



CALIFORNIA STATE UNIVERSITY

Stanislaus

ENGAGING · EMPOWERING · TRANSFORMING

Continuity of Operations Plan


Per Executive Order 1014

The California Emergency Services Act in Chapter VII §8550

Division I of Title II of the Government Code

COOP Review

This sheet should be completed each time the Continuity of Operations Plan (COOP) is reviewed and/or modified. The Continuity Coordinator is responsible to review and update this plan annually, or more frequently as needed per Executive Order 1014.

Date Issued	January 8, 2016
Date Reviewed	December 16, 2015
Reviewed by	Cabinet Members, Continuity Coordinator, and Continuity Plan Workgroup Members
Name of Responsible Vice President	Douglas Dawes, Vice President for Business and Finance
Signature and Date	 1-8-2016
Were changes made to the Plan on this date?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If changes were made, to which sections? (List below)	
Page 2	Paragraph added under Section V. Critical Functions
Page 4	Added CalOES 2013 as a reference.
Page 5	Section VII. Added BCP decision process, Edited the COOP info decision process, and removed the actions.
Page 6	Leadership Chain of Succession edited.
Page 6	Added information regarding alternate locations will be assigned in consultation with executives during a major disruption.
Page 7	Section VII. B. Phase II. Added Agility Recovery under Vendors & Other Agency Functions
Page 8	Executive Team Chain of Succession edited.
Page 9 - 11	COOP Coordination changed to COOP Activation
Page 13	Section IX. E. Vendor/Agency Contact Information. Added Agility Recovery information.
Page 15	Annex A – Updated Critical Functions to match within StanReady.
Page 24	Annex D – Updated title and template. Now Annex E.
Page 22	Added COOP Plan Activation with Quick Activation Guide as Annex B.
Page 22 - 31	Annex numbering has changed.

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I. EXECUTIVE SUMMARY

California State University, Stanislaus is a mid-size higher education institution that serves 9,000 students, 1,000 employees, and a diverse community in the San Joaquin Valley of California. The Stanislaus State Continuity of Operations Plan, referred to as the COOP throughout this document, provides guidance for the continuation of services to the students and community in the event of a large-scale incident that interrupts normal business operations.

II. INTRODUCTION

The COOP is needed to address exceptional and adverse operating conditions such as localized threats (e.g., earthquakes, fires, floods, bombs) or global threats (e.g., flu pandemic). As part of the overall Emergency Operations Plan, the COOP includes a list of the plan names and the critical functions by the University Departments that are responsible to perform them. The Business Continuity Plans (BCPs) are available online at StanReady at <https://stanready.csustan.edu>. The focus of this plan is to maintain, resume, and recover the critical functions of this higher education institution.

The COOP was originally developed as a campus-wide BCP. It was developed in 2006 by a team of the University's senior administrators and department managers representing all University divisions: Business & Finance, Academic Affairs, Student Affairs, and Advancement. The business continuity planning team conducted a risk assessment and a business impact analysis. The BCP team meets as needed to review, develop, and assess the COOP over time. The document will be updated at least annually in compliance with State and Chancellor's Office orders.

The plan covers several COOP components:

- Critical Functions Identification;
- Hazard and Vulnerability Assessment (Business Impact Analysis);
- List of Business Continuity Plan Names by Critical Function/Division; and
- Testing, Training, and Exercises.

III. PURPOSE AND ASSUMPTIONS

A. Purpose

The purpose of the Stanislaus State COOP is to ensure the continuity of University mission-critical functions such as instruction to enrolled students, facility security, and employee communication. The plan identifies recovery strategies for critical functions. Although the University recognizes many important functions, this plan covers only those that are mission and time critical.

An Essential Function (as defined in the *Federal Preparedness Circular 65*) is a function that enables an organization to [Note: Stanislaus State uses the term *Critical Function* throughout the COOP and BCP to describe Essential Functions]:

1. Provide vital or mission-critical services;
2. Exercise civil authority;
3. Maintain the safety of the general public; and/or
4. Sustain the industrial or economic base during an emergency.

B. Assumptions

1. Emergencies or threatened emergencies may adversely affect the University’s ability to continue to support essential internal operations, and to provide services to students and employees or to support external agency interdependencies; and
2. Personnel, other resources from the University, other local agencies, or CSU partners not affected by the emergency or threat will be made available if required to continue essential operations.

IV. APPLICABILITY AND SCOPE

A. Applicability

This COOP applies to the personnel/employees, registered students, state-owned/leased facilities and interdependent agencies, or groups within the University. This plan works in conjunction with all other University plans such as the Emergency Operations Plan (EOP), Department Business Continuity Plans (BCPs), and all other applicable policies and procedures for Stanislaus State.

B. Scope

The COOP strives to map out the restoration of normal operations and failed facilities or equipment with a skeletal crew and minimum resources needed to achieve this task. The focus of planning efforts are based on the “worst-case scenario,” which would include the inaccessibility or unavailability of University facilities and all contents necessary to support critical functions. Consideration has been given to the various services covered by this plan, and the anticipated response time required to recover critical functions under emergency circumstances for the period of sustainment.

V. CRITICAL FUNCTIONS

University critical functions are prioritized based on level of criticality following a disaster, and they must be continued under any and all circumstances. The following table shows the levels of criticality, per StanReady, that will determine our responsibilities and critical functions addressed in the BCPs.

Critical Function Prioritization	
Level of Criticality	Description
Critical 1	Must be continued at normal or increased services load. Cannot pause. Necessary to life, health, security.
Critical 2	Must be continued if at all possible, though perhaps in reduced mode. Pausing completely will have grave consequences.
Critical 3	May pause if forced to do so, but must resume in 30 days or sooner.
Deferrable	May pause; resume when conditions permit.

While all essential functions are important to the successful completion of the University’s mission, some are more time-critical than others. During an emergency that requires a COOP Plan activation, some functions will be deferred to accommodate the more urgent functions; all functions will ultimately be continued as campus business returns to normal operations following the emergency event.

A. Risk Analysis

A risk analysis is the process of collecting and evaluating information on risks and hazards that may impact the University's essential operations. Risks can typically be categorized into four groups:

1. Naturally occurring events - hazards such as floods, earthquakes, fires, severe weather, and public health emergencies (e.g., infectious disease pandemic);
2. Human-related events – hazards or technological events such as: bomb threat, civil disturbance, workplace violence, mass casualty event, assaultive behavior;
3. Physical infrastructure & technological events – hazards causing catastrophic facility or technology failure or interruption such as: electrical service failure, explosion, sewer system loss, fire, HVAC failure, data system failure, communication system failure; and,
4. Hazardous materials events – hazards causing damage or exposure to people and buildings such as: chemical exposure, large chemical spills, radiologic exposures, terrorism chemical blast.

