

# Business Continuity and Disaster Recovery

## TEMPLATE FIELD DEFINITIONS

### 1 - College Department Identification

(complete one sheet per agency)

- 1 College/Department name
- 2 First name of individual who is ultimately responsible for the entire plan (hereafter referred to as "Contact")
- 3 Last name of Contact
- 4 Current job title of Contact
- 5 Contact's physical location address
- 6 City name
- 7 State
- 8 Zip code
- 9 Contact's work email address
- 10 Contact's work telephone and extension if needed
- 11 Contact's cell phone number if available
- 12 Contact's pager number if available
- 13 Enter College/Department Mission Statement
- 14 Enter College/Department's Goals & Objectives

### 2 - Summary Areas of Responsibility

(complete one sheet per College/Department)

- 15 Identify the name of the primary individual within the agency that has the authority to declare an College/Department disaster
- 16 Identify the name of the secondary individual within the agency that has the authority to declare an College/Department disaster
- 17 Name of the media spokes person
- 18 Team Leader Name (note: one name must be identified for each team within the College/Department)
- 19 Team Name (one for each business process)
- 20 Home telephone number for individual named in previous field
- 21 Work telephone number for individual named in previous field

### 3 - Summary of Business Processes

(complete as many sheets as needed per College/Department)

- 22 List each business process identified within the College/Department
- 23 Label each process one of the following types:  
**Critical:** are functions which have a direct and immediate affect on the campus in terms of the loss of life, personal injury, loss of property, and/or the ability of University to maintain direction and control. The loss of a critical function may either result in such losses or inhibit University's ability to preclude or minimize such losses. Most College's and Department's will not have "critical functions.

**Essential:** are functions, which provide University services to the campus which, are not deemed “critical functions.

**Administrative:** are functions which relate to the internal control, management and administration of a University College or Department supporting its ability to perform critical and essential functions, e.g., training, payroll, personnel services, facility maintenance, etc.

#### 4 - Business Process Information

(complete one sheet per business process per each applicable phase)

- 24 Business Process name
- 25 Identify which of the following phases this sheet references:  
**Response:** The reaction(s) to an incident or emergency in order to assess the level of containment and control required activities.  
**Resumption:** The process of planning for an/or implementing the recovery of critical business operations immediately following an interruption or disaster.  
**Recovery:** The process of planning for and /or implementing recovery of less time sensitive business operations and processes after critical business process functions have resumed.  
**Restoration:** The process of planning for and/or implementing full-scale business operations, which allow the organization to return to a normal service level.
- 26 Team Name
- 27 Identify the process rating as Critical, Essential or Administrative – see field #33 above for definitions
- 28 Identify the College/Department ’s priority level of this process
- 29 *This field for future use – will relate to the Arizona Statewide Emergency Plan*
- 30 Indicate the frequency of this process (e.g. daily, weekly, bi-weekly, semi-monthly, monthly, quarterly, semi-annual, annually, on demand, variable, etc.)
- 31 Indicate whether the data, documents, or other information necessary to run this process is currently backed up
- 32 Provide the maximum acceptable outage (MAO) or the acceptable time of delay including the unit of measure (e.g. number of minutes, hours, days, etc.) Example: 24 hours
- 33 Indicate the time needed to get the process operational again (RTO) including the unit of measure (e.g. number of minutes, hours, days, etc.) Example: 24 hours
- 34 Indicate whether or not this process has insurance coverage
- 35 If yes in field #34 indicate the dollar amount of insurance coverage
- 36 Identify the **minimum** number of employees needed to perform this process within this phase
- 37 Estimate the necessary amount of dollars needed for investment to get the process operational
- 38 Estimate the necessary amount of dollars needed to expend during a crisis to get the process operational

## **5 - Business Information and Documents**

**(Complete one for each business information and document needed for the process)**

- 39** Business process name
- 40** Information/Document name
- 41** Describe the information or document needed
- 42** Indicate the process(es) and/or support function of this information/document
- 43** Indicate the media type: paper file, computer report, data backup, manual, fiche, form, currency, stamps, etc.
- 44** Enter: Public, Sensitive, or Confidential also include applicable Arizona Revised Statute
- 45** Describe the original source
- 46** Identify an alternative source
- 47** Indicate whether or not the information/document is backed up
- 48** Indicate whether or not the information/document is archived
- 49** Identify and describe the backup location
- 50** Define when the information/document was last updated
- 51** Define when the information/document will be updated next

