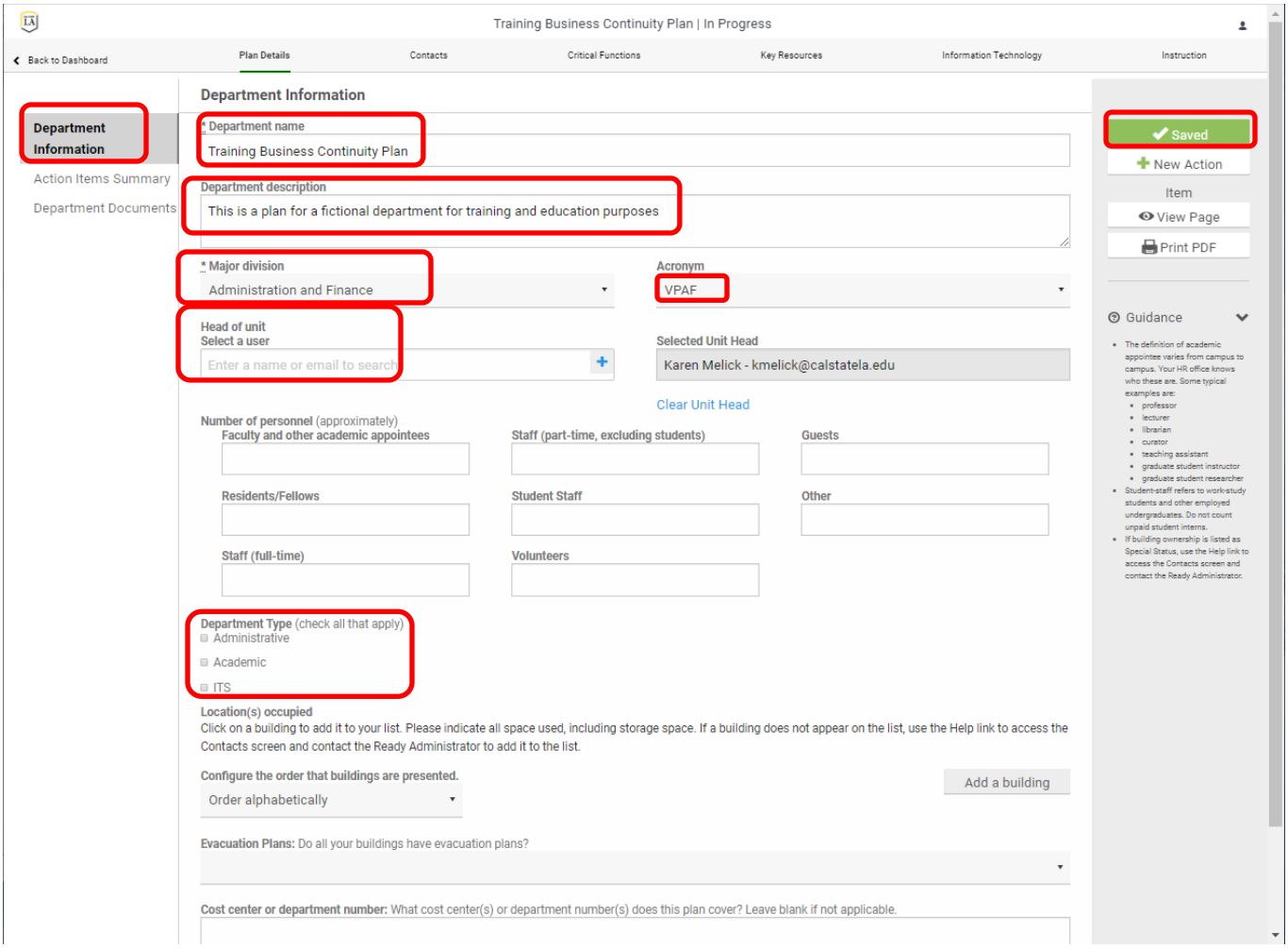
The plan sections of “Plan Details”, “Contacts”, “Critical Functions”, “Key Resources”, “Information Technology” and “Instruction” are across the top. Details screens for the plan sections are listed in the left menu. Guidance for each page is on the right beneath the action selections.



7.0 Plan Details/Department Information

It is important to enter the Department name, department description, select the division that the department reports to, the head of the unit, and the department type. The department type will customize some of the entry screens. If only Administrative is checked, then the Instruction section isn't applicable. The rest of the fields on this page is optional information.

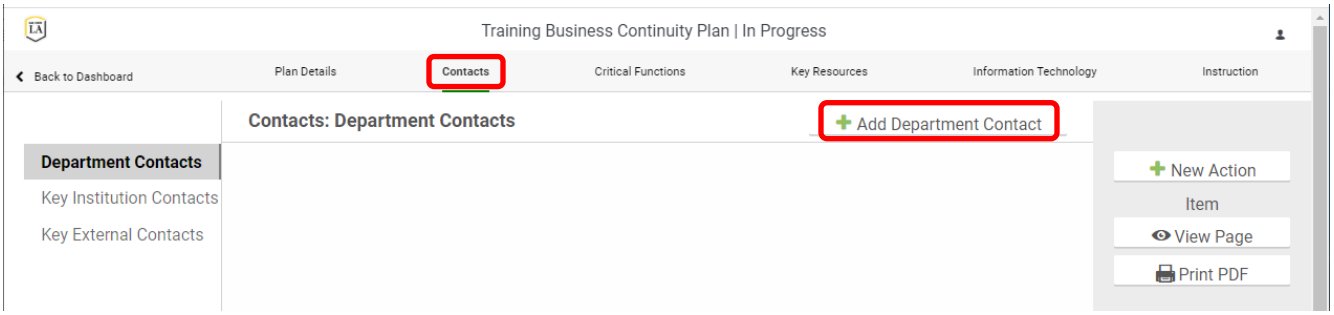
You must click the "Save" button at the upper right to save any input or changes before you navigate off the page to save any changes.