B. Vulnerability Assessment

The purpose of this risk analysis is to identify vulnerabilities in operations and take steps to mitigate losses, and/or develop recovery strategies. A hazard and vulnerability assessment was conducted in 2013.

Below are the top six (6) risks that were identified in the campus-wide hazard and vulnerability assessment.

HAZARD AND VULNERABILITY ASSESSMENT		
TOP RISK EVENTS	PROBABILITY (FREQUENCY)	SEVERITY (SERIOUSNESS)
Assaultive Behavior/Workplace Violence	MODERATE	HIGH
Communications, Data, Info System Failure	MODERATE	HIGH
Drought	MODERATE	MODERATE
Electrical Service Failure	MODERATE	MODERATE
Facility Lockdown (any emergency causing building closure for safety)	MODERATE	MODERATE
HVAC Failure/Temperature Extremes	MODERATE	MODERATE

The following table includes all additional risks that were identified in the hazard and vulnerability assessment.

OTHER POTENTIAL RISK EVENTS	PROBABILITY (FREQUENCY)	SEVERITY (SERIOUSNESS)
Air Plane Crash, commercial	LOW	HIGH
Bomb Explosion human caused	LOW	HIGH
Bomb Threat	LOW	HIGH
Chemical Spill or Release –accidental	LOW	HIGH
Civil Disturbance	LOW	HIGH
Dirty Bomb/Radiologic Exposure	LOW	HIGH
Earthquake, >6 local	LOW	HIGH
Explosion – any	LOW	HIGH
Fire, large	LOW	HIGH

Flood, internal	LOW	MODERATE
Hazmat Incident, small size	LOW	MODERATE
Mass-Casualty Event (medical/infectious)	LOW	MODERATE
Mass-Casualty Event (trauma)	LOW	HIGH
Mold/Mildew Growth	LOW	MODERATE
Sick Building Syndrome	LOW	MODERATE
Terrorism, Blast/Chem/Radiological	LOW	HIGH

University Departments identified as having critical function responsibilities have evaluated their capabilities during disruptions and have developed individual Business Continuity Plans (BCPs). The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

C. Resource Requirements

University Departments identified as having critical function responsibilities have identified minimum resource requirements needed to support each critical function. The resource lists may be found within the BCPs which are available online at StanReady at <https://stanready.csustan.edu>.

For any resources that cannot be adequately safeguarded, responsible area administrators will select alternate or backup resources in order to ensure that critical functions are available at all times.

D. Function Dependencies

Many of the University's critical functions may rely on the availability of resources or functions controlled by another organization, including other agencies: federal, state and/or local governments; and private entities. These relationships are called critical interdependencies.

University Departments identified as having critical function responsibilities have identified critical interdependencies. These interdependent relationships can be found within the BCPs which are available online at StanReady at <https://stanready.csustan.edu>.

VI. AUTHORITIES AND REFERENCES

The California State University

- CSU Business Continuity Program - Executive Order Number 1014.

State of California

- *Continuity Planning Guidance and Plan Template. California Emergency Management Agency. December 2010*
- *Continuity Planning Guidance and Plan Template. California Governor's Office of Emergency Services. September 2013*

Federal

- *Federal Preparedness Circular 65, Federal Emergency Management Agency, June 15, 2004.*

VII. CONCEPT OF OPERATIONS

A. Phase I – Activation and Relocation

1. Decision Process

a. BCP

The BCP is activated by each plan's head of unit or designee. The plan will be activated to a level appropriate to the scope of the disruption. For major disruptions that affect multiple areas throughout the campus, the COOP may need to be activated as described below.

b. COOP

The COOP will be activated to a level appropriate to the scope of the disruption/emergency, and as determined by the COOP Executive Team (Cabinet members). See Section VIII for figure. The COOP is officially activated by order of the University President or designee. The key staff positions include the following teams comprised of administrators within the university:

- COOP Activation Team (Cabinet level)
- COOP Planning Team (Cabinet, BCP Team, Senior Managers)
- COOP Critical Function Recovery Team (VP's, AVP's, Senior Managers)

Implementation of the COOP Plan is the responsibility of the COOP Executive Team and COOP Coordination Team. In the absence of the COOP Executive Team members, other recognized COOP Coordination Team members may assume leadership as Executive-in-Charge (EIC) and activate the plan with the consensus of the rest of the available team members.

Refer to Section VIII for specific COOP coordination responsibilities.

As soon as practical following a disruption or major emergency, normal management of California State University, Stanislaus operations will be restored. Disaster assistance for affected persons will be coordinated through the Stanislaus County operational area. If major damage has occurred, the recovery aspects of this plan will be implemented to coordinate planning and decision-making for recovery and reconstruction efforts.

For additional information, see Annex B for COOP Activation and Annex C for Quick Guide Activation

2. Alert, Notification and Implementation Process

As information becomes available, the Public Information Officer (PIO) or a designee will determine the best methods of communication to the campus community. The following tools are available for mass communication regarding the status of the University and alternate facilities:

- StanAlert – Emergency Notification System
- Emergency Information Hotline (recorded message), (877) STAN-411 or (877) 782-6411
- Emergency Website, www.csustan.edu/emergency
- KCSS Radio 91.9 FM
- University Facebook, Twitter and/or other social media outlets

3. Leadership

In the event that the President is not present or is disabled, the authority and responsibility to activate the COOP shall follow this chain of succession:

Acting President

1. Provost/Vice President for Academic Affairs
2. Vice President for Business and Finance
3. Vice President for Faculty Affairs and Human Resources
4. Vice President for University Advancement
5. Vice President for Enrollment and Student Affairs
6. In the event that a Vice President is serving in an interim capacity, s/he shall be last in the "acting" rotation.
7. Emergency Operations Director/Chief of Police or Alternate EOC Director if aforementioned are not available.

4. Relocation

Specific procedures for relocation are available by critical function as described in various department BCPs. These BCPs are available online at StanReady at <https://stanready.csustan.edu>.

B. Phase II – Alternate Facility Operations and Recovery Strategies

1. Alternate Locations

Departments, responsible for the continuation of critical functions, maintain individual BCPs that specifically describe alternate locations. For major disruption, alternate locations will be assigned in consultation with executives. This will also be dependent on the priority of the critical function and peak period of the critical function. These BCPs are available online at StanReady at <https://stanready.csustan.edu>.

Alternate facilities will be identified. Departments may be responsible for developing strategies for the pre-positioning of supplies, mirroring computer systems and databases at the alternate facility, or putting service level agreements in place with key vendors. For any alternate facilities that Stanislaus State does not own or lease, the Departments are responsible for ensuring that the Contracts Coordinator assists in developing Memorandum of Understanding (MOU)/Memorandum of Agreement (MOA).