## **6 - Process Tasks**

**(complete for each process - list tasks in priority order - from each phase: Response to Resumption)**

- 52** Business process name
- 53** Brief description of task needing to be completed
- 54** Estimated time necessary to complete task
- 55** Person responsible to ensure that task is completed on time

## **7 - Process Call Tree**

**(complete one Call Tree for each process)**

- 56** Business process name
- 57** Indicate the first person that will initiate the call tree
- 58** Indicate the first person that the initiator will contact
- 59** Indicate who this person is to contact next
- 60** Indicate who this person is to contact next

## **8 - Internal Department/College Dependencies**

**(complete for each process)**

- 61** Business process name
- 62** Identify each department/sub-organization that is dependent on this process
- 63** Identify briefly the dependency
- 64** Identify the first and last name of a contact
- 65** Identify contact's telephone number with area code

## **9 - External Dependencies**

**(complete for each process)**

- 66** Business process name
- 67** Identify each College/Department/Sub-Organization that is dependent on this process
- 68** Identify briefly the dependency
- 69** Identify the first and last name of a contact
- 70** Identify contact's telephone number with area code

## **10 - External Contacts**

**(Complete one for each external contact needed for the process, if applicable)**

- 71** Business process name
- 72** Vendor/company/external contact name
- 73** Number and street address
- 74** City
- 75** State
- 76** Zip code
- 77** Telephone number and extension
- 78** Fax number
- 79** Primary contact's first name
- 80** Primary contact's last name
- 81** Title of primary contact
- 82** Home address of primary contact if applicable
- 83** City
- 84** State
- 85** Zip code
- 86** Home E-mail, if applicable
- 87** Work E-mail
- 88** Home telephone number, if applicable
- 89** Work telephone number if different than in #77 above
- 90** Cell phone number
- 91** Pager number
- 92** If a vendor, indicate the purchase order number
- 93** Define the product or service
- 94** Identify the emergency lead time necessary the vendor or partner needs before they are able to provide the good or service
- 95** Identify the normal lead time necessary the vendor or partner needs before they are able to provide the good or service
- 96** Provide a description of any agreements made in the event of a disaster (e.g., enhanced services during a disaster, etc.)
- 97** Identify if there is an alternate vendor available and the telephone number
- 98** Describe any information necessary related to this external contact

## 11 - Customer Contact

(Complete one for each customer contact needed for each process, if applicable)

- 99 Business process name
- 100 Customer contact name
- 101 Number and street address
- 102 City
- 103 State
- 104 Zip code
- 105 Telephone number and extension
- 106 Fax number
- 107 Primary contact's first name
- 108 Primary contact's last name
- 109 Title of primary contact
- 110 Home address of primary contact if applicable
- 111 City
- 112 State
- 113 Zip code
- 114 Home E-mail, if applicable
- 115 Work E-mail
- 116 Home telephone number, if applicable
- 117 Work telephone number if different than in #105 above
- 118 Cell phone number
- 119 Pager number
- 120 Indicate the SLA/IGA agreement number, if applicable
- 121 Define the product or service
- 122 Identify the emergency lead time necessary your College/Department needs before you are able to provide the good or service
- 123 Identify the normal lead time necessary your College/Department needs before you are able to provide the good or service
- 124 Provide a description of any agreements made in case of a disaster (e.g., RTO times, etc.)
- 125 Describe any information necessary related to this customer

## 12 - Team Personnel

(complete one sheet for each team member – some teams may be responsible for more than one business process, but each process must be assigned to team)

- 126 Business process(es) name
- 127 Team name
- 128 Identify the team member position: **Leader, Alternative Leader or Member**
- 129 Employee's identification number
- 130 Team member's first name
- 131 Team member's last name
- 132 Team member's title
- 133 Team member's home address
- 134 Team member's city

- 135 Team member's state
- 136 Team member's zip code
- 137 Team member's home E-mail address
- 138 Team member's work E-mail address
- 139 Team member's home phone number with area code
- 140 Team member's work number with area code
- 141 Team member's cell phone number with area code
- 142 Team member's pager number with area code
- 143 Indicate whether this team member has access to a restoration-site facility
- 144 Indicate whether this team member has access to a backup-site facility
- 145 Indicate whether this team member has access to an off-site storage facility
- 146 Indicate whether this team member has access to the designated Command Center