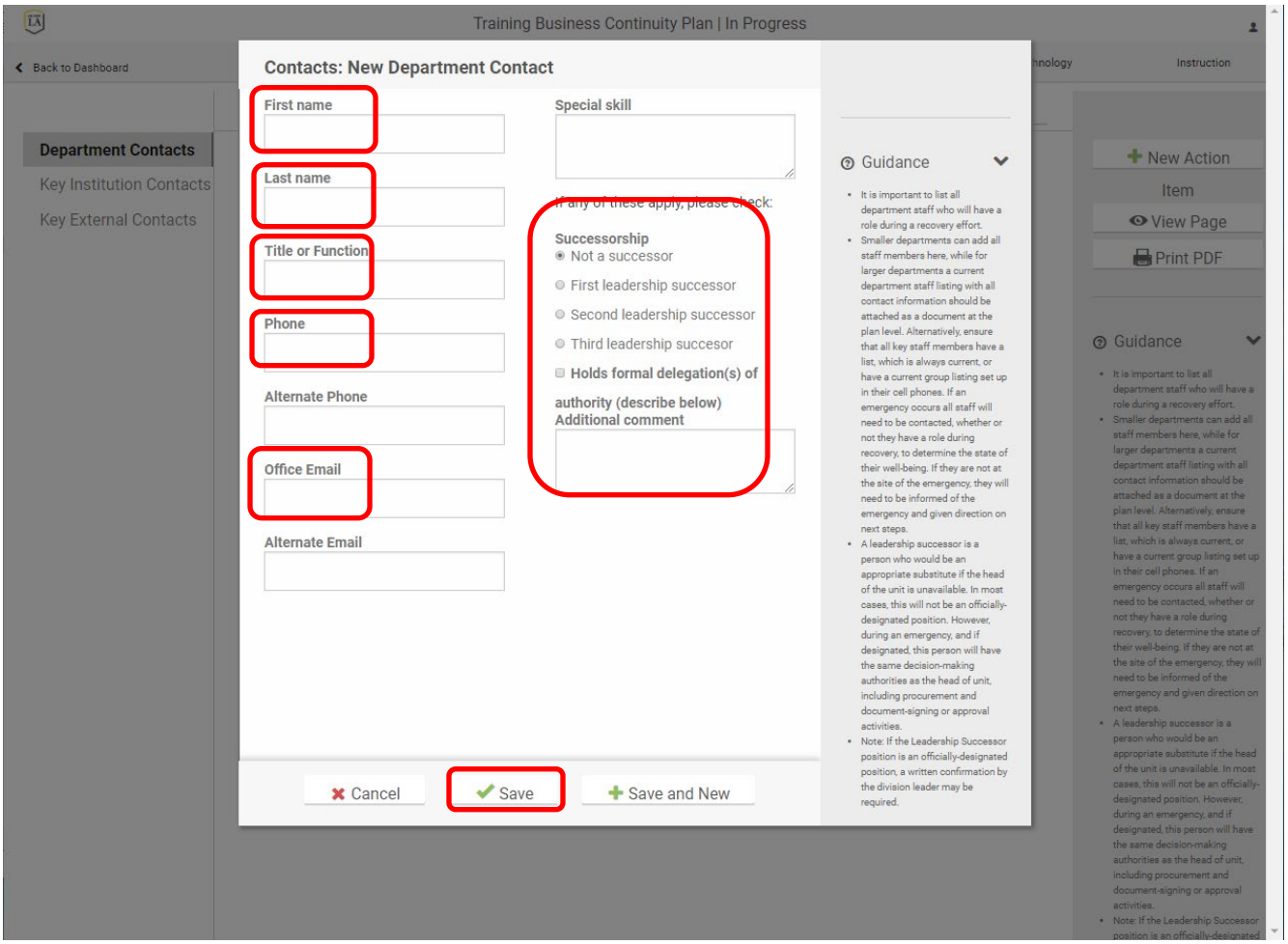


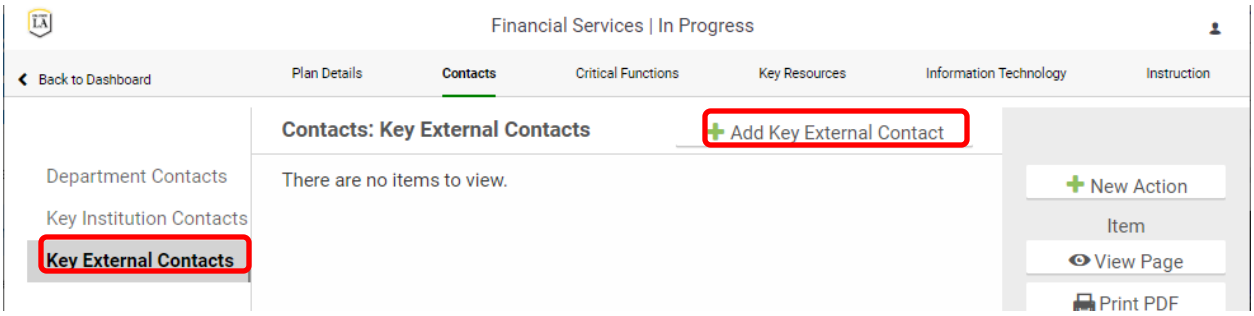
8.0 Contacts Section

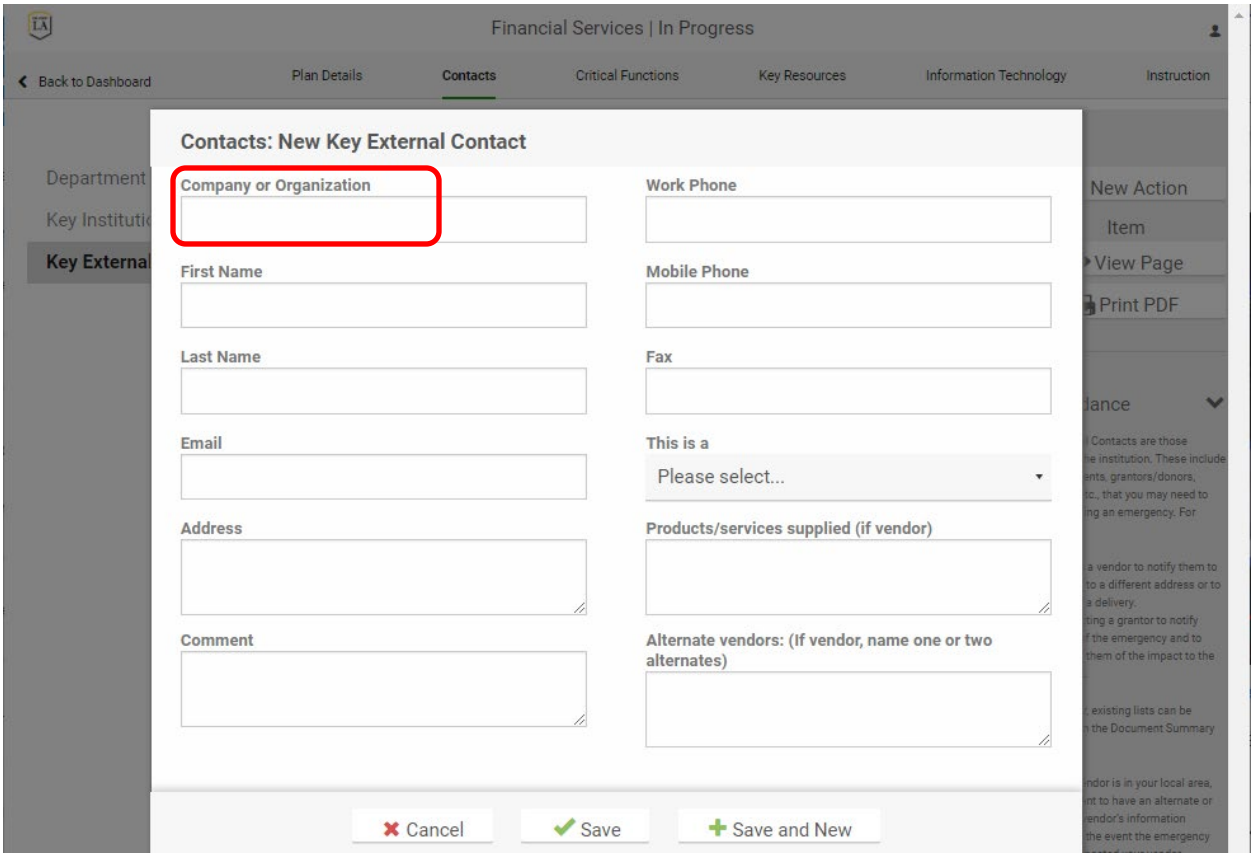
The Contacts section has three pages, one for department contacts which should be filled out with the department leaders and lines of succession and delegation of emergency authorities. This page is for the department leadership, the Resources section is where the staff information goes. The save button on these pages is on the bottom of the page.

The pages for Key Institution Contact and Key External Contacts are optional. Use the Key External Contacts page for Key Vendor or supporting government agencies information.






Financial Services | In Progress
Back to Dashboard
Plan Details
Contacts
Critical Functions
Key Resources
Information Technology
Instruction
Contacts: Key External Contacts
Add Key External Contact
There are no items to view.
Department Contacts
Key Institution Contacts
Key External Contacts
New Action
Item
View Page
Print PDF

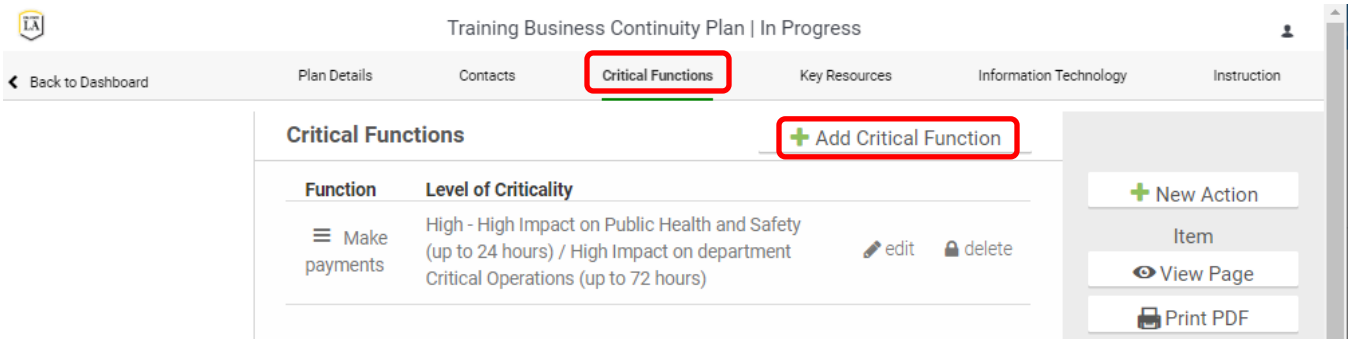

Financial Services | In Progress
Back to Dashboard
Plan Details
Contacts
Critical Functions
Key Resources
Information Technology
Instruction
Contacts: New Key External Contact
Company or Organization
First Name
Last Name
Email
Address
Comment
Work Phone
Mobile Phone
Fax
This is a
Please select...
Products/services supplied (if vendor)
Alternate vendors: (If vendor, name one or two alternates)
Cancel
Save
Save and New

9.0 Critical Functions Section

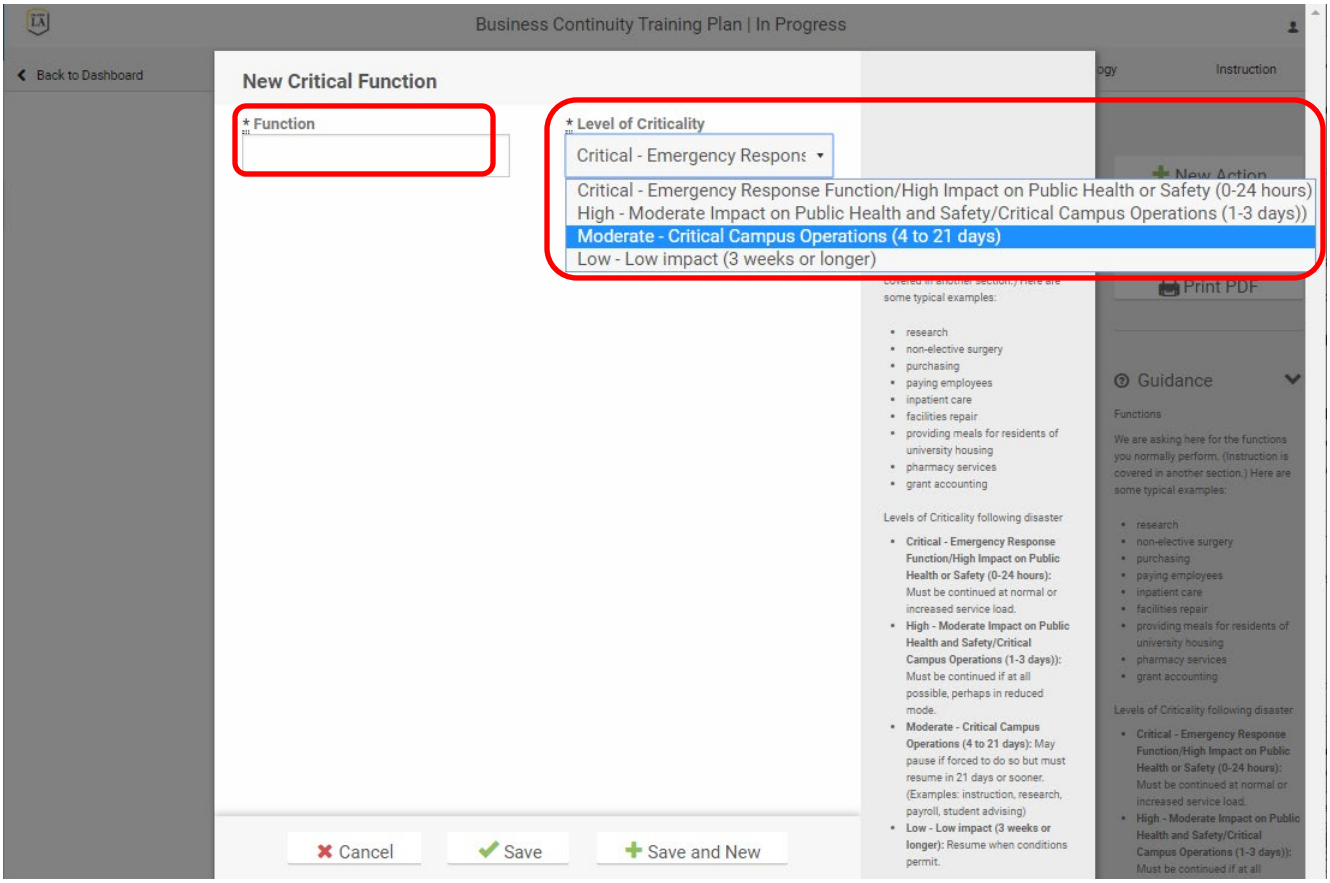
Critical functions are the functions that your department provide for the campus that need to be continued in the event of an emergency. The levels of criticality are:

Level 1 - Emergency response functions or high impact on health and safety (0-24 hours)
Level 2 - Moderate impact on health and safety or critical campus operations (1-3 days)
Level 3 - Critical campus operations that must resume in 4 to 21 days
Level 4 - Low impact, recovery in 3 weeks or longer (not needed to be included in plan)

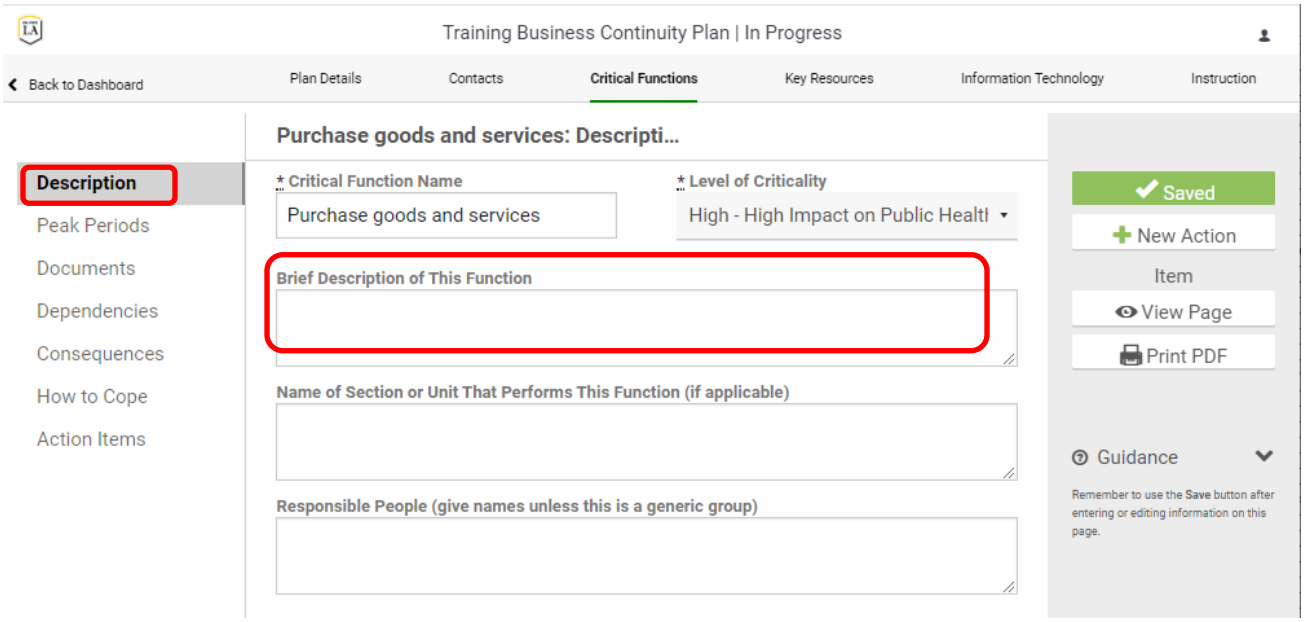
To add a critical function click on “Add Critical Function”

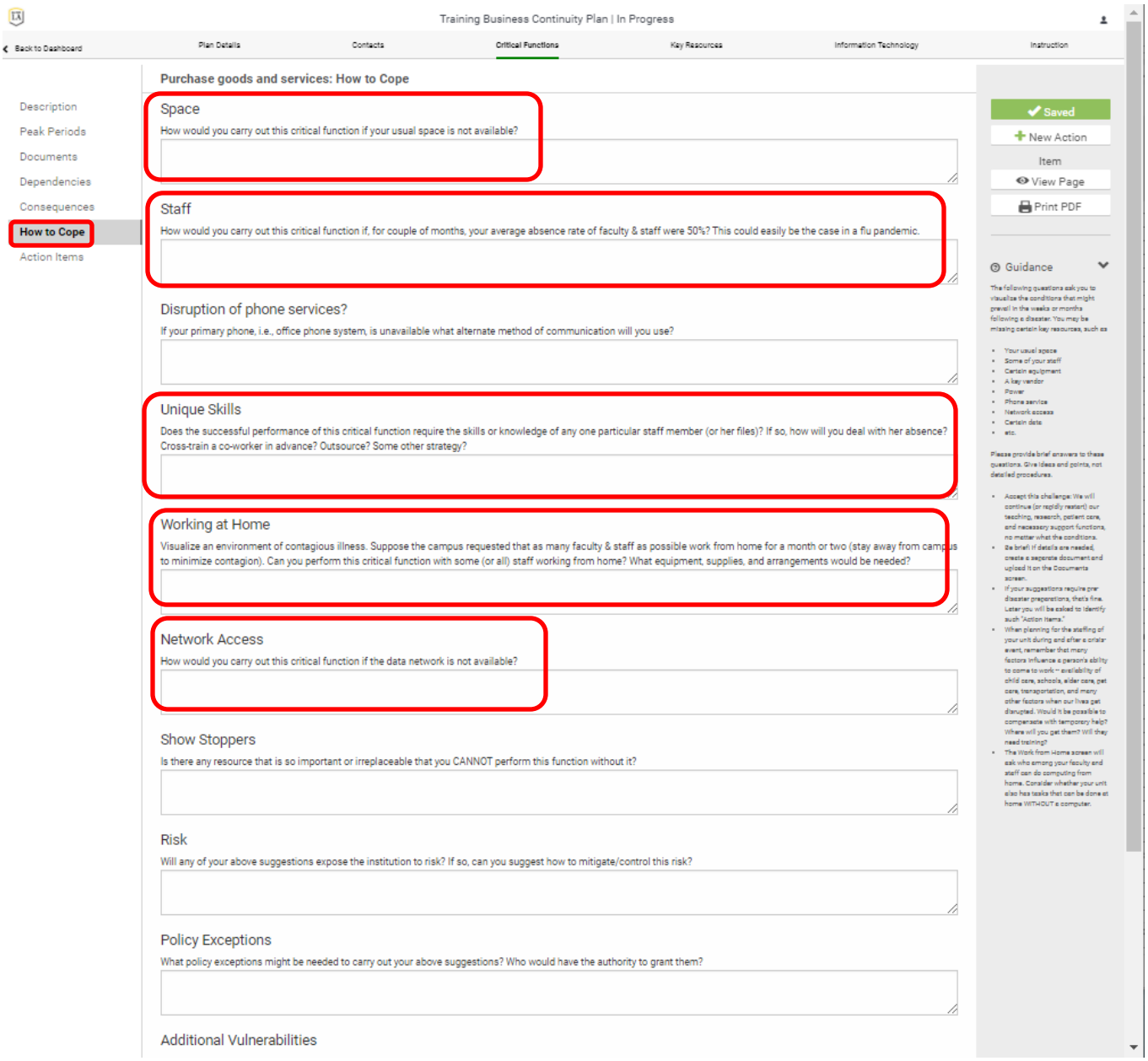


Enter the function name and select the level of criticality/time needed for recovery for the functions provided by your department.



Enter the information related to the critical functions. There are seven pages related to each critical function that are listed on the left. The most important information is the “Description” and “How to Cope” The information fields circled below should be completed. The rest is optional.