2. Mission-Critical Systems and Equipment

Departments, responsible for the continuation of critical functions, maintain individual BCPs that specifically identify critical assets and the protection of them. The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

3. Vital Files, Records and Databases

All Stanislaus State employees who handle University records/information are responsible for complying with the Records/Information Retention policy (Executive Order 1031). In addition, Departments must comply with the records/information retention and disposition schedules for their area as stated in the campus *Records/Information Retention Policy*, and per Executive Order 1031.

Departments, responsible for the continuation of critical functions, maintain individual BCPs that specifically identify vital records and protection plans for them. The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

4. Interoperable Communications

The University employs a variety of mission-critical communication systems necessary to perform critical functions and activities. Departments, responsible for the continuation of critical functions, maintain individual BCPs that clearly describe their communications plan. The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

Communication systems include:

- cellular telephones
- satellite telephones (President, Chief of Police, Facilities, EOC)
- Blackberries/PDAs
- two-way radios (UPD, Facilities, Building Marshals)
- non-secure telephones
- secure telephones (EOC)
- wireless internet connectivity
- fax

The alternate site in Stockton (see Annex F) is technologically capable of supporting basic business operations including telephone communication. The Stockton Center's computer lab houses 75 IBM-compatible and 15 Macintosh computers that all run the latest version of Microsoft Word, Microsoft Excel, SPSS, Netscape, and Internet Explorer. The alternate site also has digital cameras, flatbed scanners, LCD projectors, and video projectors. The Stanislaus State Distance Learning system allows students to attend classes transmitted from Turlock via live videoconferencing to three rooms at the Stockton Center. These rooms have maximum seating capacities (determined by Facilities and the Fire Marshal) of 23, 31, and 58. Available in every classroom is a TV/VCR combo and overhead projector. Also available on reserve is a data projector, slide projector, LCD Panel, PA system, and film projector.

5. Human Capital

Departments, responsible for the continuation of critical functions, maintain individual BCPs that specifically describe the resources and personnel to be transferred to the alternate site. The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

Employees are given disaster planning material and checklists at the new employee orientation in order to encourage and facilitate individual and family preparedness for emergencies. They are informed of the disaster service worker code and the need for them to have personal plans that coordinate with University plans.

6. Vendors & Other Agency Functions

The California State University Risk Management Association (CSURMA) has an agreement with a service provider named *Agility Recovery*. When a disaster happens, *Agility Recovery* will help restore critical operations at or near our campus, focusing on four key elements of disaster recovery:

1. Office space complete with desks and chairs.
2. Power for offices.
3. Communications: telephone and internet access.
4. Computer systems: computers, servers, printers, fax

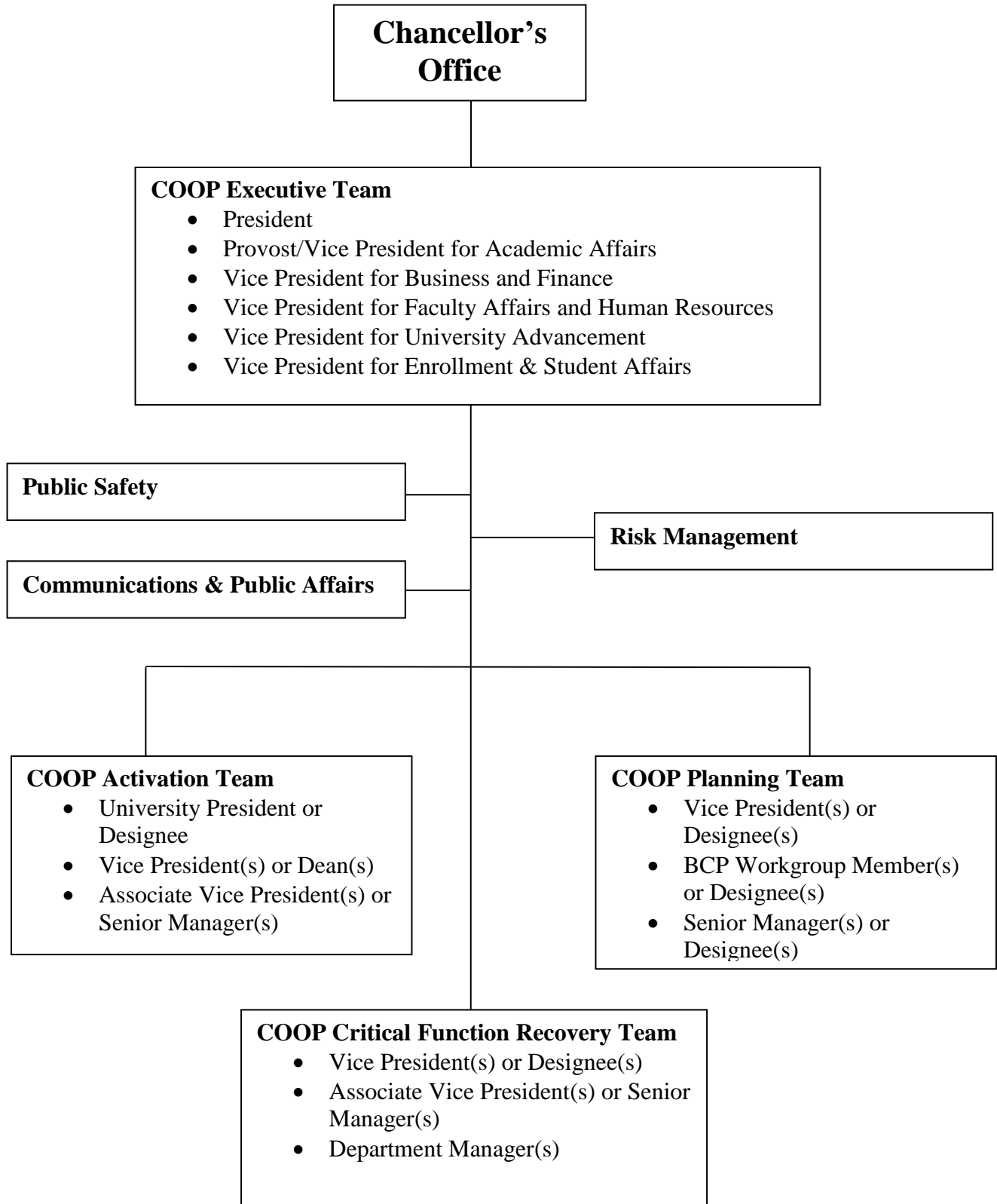
The University will develop emergency contracts and agreements with external vendors and supporting agencies that can be directed to alternate sites for completion of contracted services or material receiving.