**13 - Business Equipment and Supplies**  
(complete for each process)

- 147 Business process name
- 148 List the quantity of the item needed (e.g. PC, telephone, fax machine, desks, etc.)
- 149 List the specific manufacturer if applicable
- 150 Describe any special features and explain why required
- 151 Estimate the cost for equipment and supplies
- 152 Define which phase items are required for

**14 – Information Technology Applications**  
(complete one for each application needed for the process)

- 153 Business process name
- 154 Name of computer application
- 155 Team name assigned to process
- 156 Indicate whether this application has been entered into the Government Information Technology Agency's Information Services Inventory System (ISIS) in which all agencies are to maintain their IT inventory
- 157 Indicate the hardware's identification (can use a network name, serial or tag number, etc.) This will server as cross reference to the "Server/Hardware" form
- 158 Indicate the application's System ID name or number. This will server as cross reference to the "Server/Hardware" form
- 159 Provide the length of time the application is required to run (Examples include: on-demand, daily, weekly, etc.
- 160 Indicate the application's file directory's structure on the server
- 161 Indicate the location of the program's executable file
- 162 Provide the location of the application's source code
- 163 Indicate whether this application has system documentation
- 164 Indicate the system documentation name (to cross reference with the "Business Information and Documents" form
- 165 Indicate whether this application has documentation that helps people use the computer program
- 166 Indicate the user documentation name (to cross reference with the "Business

- Information and Documents” form
- 167** Indicate whether this application has documentation that explains what is necessary from a computer operations perspective
- 168** Indicate the operations documentation name (to cross reference with the “Business Information and Documents” form
- 169** Indicate whether this application has documentation that explains what is necessary to restore the application
- 170** Indicate the restoration documentation name (to cross reference with the “Business Information and Documents” form

### **15 – Information Technology Server/Hardware**

**(complete one for each server/hardware needed for the process)**

- 171** Business process name
- 172** Name of computer application
- 173** Indicate the hardware's identification (can use a network name, serial or tag number, etc.) This will server as cross reference to the "Server/Hardware" form
- 174** Indicate whether this application has been entered into the Government Information Technology Agency's Information Services Inventory System (ISIS) in which all agencies are to maintain their IT inventory
- 175** Provide a description of the type of Server or Hardware (e.g., Server, Mainframe, Minicomputer, etc.)
- 176** Indicate the Manufacturer that produced the Server or Hardware
- 177** Indicate the Manufacturer model name or number of the Server or Hardware
- 178** Indicate the size of the memory inside the Server or Hardware and include the unit of measure (e.g., 256 MB)
- 179** Indicate the size of the hard drive total space (including added external drives) used by the server and include the unit of measure (e.g., 60 GB)
- 180** Provide a description of the processor type (e.g., RISC, Pentium II, Pentium III, etc.)
- 181** Indicate the server's assigned IP address, if any
- 182** Indicate the operating system platform that runs on the Server or Hardware (UNIX, Windows NT, etc.)
- 183** Indicate the amount of time it will take to get the hardware returned to operation (RTO) including unit of measure (e.g. number of minutes, hours, days, etc.) Example: 24 hours

### **16 – Information Technology Telecommunications**

**(complete one for each server/hardware needed for the process)**

- 184** Business process name
- 185** Name of computer application
- 186** Indicate the hardware's identification (can use a network name, serial or tag number, etc.) This will server as cross reference to the "Server/Hardware" form
- 187** Indicate whether this application has been entered into the Government Information Technology Agency's Information Services Inventory System (ISIS) in which all agencies are to maintain their IT inventory
- 188** Provide a description of the type of service (e.g., Call Center, PBX, TDD

- Server, and type of line (voice, data, or video), special high-speed dedicated line, etc.)
- 189** Indicate the amount of time it will take to get the hardware returned to operation (RTO) including unit of measure (e.g. number of minutes, hours, days, etc.) Example: 24 hours

### **17 - Alternate Sites**

**(complete one sheet for each alternate site)**

- 190** Identify type of alternate site (complete one sheet for each of the following applicable types):  
**Command Center:**  
**Backup Site:**  
**Off-site Storage:**  
**Restoration Site:**  
**Other:**
- 191** Provide a detailed description of the site and what business processes will be available at this location
- 192** Identify whether this location is the primary or secondary location
- 193** Provide the total square footage of the site
- 194** Provide a site phone number for executive contact (e.g., number used by Governor to contact agency director, etc.)
- 195** Provide the address of the location
- 196** City name
- 197** State
- 198** Zip code
- 199** Main telephone number at alternate site
- 200** Fax number at alternate site
- 201** Provide directions, cross streets, etc.