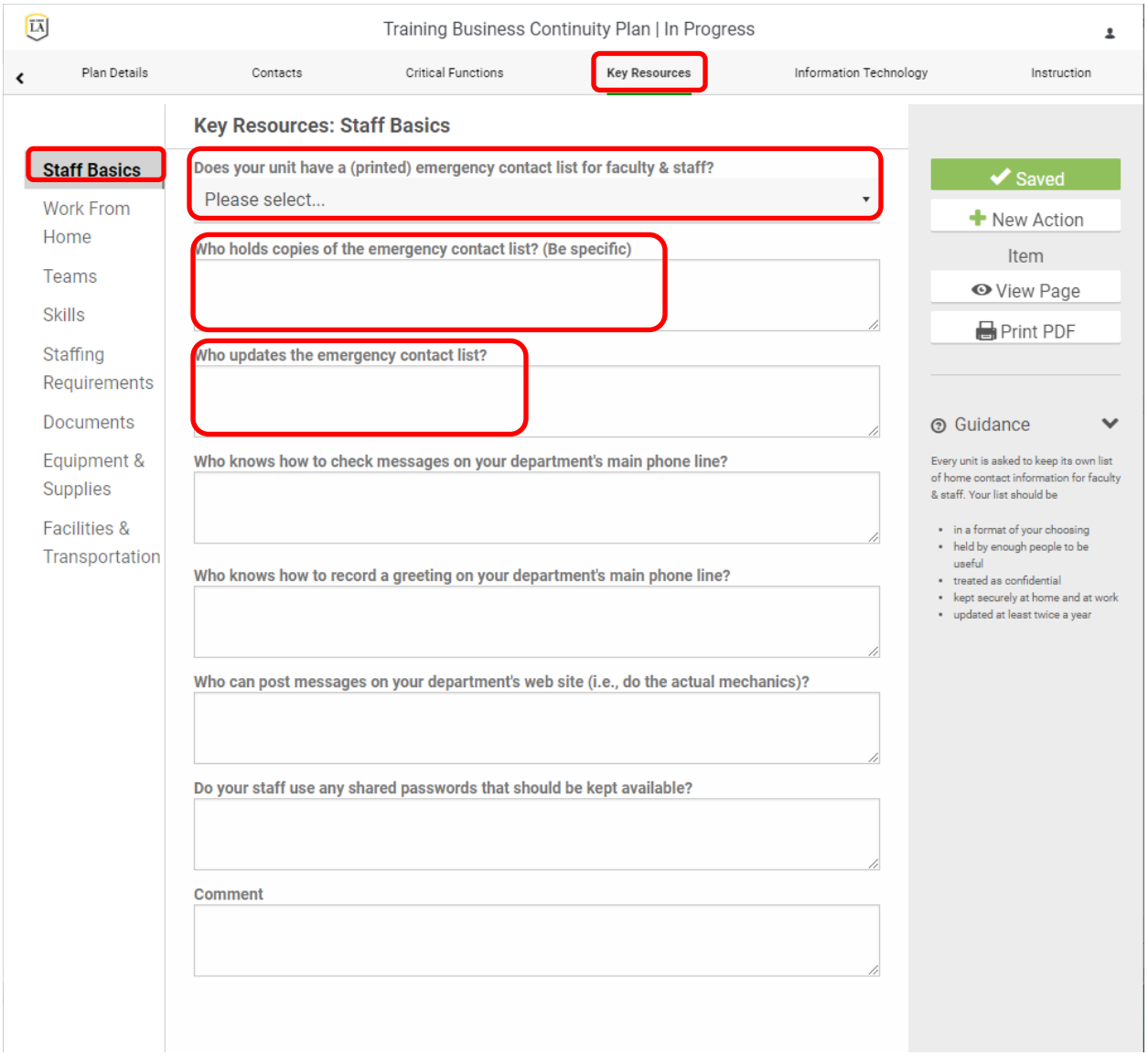



Training Business Continuity Plan | In Progress
Back to Dashboard
Plan Details
Contacts
Critical Functions
Key Resources
Information Technology
Instruction
Description
Peak Periods
Documents
Dependencies
Consequences
How to Cope
Action Items
Purchase goods and services: How to Cope
Space
How would you carry out this critical function if your usual space is not available?
Staff
How would you carry out this critical function if, for couple of months, your average absence rate of faculty & staff were 50%? This could easily be the case in a flu pandemic.
Disruption of phone services?
If your primary phone, i.e., office phone system, is unavailable what alternate method of communication will you use?
Unique Skills
Does the successful performance of this critical function require the skills or knowledge of any one particular staff member (or her files)? If so, how will you deal with her absence? Cross-train a co-worker in advance? Outsource? Some other strategy?
Working at Home
Visualize an environment of contagious illness. Suppose the campus requested that as many faculty & staff as possible work from home for a month or two (stay away from campus to minimize contagion). Can you perform this critical function with some (or all) staff working from home? What equipment, supplies, and arrangements would be needed?
Network Access
How would you carry out this critical function if the data network is not available?
Show Stoppers
Is there any resource that is so important or irreplaceable that you CANNOT perform this function without it?
Risk
Will any of your above suggestions expose the institution to risk? If so, can you suggest how to mitigate/control this risk?
Policy Exceptions
What policy exceptions might be needed to carry out your above suggestions? Who would have the authority to grant them?
Additional Vulnerabilities
Saved
New Action
Item
View Page
Print PDF
Guidance

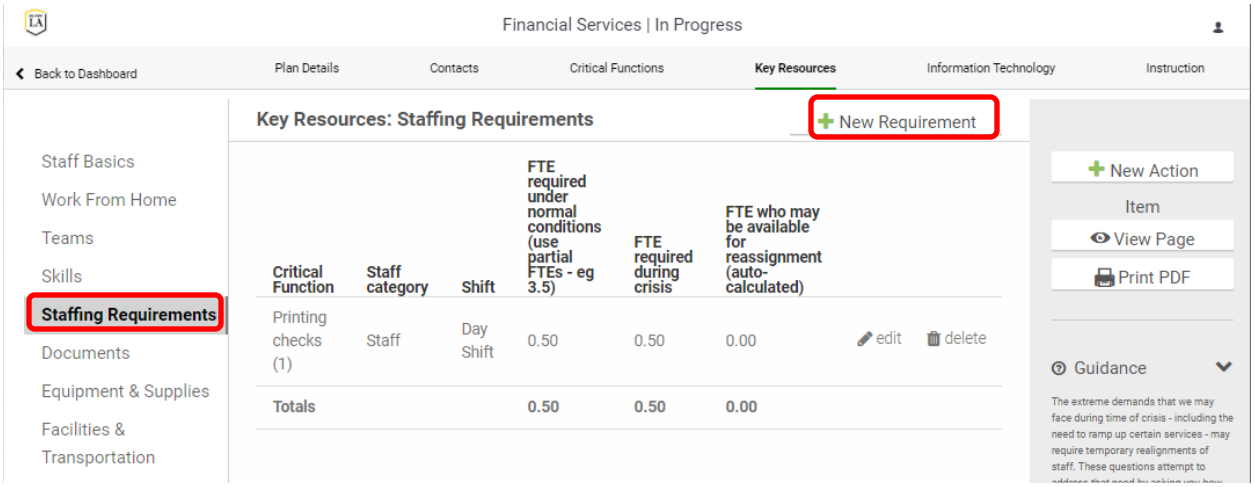
10.0 Key Resources Section

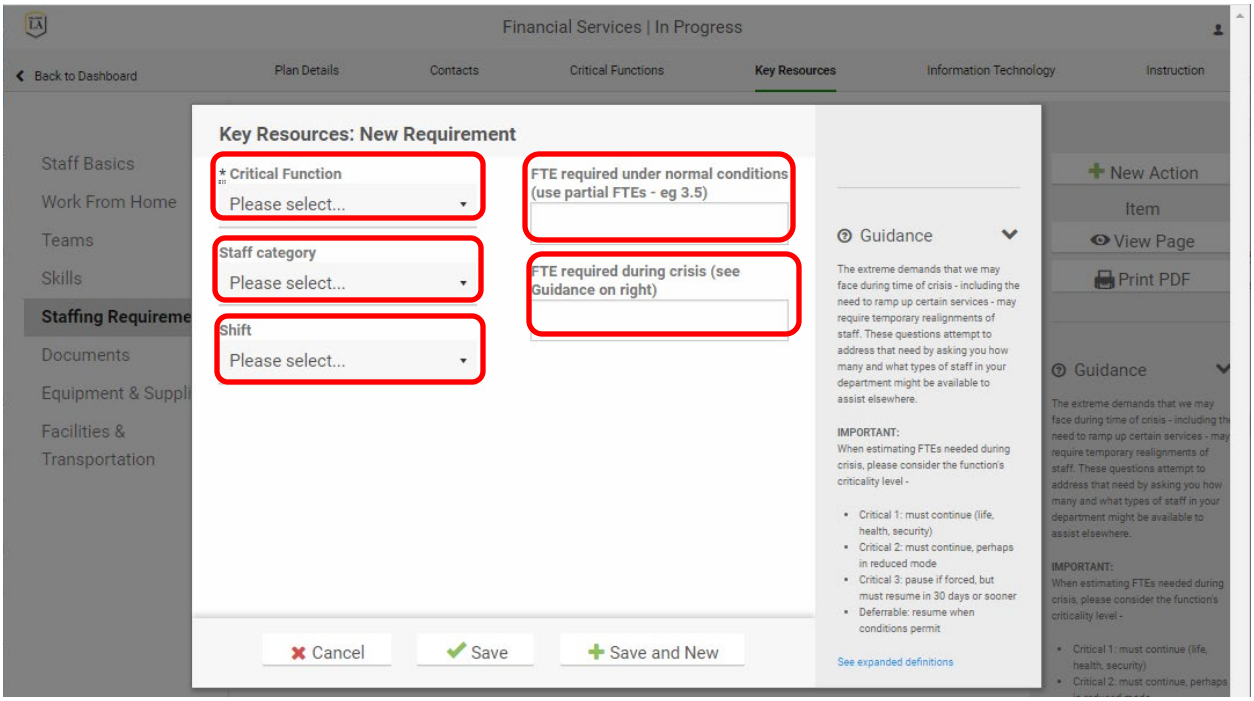
This section is for recording information regarding the department's staff and faculty. The critical need is to have a plan for contacting the department during an emergency.

Staff Basic information is related to having an emergency contact list for the department.