C. Phase III – Reconstitution and Resumption Strategies

Departments, responsible for the continuation of critical functions, maintain individual BCPs that specifically identify reconstitution and resumption strategies. The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

VIII. COOP COORDINATION RESPONSIBILITIES

The following organizational chart depicts the relationships and reporting requirements for Stanislaus State COOP Coordination. Descriptions of roles and responsibilities are provided below.



COOP Executive Team

The main objective of the COOP Executive Team is to oversee the restoration of services to the Stanislaus State campus and continuation of critical functions following a disruption to the CSU mission whether due to a natural disaster, human-caused emergency, or technological failure. The Executive Team is responsible for overall decision-making at the policy level, especially when conflicts arise due to immediately limited resources. The Executive Team also serves as the main decision-making body for emergency response efforts, as described in the Stanislaus State Emergency Operations Plan (EOP).

Position	COOP Executive Team
Reports to	Chancellor, Board of Trustees
Staffed by	<ul style="list-style-type: none"> • President • Provost/Vice President for Academic Affairs • Vice President for Business and Finance • Vice President for Faculty Affairs and Human Resources • Vice President for University Advancement • Vice President for Enrollment & Student Affairs
Duties	<p>The specific duties of the COOP Executive Team are:</p> <ul style="list-style-type: none"> • Activate the COOP Plan and assign activation level (low, medium, high); • Appoint members to lead the COOP Activation Team; • Activate the COOP Activation Team; • Provide leadership throughout the business disruption; • Make executive, policy-level decisions; • Provide situation updates to the Chancellor and Board of Trustees, as well as to emergency response personnel, on the status of COOP activities; • Provide support for relocation needs identified by the COOP Activation Team; and, • Ensure decisions on relocation facilities are communicated to all staff members.

Position	Communications/Public Affairs
Reports to	COOP Executive Team Leader
Staffed by	Manager of Public Affairs (primary)
Duties	<ul style="list-style-type: none"> • Provide for communications with media, the public, and staff members. Communicate to external entities, including responding to media inquiries. Clear releases by the designated Public Information Officer to ensure that coordinated, appropriate public statements are made.

Position	Public Safety
Reports to	COOP Executive Team Leader
Staffed by	UPD Executive-in-Charge/Officer-in-Charge
Duties	<ul style="list-style-type: none"> • Public Safety works in an advisory and situational status reporting capacity to the COOP Executive Team Leader. During an emergency, UPD will be directing the emergency response and will communicate with incident command established at the site of the emergency, as well as with local public safety entities. In this capacity, updates should be provided to the COOP Executive Team and COOP Activation Team about the Public Safety response efforts and any effects the emergency will have on continuity of operations.

Position	Risk Management
Reports to	COOP Executive Team Leader
Staffed by	Manager of Safety & Risk Management or Designee
Duties	<ul style="list-style-type: none"> • Risk Management works in an advisory capacity to the COOP Executive Team Leader. During a COOP event, Risk Management will provide insight on liability and contractual concerns as part of effective decision-making by the Executive Team.

COOP Activation Team

The main objective of the COOP Activation Team is to support restoration of the critical functions to Stanislaus State. The key areas of focus are on supporting Staff Members, Information Technology systems, Business and Finance concerns, and Academic Affairs. Some of these positions may overlap with those assigned to coordinate emergency response activities, as described in the Stanislaus State Emergency Operations Plan (EOP).

Position	COOP Activation Team
Reports to	COOP Executive Team Leader
Staffed by	University President or Designee Vice President(s) or Dean(s) Associate Vice President(s) or Senior Manager(s)
Duties	<ul style="list-style-type: none"> • Ensure decisions on relocation facilities are communicated to all staff members. • Restoration of vital cyber-infrastructure and IT support services. • Provide for the coordination of personnel tracking and staffing efforts conducting COOP efforts. Support-decision making around staff expectations, especially in a COOP event. • Provide for coordination of staff and resources to meet recovery time objectives for all Financial Services essential functions.

COOP Planning Team

The main objective of the COOP Planning Team is to develop and maintain situation updates of all departments at Stanislaus State that have activated their continuity plans. This includes tracking financial expenditures, providing for immediate emergency spending authorizations, and developing short-term and long-term business services restoration plans for returning to normal operations. Some of these positions may overlap with those assigned to coordinate emergency response activities, as described in the Stanislaus State Emergency Operations Plan (EOP).

Position	COOP Planning Team
Reports to	COOP Executive Team Leader
Staffed by	<ul style="list-style-type: none"> • Vice President(s) or Designee(s) • BCP Workgroup Member(s) or Designee(s) • University Police Lieutenant or Designee
Duties	<ul style="list-style-type: none"> • Develop short- and long-term specific plans for continuity of services and long-term return to normal business operations. Maintain situation reports, including financial records. Track and document expenses incurred by the COOP Activation Team and overall efforts during a disaster/crisis to support financial recovery once the crisis is over. Disburse emergency funding in accordance with the delegated levels of spending.

COOP Critical Function Recovery Team

The main objective for COOP Critical Function Recovery Team is to provide resource options for departments and divisions that must relocate or access additional resources during a continuity event. Some of these positions may overlap with those assigned to coordinate emergency response activities, as described in the Stanislaus State Emergency Operations Plan (EOP).

Position	COOP Critical Function Recovery Team
Reports to	COOP Executive Team Leader
Staffed by	<ul style="list-style-type: none"> • Vice President(s) or Designee(s) • Associate Vice President(s) or Senior Manager(s) • Department Manager(s)
Duties	<ul style="list-style-type: none"> • Oversees the physical plant recovery efforts toward restoration of priority essential functions. This unit works closely with the Emergency Operations Center Logistics Section Chief (as needed). Estimates of damage and recovery are essential to the COOP Activation Team’s long-term relocation and telework strategies especially if the emergency has caused extensive physical damage to the campus. • The team member(s) will also be the coordination point for procurement of critical equipment needed for essential functions.

IX. LOGISTICS

Information about recovery logistics requirements is determined by University Departments identified as having critical function responsibilities. Logistical requirements for critical functions are described in individual Business Continuity Plans (BCPs). The BCPs are available online at StanReady at <https://stanready.csustan.edu>.

A. Alternate Location

Depending on the nature of the incident, the University maintains a number of alternate facilities on/off site that could sustain operations. For incidents affecting the entire campus in Turlock, the University maintains a satellite campus location in Stockton (See Annex E). This site has been identified as an alternate facility for some critical functions.

The COOP Critical Function Recovery Team will assist senior managers to identify alternate facilities based on the requirements for operations, operational risk, and advantages/disadvantages for each option. Performance of a risk assessment is vital in determining which alternate location will best satisfy a Department's requirements. Alternate facilities should provide:

1. Sufficient space and equipment;
2. Capability to perform critical function(s) within 12 hours and for up to 30 days (or other time frame as determined);
3. Reliable logistical support, services, and infrastructure systems;
4. Consideration of health, safety, and emotional well-being of personnel;
5. Interoperable communications; and,
6. Computer equipment and software.