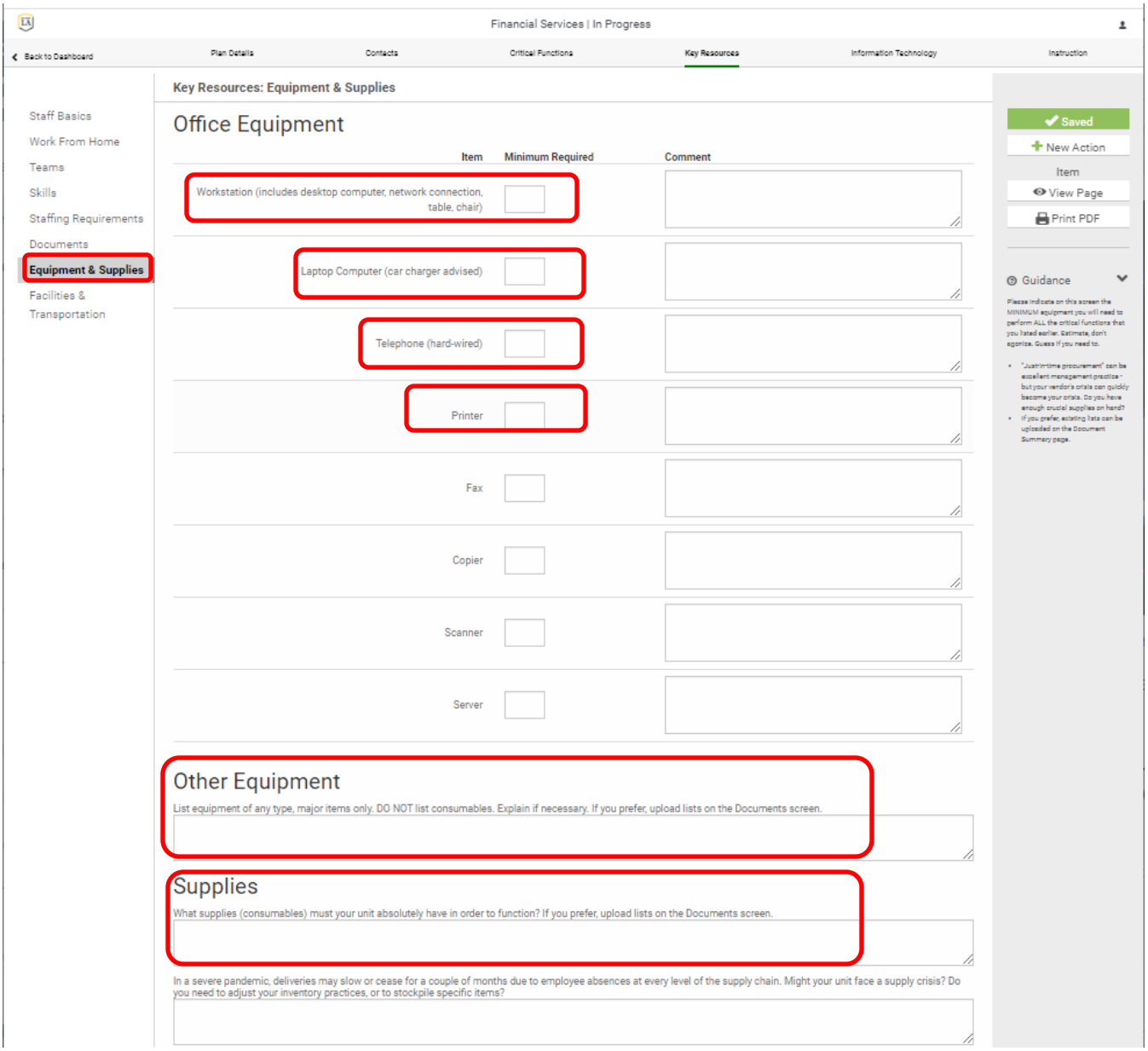


The Staffing Requirements page is for defining the minimum number of resources to support the critical function.



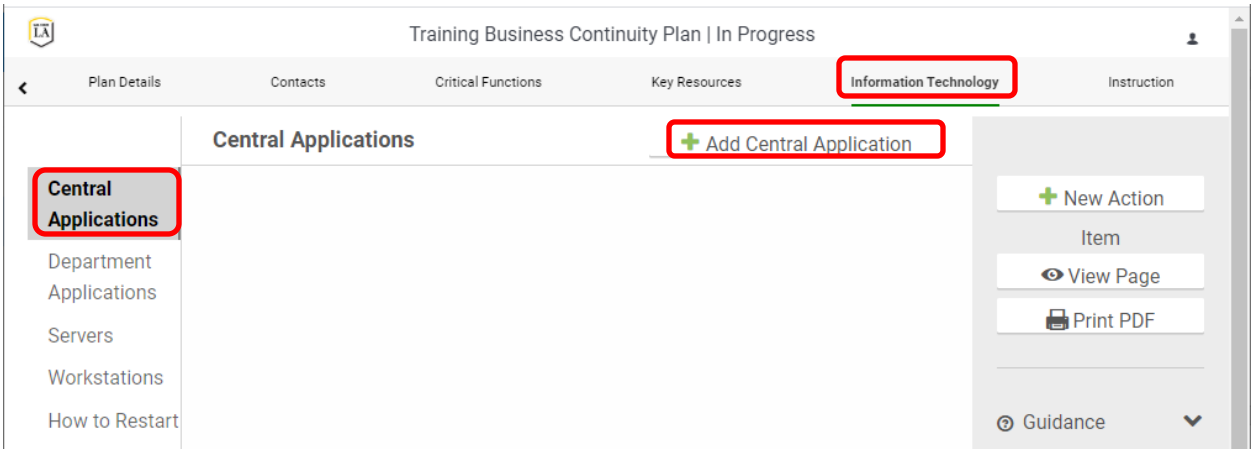


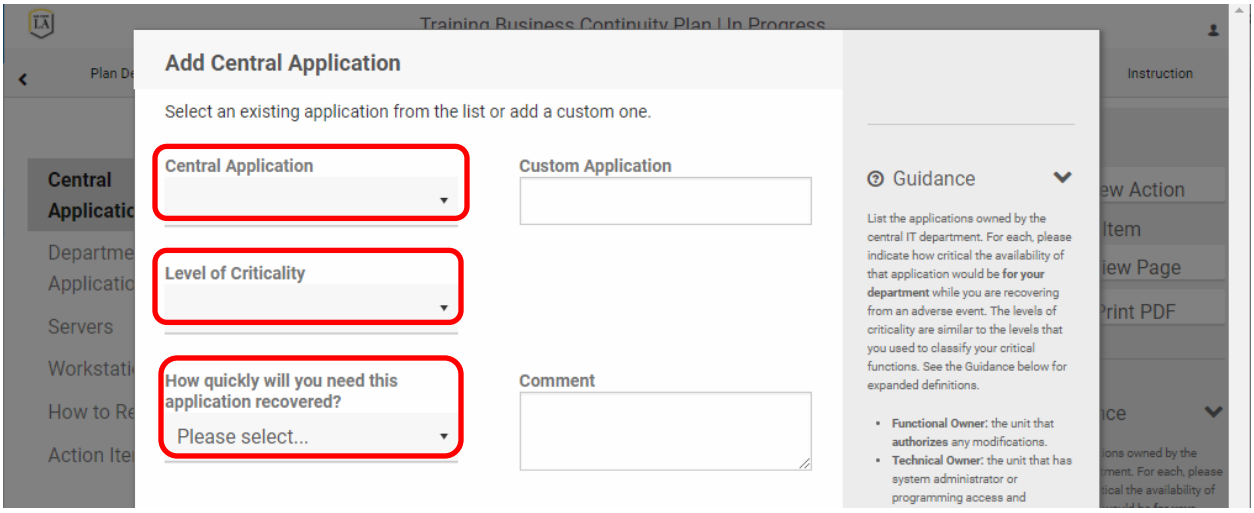
The Equipment and Supplies page is to enter the office equipment required to do the critical department functions. The central and distributed IT applications required are not entered here but in the Information Technology section.