B. Critical Functions – Mission-Critical Systems and Equipment

Alternate systems and equipment will provide the University with the ability to perform critical functions at the alternate facility, as well as to support the University's resumption of normal operations. Mission-critical systems and equipment will provide:

1. Capability commensurate with the University's critical functions;
2. Ability for personnel to access systems and equipment;
3. Ability to support COOP/BCP operational requirements; and,
4. Ability to operate at the alternate facility within 12 hours and for up to 30 days (or other time frame as determined).

C. Communication Plan – Interoperable Communications

The University will identify available and redundant critical communication systems for use at the alternate facility in Stockton. The existing systems provide redundancy and the ability to communicate within the University and outside the University.

Interoperable communications will provide:

1. Capability to commensurate with the University's critical functions;
2. Ability to communicate with essential personnel;
3. Ability to communicate with other agencies, organizations, and customers;
4. Access to data and systems;
5. Communication systems for use in situations with and without warning;
6. Ability to support COOP and BCP operational requirements;

7. Ability to operate at the alternate facility within 12 hours and for up to 30 days (or other time frame as determined); and,
8. Interoperability with existing field infrastructures.

University Departments maintain their own emergency contact information and plans for phone tree contacts. All Stanislaus State employees have registered their contact information in the PeopleSoft system, which can be used to notify employees of an emergency. Additional emergency communication systems include:

- campus phones
- mobile satellite phones/radios
- cellular phones
- emergency website
- 800 MHz radio system
- VHF radio system
- StanAlert notification system

D. Personnel

Department BCPs, which are available online at StanReady at <https://stanready.csustan.edu>, describe the identification of personnel with key skills or experience and available backup resources. The identification of key personnel requires the consideration of the following circumstances:

1. Specialized training or skills that are required to perform the critical function(s);
2. The minimum number of personnel required to perform the critical function(s);
3. Other personnel available with skills that are transferrable to support critical function(s); and
4. Whether performance of the critical function(s) requires transfer of the personnel to an alternate site.

E. Vendor/Agency Contact Information

The California State University Risk Management Association (CSURMA) has an agreement with a service provider named *Agility Recovery*. When a disaster happens, *Agility Recovery* will help restore critical operations at or near the campus, focusing on four key elements of disaster recovery:

1. Office space complete with desks and chairs.
2. Power for offices.
3. Communications: telephone and internet access.
4. Computer systems: computers, servers, printers, fax

The University will develop emergency contracts and agreements with external vendors and supporting agencies, which can be directed to alternate sites.

X. TESTS, TRAINING, AND EXERCISES

Tests, Training, and Exercises (TT&E) familiarize staff members with their roles and responsibilities during an emergency, ensure that systems and equipment are maintained in a constant state of readiness, and validate certain aspects of the BCP. Managers may be creative when it comes to BCP readiness and include power outages, server crashes, and other ad-hoc opportunities to assess preparedness.

To maximize the capabilities of potential responders, all employees should participate in the planning, implementation, and critique of exercises that test their BCP. Testing the BCP will validate the plans, policies, procedures and systems; identify deficiencies in the BCP, and allow for subsequent correction.

The TT&E plans should provide:

1. Individual and team training of University personnel
2. Internal department testing and exercising of BCPs and procedures
3. Testing of alert and notification procedures

4. Refresher orientation for BCP personnel
5. Joint interdepartmental exercising of BCPs, if appropriate

The effectiveness of the training exercises should be documented in an After Action/Corrective Action Report (see Annex D), which should be prepared in a timely manner. For more information on Testing, Training and Exercises, see Annex C.

A. Approval and Renewal

The Campus BCP Coordinator will oversee review and conduct an annual review of the COOP. The signed Business Continuity Plan page will identify year-to-year changes and updates beyond typo corrections. Responsible Departments will be contacted upon approval or if any revisions are necessary. The Campus BCP Coordinator will contact responsible Departments approximately 60 days prior to the annual renewal date to initiate the individual BCP renewal process. EO 1014 requires that the reports be approved/signed-off by the head of the business unit and the campus BCP Coordinator, or the Business Continuity Planning Committee.

B. Business Continuity Plan Testing

The Campus BCP Coordinator will follow up with the Department manager responsible to test portions of their Business Continuity Plan. EO 1014 requires that a portion of each plan be tested annually, with the entire plan being tested once every 7 years.

XI. MULTI-YEAR STRATEGY, PROGRAM MANAGEMENT PLAN, AND BUDGET

The University's comprehensive COOP is the result of a layer after layer of development over time. This document is a work in progress by phases.

A. Phase I (Completed 2013)

1. Initially, the University has focused on establishing a baseline of capability for meeting critical functions in individual Business Continuity Plans (BCPs). The BCPs are available online at StanReady at <https://stanready.csustan.edu>. Drafting and approval of the COOP (this document) will encompass and guide the maintenance of the BCPs.

B. Phase II (2014-2015)

1. BCP Workgroup members will document where there continues to be gaps/weaknesses in the University preparedness and develop a plan/strategy for addressing them.
2. Establish the BCP Coordinator position and ongoing organizational structure for COOP/BCP oversight in compliance with EO1014.
3. Identify a multi-year maintenance plan for:
 - a. Short- and long-term BCP goals and objectives;
 - b. Budgetary requirements;
 - c. Testing, training and exercise plans;
 - d. Planning milestones or tracking systems to monitor accomplishments;
 - e. Prioritized list of identified vulnerabilities;
 - f. Update of most current information (e.g. emergency contacts, evacuation routes, contracts, alternate site arrangements);
 - g. Annual review process; and
 - h. Integration of event-driven changes.

C. Phase III (ongoing)

Under the direction of the BCP Workgroup and BCP Coordinator:

1. Long-term continuity goals and objectives;
2. Annual and periodic Testing, Training, and Exercise plan execution;
3. Implementation of improvements and corrective actions from exercise lessons;
4. Annual review process for the COOP and all Department BCP maintenance including:
 - a. Update of most current information (e.g., emergency contacts, evacuation routes, contracts, alternate site arrangements);
 - b. Update of plan elements that may be affected by changes in unit structure or functions; and,
5. Communication of business continuity activities to the campus community
6. Emergency contracts with vendors/stakeholders

ANNEXES

ANNEX A – Critical Functions by University Department

Level of Criticality	Description
Critical 1	Must be continued at normal or increased services load. Cannot pause. Necessary to life, health, security.
Critical 2	Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.
Critical 3	May pause if forced to do so, but must resume in 30 days or sooner.
Deferrable	May pause; resume when conditions permit.

	Plan Name	Critical Function	Criticality Level
Academic Affairs	AA - Athletics	Athletic Events	3
		Instruction	3
	AA - Office of International Education	Admission File Processing	3
		Immigration	3
	AA - Provost's Office	Communication	2
		Academic Programs/Online Catalog	3
		Academic Senate	3
		Accreditation	3
		Assessment	3
		Extended Education	3
		Institutional Data Collection and Reporting	3
		Instruction	3
		Service Learning	3
		Writing Proficiency Screening Test	3
	AA - Research and Sponsored Programs	Animal Welfare Committee (AWC) Administration	2
		IRB Administration	2
		Grant/Contract Proposal Submission	3
	AA - University Library	Circulation	3
		Instruction	3
		Interlibrary Loan	3
		Library Administration	3
		Reference/Instruction	3
		Reserves	3
Systems		3	
Technical Services		3	
Special Collections/University Archives		Deferrable	
AA-CAHSS - Instructional Support Services	Instruction	3	

Academic Affairs	AA-CBA - Instructional Support Services	Instruction	3
	AA-COEKSW - Instructional Support Services	Budget Analyst	2
		Credential Processing	2
		Instruction	3
		Teacher Performance Assessment Coordination	3
	AA-COS - Instructional Support Services	Biology	2
		Chemistry	3
		Computer Science	3
		Instruction	3
		Math Grants	3
		Mathematics	3
		Physics and Geology	3
		Psychology & Child Development	3
School of Nursing	3		
Stockton Center Instructional Support Services	Instruction	2	
Business and Finance	Facilities Services	To provide domestic water to campus	1
		To provide electrical power to teaching and support space	1
		To provide fire protection to campus	1
		To provide HVAC to teaching & support space	1
		To provide safe buildings for teaching and support services	1
		To provide sewage system service to campus	1
		To provide road and walkway access on campus	2
		To provide sanitation services to campus	2
	FS - Accounting Services	Cash Management	3
		External Reporting (Financial, Board, Federal, State, Local)	3
	FS - Accounts Payable	Payment Processing	2
	FS - Auxiliary & Business Services	Dining Services	1
		Warrior Card	1
		Bookstore	2
		Event Services	2
		Vending	2
	FS - Budget Office	Labor Cost Distribution LCD Payroll Tape Posted	2
		Position Control	2
		Budget Transfers	3
		Payroll Expense Adjustments	3
FS - Grant Post Award Administration	Grant Accounting	3	
	Program Reporting and Compliance	3	
	Sponsor Agency Billings	3	

Business and Finance	FS - Procurement	PCard Administration	2
		Purchasing	2
		Contract Review	3
		Public Works (Bid Process)	3
	FS - Student Financial Services	Main Cashiers	2
		Satellite Cashiers	2
		Student Accounts Receivable & Collections (SARC)	2
	FS - Support Services	Mail Services	2
		Print Shop	2
		Property Control	2
		Receiving/Shipping	2
		Records Management	2
		Surplus Property	2
	OIT - Learning Services/OIT	Equip. repair & installation in 3 DL classrooms in Stockton	3
		Streaming Video Services	3
		Support for 3 Distance Learning classrooms at Turlock	3
		Digital Media Production	Deferrable
		Instructional Design Services	Deferrable
		Technology Workshops for faculty	Deferrable
	OIT - Office of Information Technology	Network Availability	2
		Server Availability	2
		Voice Communications	2
		Classroom Technology Support	3
		Staff Training	3
		Workstation Support	3
		Computer Lab Support	Deferrable
	Safety & Risk Management	Environmental Safety	1
		Emergency Operations Center (EOC)	2
		Insurance Management	2
	Student Recreation Complex	Recreational Services and Programs	2
		Athletic and Academic Activities Support Facilities	3
		Alt. Emergency Response Site, Public Asst.&Srvc, Auxiliary	Deferrable
University Police	Criminal Investigation	1	
	Emergency Communications	1	
	Emergency Response	1	
	Site Security and Traffic Control	1	
	Public Assistance/Service	2	
VPBF - Audit Services	Provide audit services for campus & auxiliaries	Deferrable	

Enrollment and Student Affairs	ESA - Admission & Outreach Services	Communications	2
		Outreach and Recruitment	3
		Pre-admission Advising	3
	ESA - Advising Resource Center	Academic Advising	3
		Approval of Petitions and Graduation	3
	ESA - Associated Students, Inc.	Programming	3
		Student Voice	3
	ESA - Career Services	Advising	3
		Employer Services	3
	ESA - Disability Resource Services	Provide support services to students with disabilities.	2
	ESA - Education Opportunity Program	Academic Advising	3
		Admissions	3
	ESA - Enrollment Services	Admissions	2
		Records	2
		Registration	2
	ESA - Financial Aid & Scholarship Office	Award and Disburse Federal, State, and Institutional Funds	2
		Reporting to the Federal Department of Education and the CO	2
	ESA - Housing & Residential Life	House students	1
	ESA - Office of Student Leadership & Development	Program management	3
		Student organization advisement & oversight	Deferrable
	ESA - Program for Academic & Career Excellence (PACE)	Annual Performance Report	2
		Academic Advising	3
	ESA - Psychological Counseling Services	Consultation	1
		Counseling / assessment / referral	1
		Crisis intervention / debriefing / assessment / referral	1
		Outreach	3
	ESA - Student Affairs	Administer the Student Code of Conduct	2
		Provide leadership to division and departments	2
	ESA - Student Support Services	Academic Advising	2
		Annual Budget to ED	2
Annual Performance Report (APR)		2	
Instruction		Deferrable	
ESA - Tutoring/Writing Center and Testing Office	Provide testing information to potential students	2	
	Testing Administration	2	
	Tutoring	2	
	Writing Center Tutoring	2	
	Probation Advising	3	
ESA - University Student Union	Venue for students and campus community	2	
	Programming	3	

Faculty Affairs and Human Resources	FAHR - Faculty Affairs and Human Resources	Benefits & EAP	2
		Compliance	2
		Employee and Labor Relations	2
		Employment	2
		Leaves/Workers' Compensation	2
		Payroll	2
		Compensation/Classification	3
	FAHR - Student Health Center	Availability of EOC operations	1
		Access/Maintain Medical Records	2
		Acute Primary Care Services	2
		Consultative functions for Campus	3
		Laboratory Services	3
		Pharmacy Services	3
		Provide Non-Acute Primary Care	3
President's Office	President's Office	Communication with the Chancellor's Office	1
		Oversight of the University divisions	1
		Routine operations - meetings, correspondence, etc.	3
		Community Outreach/Advocacy	Deferrable
University Advancement	University Advancement	Public Information	1
		Advancement Operations	2
		Alumni Relations	2
		Development	2
		Development Database Management	2
		Event Planning	2
		Gift Acceptance/Processing	2
		Media Monitoring and Response, Including Social Media	2
		Annual Giving	3
		Donor Interaction	3
		Prospect Management	Deferrable

ANNEX B – COOP Plan Activation

The COOP Plan will be activated by the COOP Executive Team leadership whenever normal business practices are threatened or actually impacted. The level of activation depends on the circumstances of the incident, whether due to a local emergency, a regional disaster, an IT outage, or other event that precipitates the need to relocate, identify successors for leadership decisions, or adjust day-to-day practices in order to complete essential functions. Detailed activation criteria is listed in the *Quick Guide - Activation and Circumstances*.