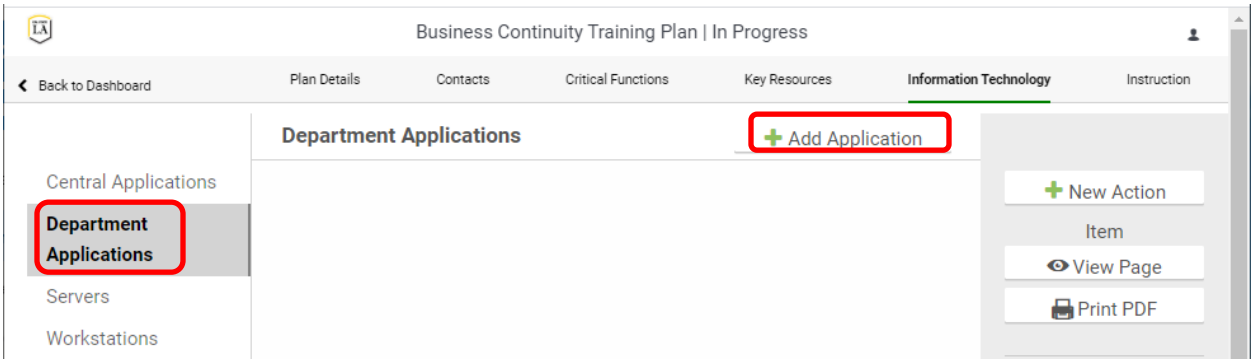
11.0 Information Technology Section

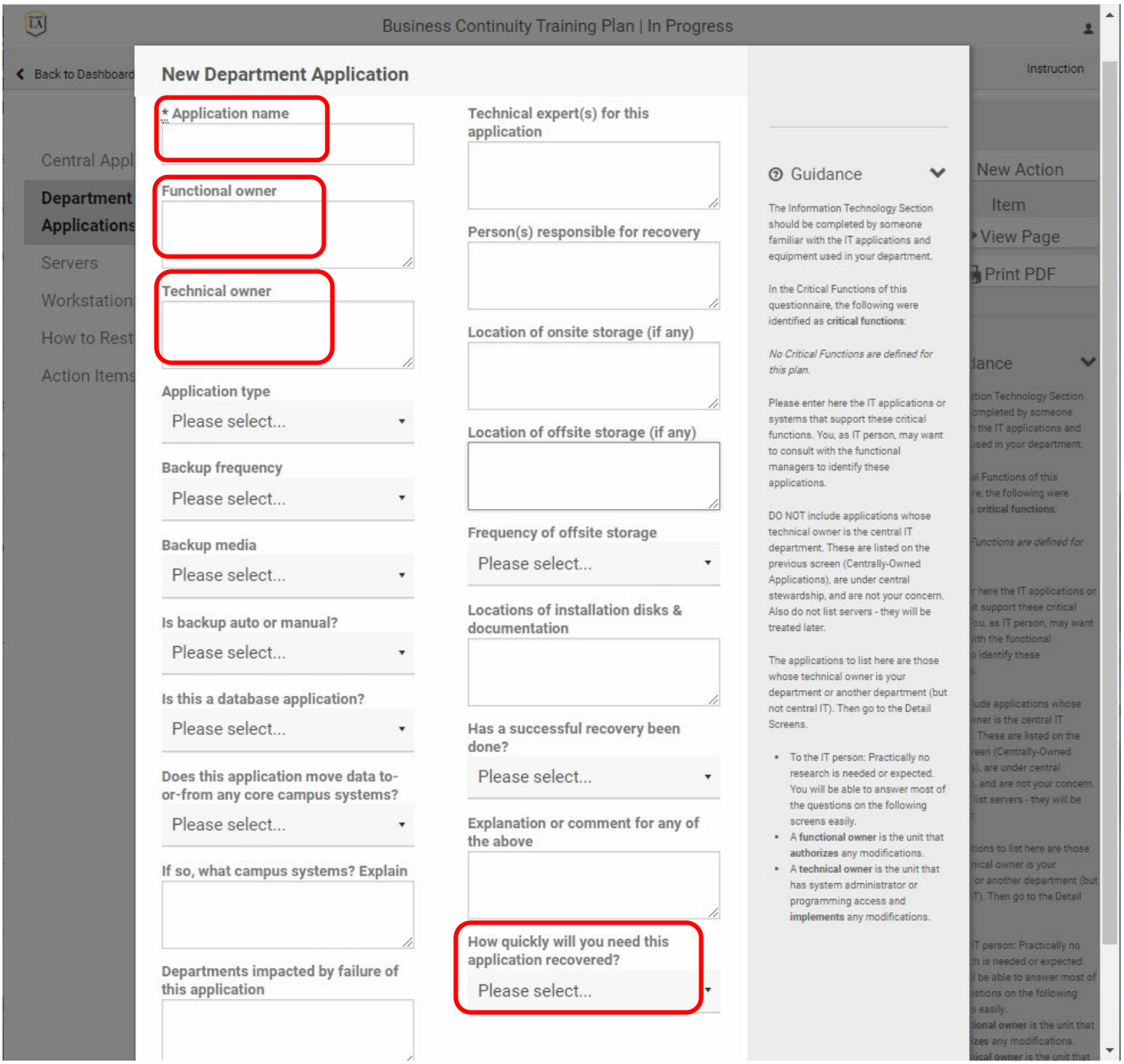
This section is for specifying the central and departmental applications that are required to perform the critical functions of the department. If the central application isn't in the drop-down list, enter it in the Custom Application field.





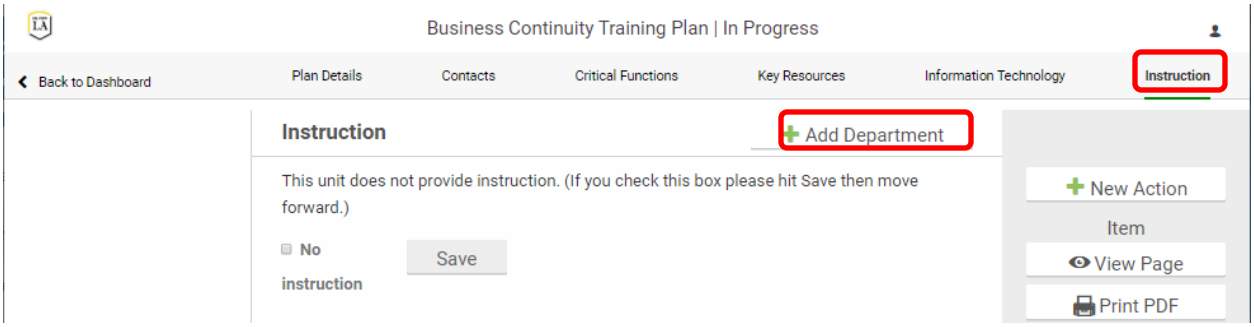
To enter critical department applications go to the Department Applications page and add an application.

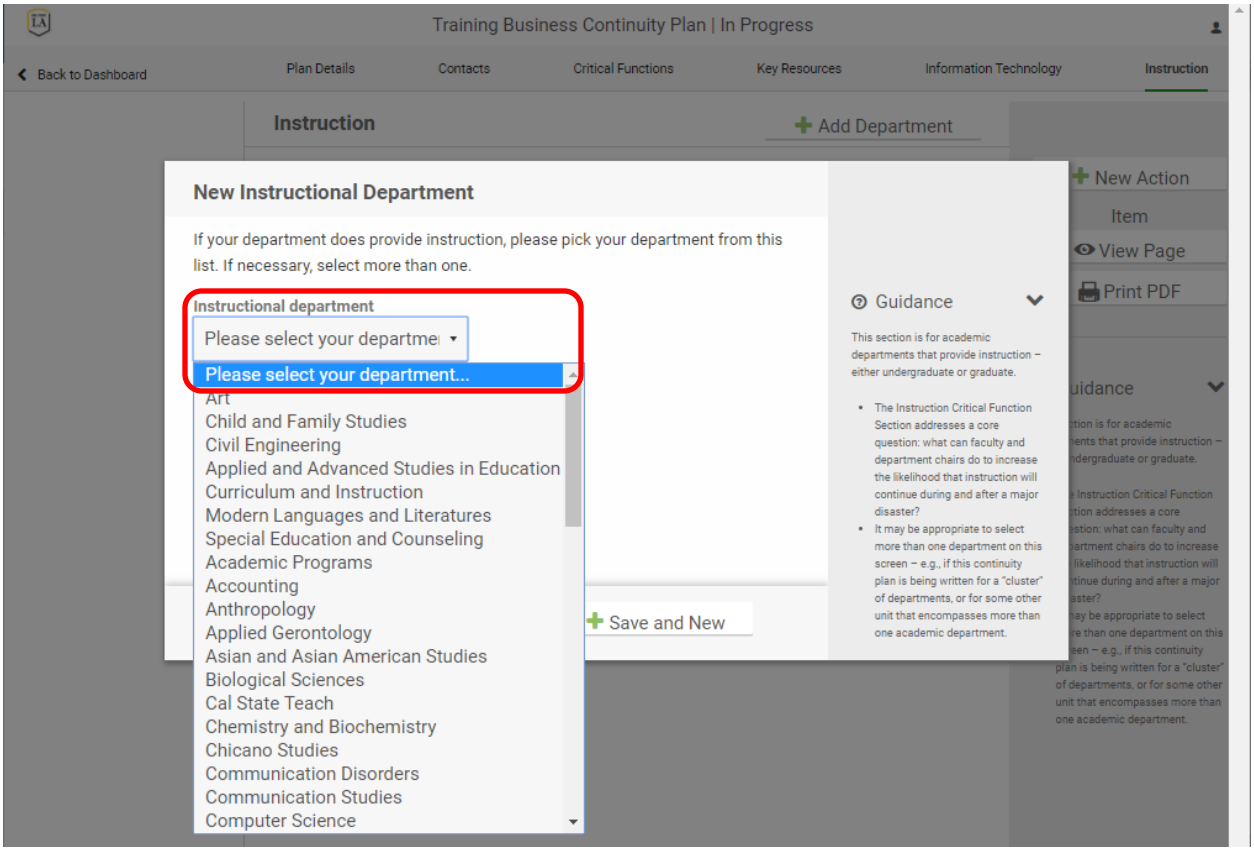



Business Continuity Training Plan | In Progress
Back to Dashboard
Instruction
Central Appl
Department Applications
Servers
Workstation
How to Rest
Action Items
New Action
Item
View Page
Print PDF
New Department Application
* Application name
Functional owner
Technical owner
Application type
Please select...
Backup frequency
Please select...
Backup media
Please select...
Is backup auto or manual?
Please select...
Is this a database application?
Please select...
Does this application move data to- or-from any core campus systems?
Please select...
If so, what campus systems? Explain
Departments impacted by failure of this application
Technical expert(s) for this application
Person(s) responsible for recovery
Location of onsite storage (if any)
Location of offsite storage (if any)
Frequency of offsite storage
Please select...
Locations of installation disks & documentation
Has a successful recovery been done?
Please select...
Explanation or comment for any of the above
How quickly will you need this application recovered?
Please select...
Guidance
The Information Technology Section should be completed by someone familiar with the IT applications and equipment used in your department.
In the Critical Functions of this questionnaire, the following were identified as critical functions:
No Critical Functions are defined for this plan.
Please enter here the IT applications or systems that support these critical functions. You, as IT person, may want to consult with the functional managers to identify these applications.
DO NOT include applications whose technical owner is the central IT department. These are listed on the previous screen (Centrally-Owned Applications), are under central stewardship, and are not your concern. Also do not list servers - they will be treated later.
The applications to list here are those whose technical owner is your department or another department (but not central IT). Then go to the Detail Screens.
To the IT person: Practically no research is needed or expected. You will be able to answer most of the questions on the following screens easily.
A functional owner is the unit that authorizes any modifications.
A technical owner is the unit that has system administrator or programming access and implements any modifications.

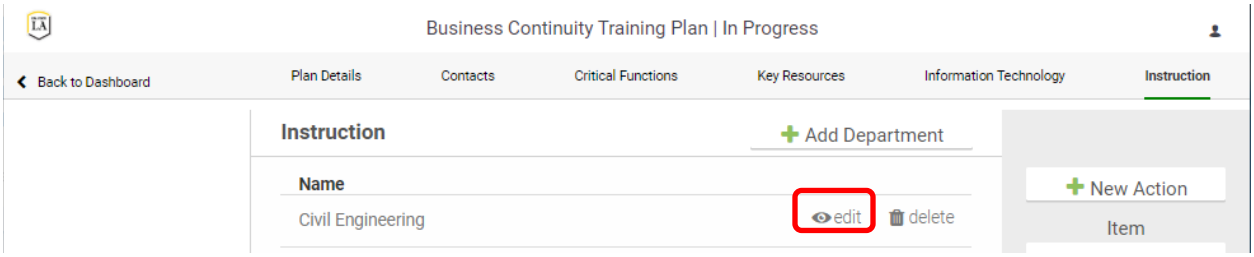
12.0 Instruction Section

This section is only applicable for the academic units. The Academic Department type on the Plan Details/Department Information page must be checked to access these pages.