Upon activation of the COOP, or detection of an event that could cause a major disruption, the COOP Executive Team should meet and confer with the University Police Executive-in-Charge regarding the situation. The Executive Team Leader will decide on the level of COOP activation and notify staff to report to the COOP Activation Team briefing.

The initial COOP Activation Team briefing will be held in an available conference room and may take precedence over any existing room reservation. If a campus facility is not available, the COOP Activation Team members will be notified of an alternate site using the established communications protocols that include cell phone callouts, text messaging, or email. COOP Activation Team members may also be alerted of the emergency by local media (radio, television, and/or internet posting), or public service announcements, and in turn contact the Executive Team Leader for direction and instructions.

Implementation of the COOP is the responsibility of the COOP Executive Team and COOP Activation Team. In the absence of any of the COOP Executive Team members, other recognized COOP Activation Team members may assume leadership and activate the plan with the consensus of the rest of the available team members.

Quick Guide Activation and Circumstances

The following table defines the parameters of activation using three levels: *Low*, *Medium*, and *High*, and for three types of emergency scenarios: *Information Technology (IT) outage*, *Local / Building Emergency*, and a *Regional Disaster*. Activation levels describe the scope of activation. The three emergency scenarios are general descriptions of the effects of the emergency, and are discussed in greater depth in the sections that follow.

Activate	Information Technology	Local / Building Emergency	Regional Disaster
Low-Impact Activation			
<i>Notification/Activation:</i> Executive Team, Public Affairs, and Planning. Notify staff about condition. Head of Unit will activate their Department BCP if needed.	An event that delays, slows, or intermittently denies connectivity. Office maintains some level of workable connectivity. During some crucial periods, such an outage may be elevated to a medium-level event.	An event (e.g., fire, violence, bomb threat, utility outage) that can be managed by the University Police Executive-in-Charge, and causes minimal disruption to daily functions.	Threat of regional disaster, such as a hazardous materials incident, natural disaster, or disease outbreak that impacts facilities and people.
Medium-Impact Activation			
<i>Notification/Activation:</i> Executive Team, Public Relations, Public Safety, Risk Management, and Unit Leaders. Alert all staff about condition of building; provide reporting requirements.	Incident duration expected to be greater than 24 hours, preventing systems access, connectivity and/or telephone access.	Any local emergency (e.g., major fire, earthquake or hazardous materials incident) that includes outside public safety support (e.g., local fire or police department), and impacts daily functions. Impacts multiple departments and requires evacuation of building and/or cancellation of events.	Impacts human health, regional facilities, and services. Impact is region-wide, and resources are scarce for up to 24 hours after the event.
High-Impact Activation			
<i>Notification/Activation:</i> Full activation of COOP Coordination Team. Alert all University staff of condition of building and region.	Catastrophic impacts to ITS and/or telephone systems. Complete loss of connectivity for an indeterminate period.	Substantial or total loss of a University building for an indeterminate time (e.g., fire or earthquake damage).	Regional Disaster (e.g., earthquake, tsunami, flood, fire, disease outbreak) that leaves University building(s) inaccessible, severely impacts Stanislaus States infrastructure(s), and causes critical staff shortages.

ANNEX C – Operational Checklists

This section contains operational checklists for use during a COOP event. A checklist is a simple tool that ensures all required tasks are accomplished so that the organization can continue operations at an alternate location. Checklists may be designed to list the responsibilities of a specific position or the steps required to complete a specific task.

Sample operational checklists may include:

- Phone trees [SEE DEPARTMENTS' BCP]
- Key personnel roster and critical functions checklist [SEE DEPARTMENTS' BCP]
- Critical Function Recovery Team Checklist [SEE BELOW]
- Telecommute/Alternate Work Location Safety Checklist [SEE BELOW]
- Emergency Operating Records and IT Checklist [SEE EOC RECORDS]
- Emergency Equipment Checklist [PENDING COORDINATION BY EACH DEPT.]

Critical Function Recovery Team Checklist

Action	Comments (log time etc.)	Check when done
1. Receive Communication on Disaster Declaration for _____ Site.		
2. Contact additional Recovery Team members as requested using notification procedures in COOP under Alert, Notification and Implementation Process.		
3. Communicate recovery action steps to all employees.		
4. Ship key documents to alternate site.		
5. Re-route critical existing phone numbers.		
6. Report to Alternate Site. Notify Critical Function Team Leader of your arrival and arrival of your team members. <ul style="list-style-type: none"> <input type="checkbox"/> Transportation planning. Do you have a map to the alternate site? <input type="checkbox"/> Identify any travel needs for team members if some are coming from other sites/locations. Be sure to consider the need for local transportation and lodging as well. <input type="checkbox"/> Any access or credentialing issues? Arrange for access to alternate site for vendors, contractors, or employees traveling in from other locations. 		
7. Set-up workstation.		
8. Determine source for backup technical resources (PCs, servers, printers, etc.) <ul style="list-style-type: none"> <input type="checkbox"/> Are there technical recovery procedures to be followed in the event of an interruption? 		
9. Execute the recovery procedures for your critical functions in priority sequence. Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.		
10. Communicate recovery status to Critical Function Team Leader to update recovery timeline.		
11. Document critical data to be restored and back up all data at off-site location.		
12. Escalate issues through Critical Function team Leader.		
13. Identify additional resource needs (hardware, telephones, copy machines, office supplies, computer software etc.) and escalate to the Critical Function Team Leader for resolution.		
14. Identify additional human resources needs (administrative and technical support) and escalate to the Critical Function Team Leader for resolution.		
15. Establish schedule for recovery team 24/7 for duration of recovery effort as needed.		
16. Identify Recovery Team members to Critical Function Team Leader for food, travel, accommodation and expense needs.		
17. After completion of critical function recovery, identify requirements to return to normal operations.		
18. Participate in team meetings to return operations to primary site when available.		