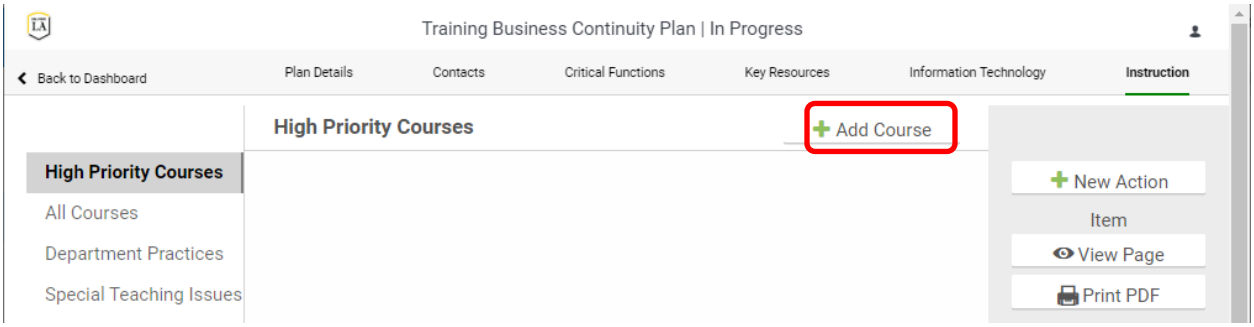


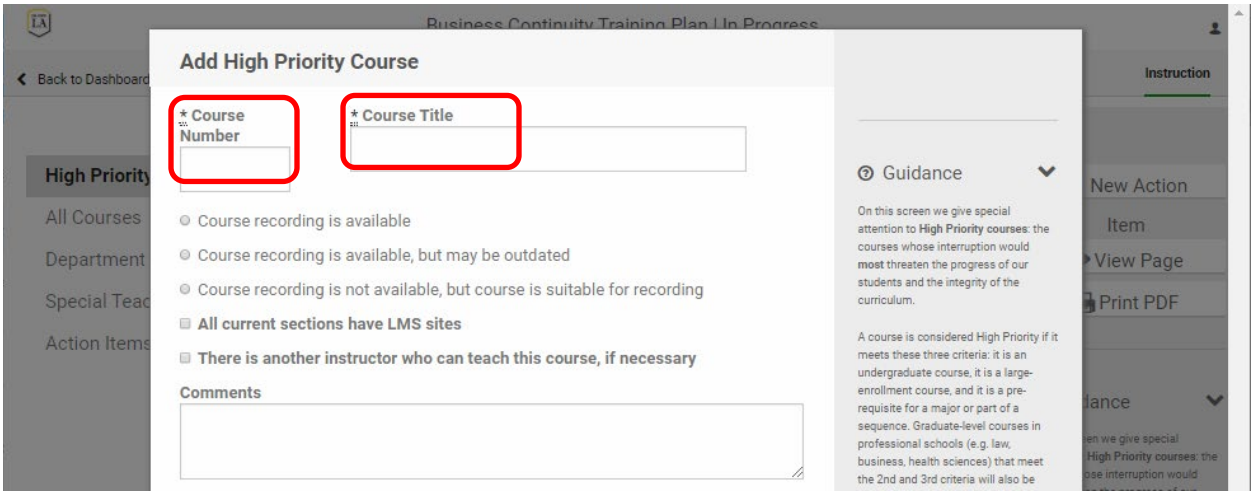


Once a department is chosen, click on the edit button to enter information

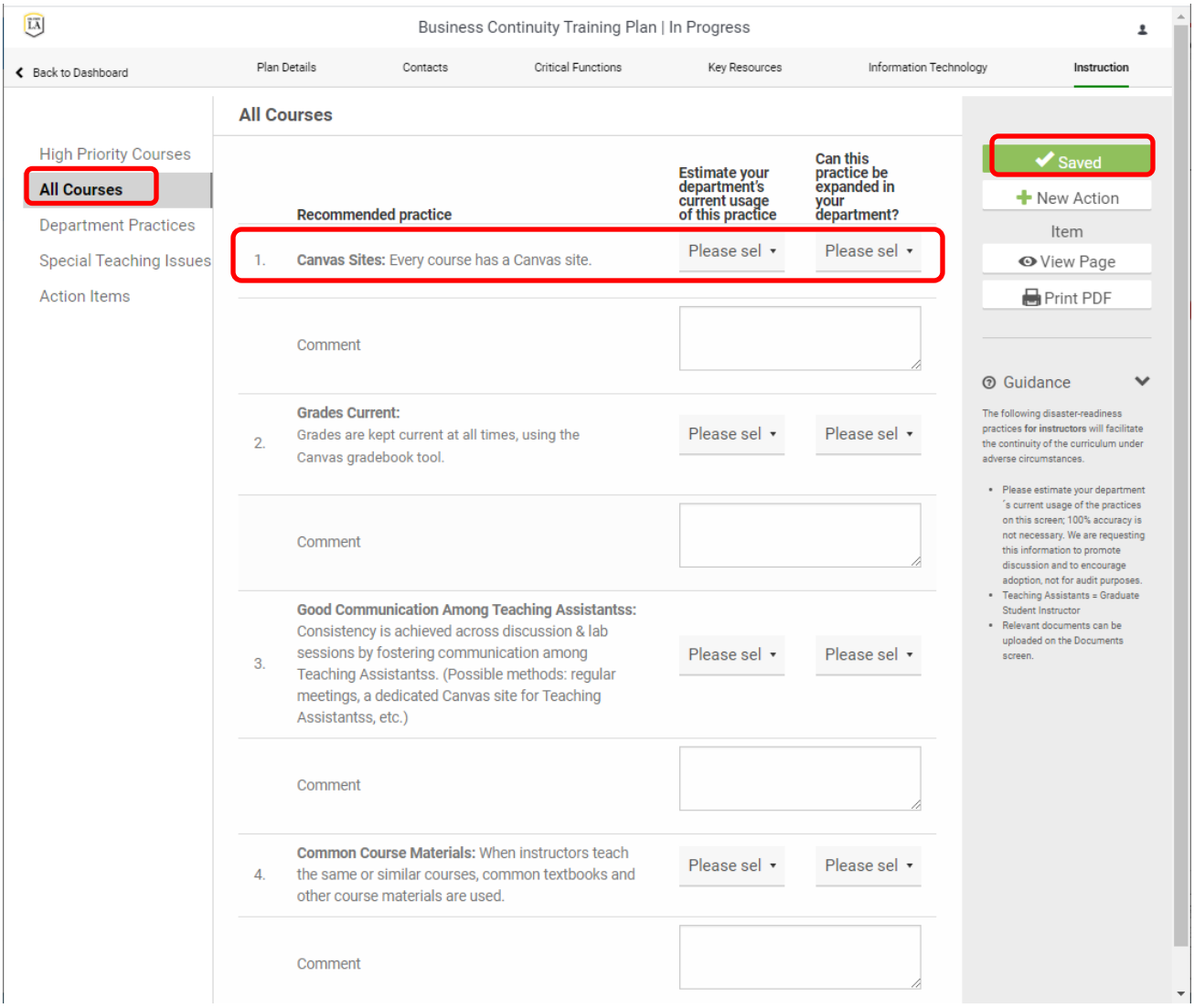


Chose High Priority Courses from the left menu to add high priority courses.

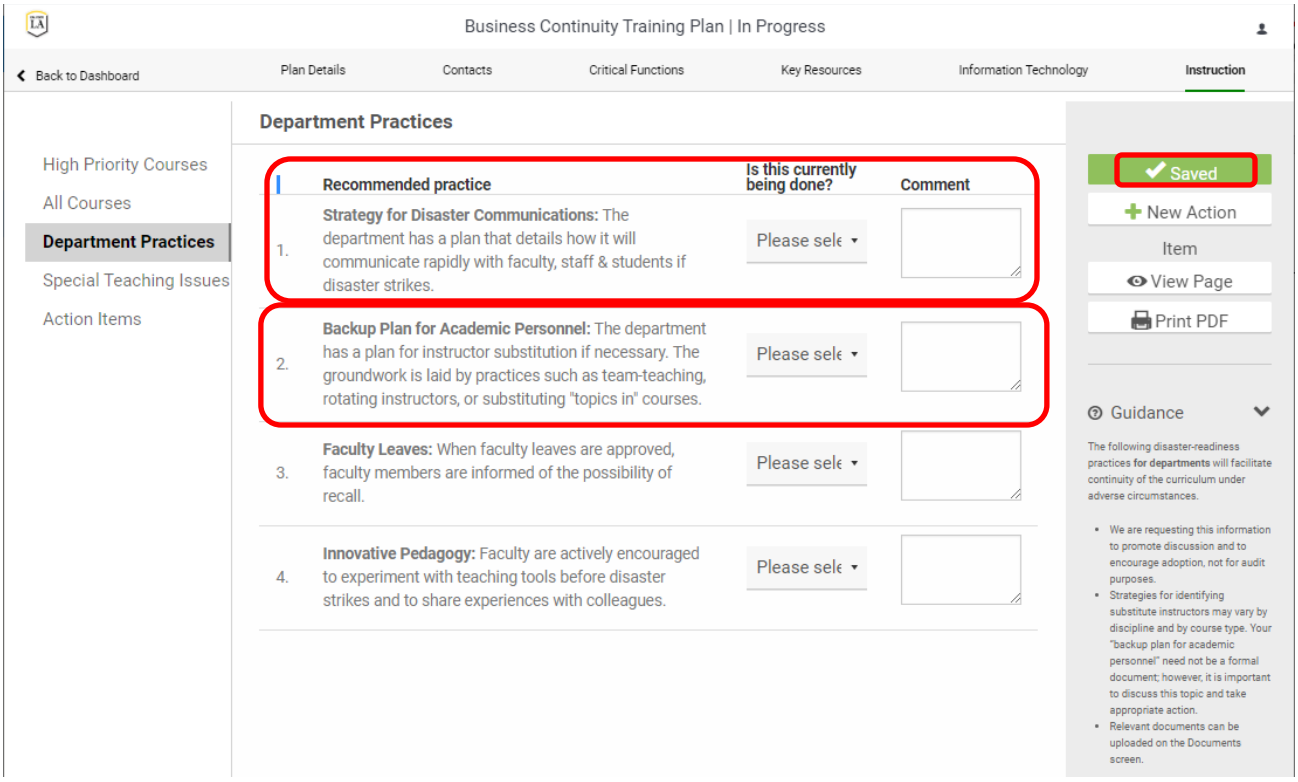




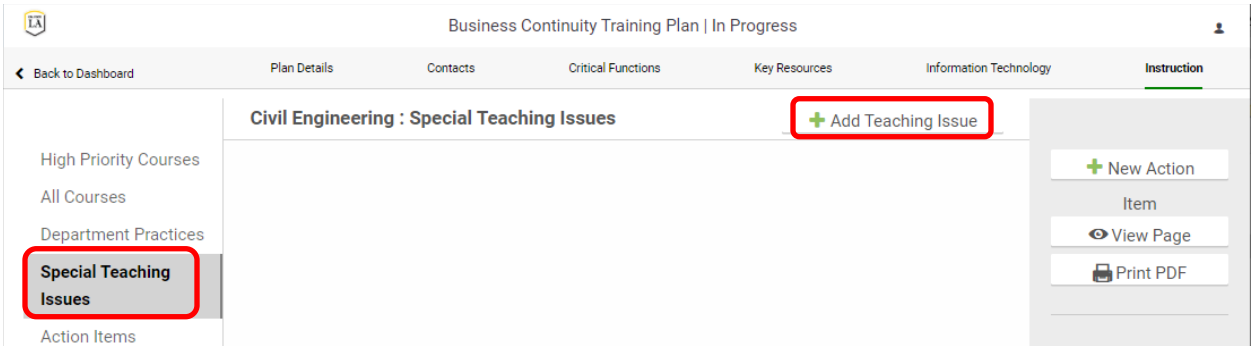
The All Courses page is for the following information.

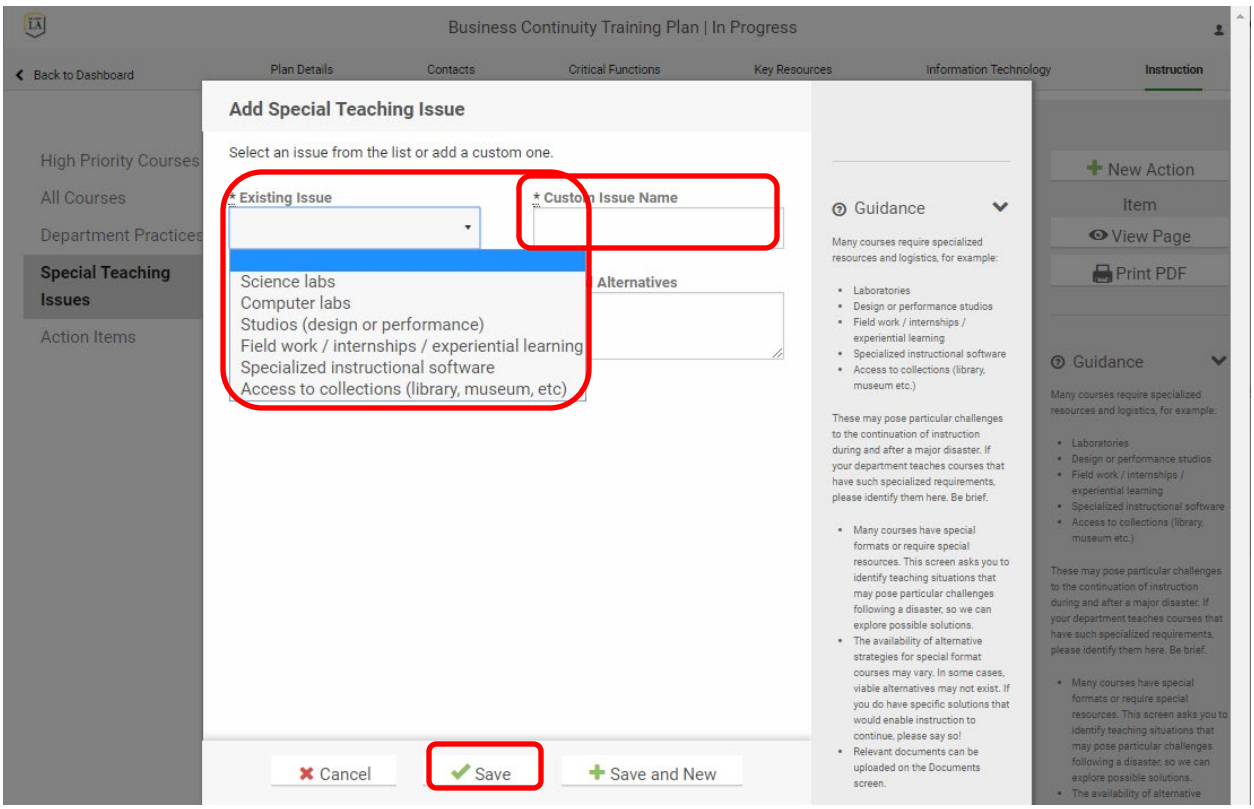


The Department Practices page is for the following information.



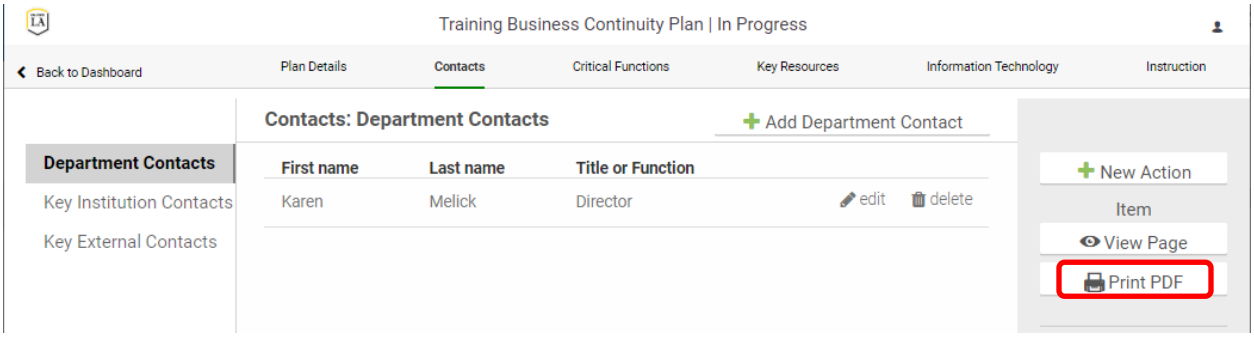
The Special Teaching Issues page is for entering information for specialized resources such as science and computer labs, studios, field work/internships and animal quarters. Either choose from the drop down for Existing Issues or enter a Custom Issue Name





13.0 Print Plans

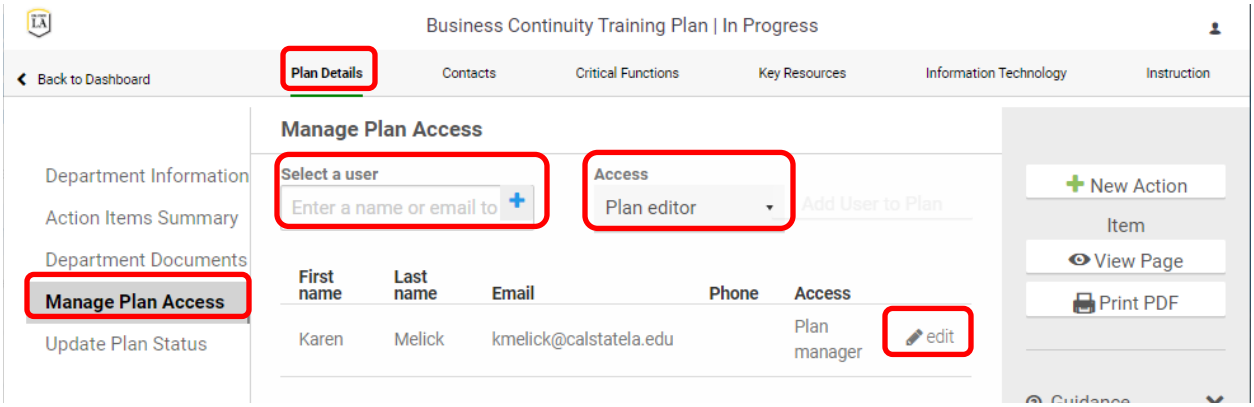
From within a plan (in edit or view mode) select the Print PDF icon from the Action Menu to view an on-screen presentation of the plan that you can print using your browser functions.



14.0 Plan Manager Functions

Manage Plan Access

Plan managers will the option in the left menu on the Plan Details section to “Manage Plan Access”. Use the “Select a user” field to add new people to have manager, editor or view access to the plan. Choose the edit function to the right of a person’s name to edit or delete a person’s access.



Manage Plan Status

All plans begin with the status of In Progress. When the plan is complete, the person responsible for the plan should update the plan status to mark it Complete. Once it's marked Complete, a plan can be changed to In Review status any time it is being reviewed. When the plan is done being reviewed, the reviewer can change it to Current status. The most recent Plan Status is listed at the top of the Plan Navigation. The Update Plan Status screen keeps a record of each update. Updates can be deleted up to seven days after they were entered. After that the record becomes permanent.