Telecommute/Alternate Work Location Safety Checklist

Alternate Work Location (AWL)

<input type="checkbox"/> The employee has clearly defined workspace that is kept clean and orderly.
<input type="checkbox"/> The lighting is adequate for assigned tasks.
<input type="checkbox"/> All entranceways, exits, halls and walks are well lighted.
<input type="checkbox"/> Exits are free of obstructions.
<input type="checkbox"/> Supplies and equipment (both departmental and employee-owned) are in good condition.
<input type="checkbox"/> The work area provides adequate ventilation and heat for assigned tasks.
<input type="checkbox"/> Portable fans and heaters are in good condition, located where they cannot be knocked over, and they are kept at least three feet from furnishings and flammable materials.
<input type="checkbox"/> Storage is organized to minimize risks of fire and spontaneous combustion.
<input type="checkbox"/> Cords, cable or other items are placed in an orderly fashion to prevent a tripping hazard, and out of traffic areas.
<input type="checkbox"/> Surge protectors are used for Stanislaus State-owned computers, fax machines and printers.
<input type="checkbox"/> Heavy items are securely placed on sturdy stands close to walls.
<input type="checkbox"/> Computer components are kept out of direct sunlight and away from heaters.

Emergency preparedness

<input type="checkbox"/> Emergency phone numbers (hospital, fire and police departments) are stored at the AWL by all telephones.
<input type="checkbox"/> A first-aid kit is easily accessible and replenished as needed.
<input type="checkbox"/> Portable fire extinguishers are easily accessible and serviced as needed.

Ergonomics

<input type="checkbox"/> The workstation (desk, chair, computer and other equipment) is arranged to be comfortable without unnecessary strain on the back, arms, neck, etc.

Other Safety Items

<input type="checkbox"/> [Enter additional safety items if necessary]
<input type="checkbox"/> Comments attached

Employee Certification

I have reviewed this checklist with my supervisor and have taken steps to ensure safety and security at my alternate work location. I understand this checklist is not all-inclusive and it is my duty as an employee of Stanislaus State to create and maintain a safe working environmental at my AWL. I understand authorized department personnel may review my alternate work location with reasonable notice.

Signature

Date

Supervisor Review

I have reviewed this form with the employee.

Signature

Date

A. Testing

Testing of equipment and systems should be an ongoing effort, and ideally the equipment being used during a COOP/BCP event will be the same as what is used on a daily basis (exceptions include specialty equipment such as satellite phones). Tests help to ensure that procedures, processes, and systems function as planned. This includes a test of vital records backup procedures, continuity communications protocols, and employee alert and notification systems. Such testing procedures can take place consecutively with other safety testing schedules. Testing will meet frequency as set forth in Executive Order 1014.

B. Training

Training is a key element to BCP success and will be conducted annually for the BCP Activation Team and for division or department staff responsible for leadership during COOP/BCP events. Before the COOP plan is exercised, personnel must be trained so that they know what their responsibilities are and have the skill and knowledge necessary to carry out their responsibilities. Trainings confirm that when an incident occurs all personnel know what to do, how to do it, and when it should be done. BCP training may be incorporated as elements of staff meetings, included as part of overall emergency preparedness training events or provided as stand-alone BCP focused training events. Those with critical COOP/BCP focused responsibilities (especially COOP Activation Team) will obtain a more comprehensive annual training.

The Campus BCP Coordinator will provide, as-needed, COOP training to those assigned to implement COOP/BCP procedures. This training will focus on alternate facility use, available services, communications, equipment use, vital records backup, and security. Such training will emphasize communications protocols and maintenance of accurate Situational Reporting of COOP activities.

COOP/BCP preparedness also requires division and department leadership to cross-train their staff members to step into all critical positions that support high-priority critical functions. In case of any emergency, but especially when there is a significant loss of personnel (e.g., a disease outbreak), programs need to have replacement staff ready. Training will meet frequency as set forth in Executive Order 1014.

C. Exercises

Exercises, like training, are a key element to BCP success. The primary purpose of an exercise is to identify areas that require additional training, planning, or other resources. Exercises help provide practice and verification to determine that the plan works as intended. Exercises may focus on parts of the plan, or the entire plan as a whole. Exercises include plan review seminars, focused drills on one BCP implementation procedure, discussion-based tabletop exercises, or functional exercises involving the activation of the entire COOP Coordination Team. COOP/BCP exercises will be conducted to validate plan elements, and identify COOP implementation procedures that need improvement or clarification. Exercises also allow staff members to remain fluent with the plan and procedures, including using systems and equipment to ensure their readiness.

Ideally, an exercise event will involve the participation of various divisions/departments to ensure effective interdepartmental (or interagency) interoperability. The Campus BCP Coordinator will serve as the interface for inter-department COOP/BCP training, planning, and exercising. They will also involve local governmental entities and CSU campuses as part of exercises and preparedness activities to develop interoperability and find synergies in planning and response. Exercises will meet frequency as set forth in Executive Order 1014.

ANNEX E – Corrective Action Plan

Tabletop Exercise Report

This Corrective Action Plan is intended to aid in Business Continuity Plan evaluation and improvement by registering situation-response interactions, analyzing critical functions, determining coping strategy effectiveness and efficiency, and proposing adjustments and recommendations.

Exercise Overview

Business Continuity Plan Tested: [NAME OF PLAN EXERCISED, EX. SAFETY & RISK MANAGEMENT]

Date of Exercise: [DATE EXERCISED]

Location: [LOCATION WHERE EXERCISE OCCURRED]

Exercise Participants: [LIST PARTICIPANTS, AND TITLE]

Exercise Type: Tabletop exercise

Exercise Setting: [DESCRIBE SETTING, E.G. EXERCISE HELD AS A DEPARTMENT MEETING]

Exercise Overview: [DESCRIBE THE ACTUAL EVENT OR TABLETOP EXERCISE]

Exercise Scenario: [LIST SCENARIO USED IN EXERCISE]

Summary

Successes

The tabletop exercise worked as planned, and participants were able to communicate with one another. Additional successes that were identified during the tabletop exercise are as follows:

- [LIST SUCCESSES IDENTIFIED FROM THE EXERCISE]

Discovery

Per the evaluation forms completed by the participants, the areas needing improvement have been identified, and they are as follows:

- [LIST AREAS IDENTIFIED NEEDING IMPROVEMENT]

Recommended Solutions

The following are the Business Continuity Coordinators **suggestions** for the areas needing improvement:

- [LIST SUGGESTIONS MADE BY THE BUSINESS CONTINUITY COORDINATOR FOR THE AREAS NEEDING IMPROVEMENT]

Corrective Actions

The following corrective actions have been created for the areas needing improvement by the department head(s) or designee. For all corrective actions outstanding, they will be placed into *StanReady* as **Action Items** by the Business Continuity Coordinator

Areas needing improvement	Priority Level 1-5 (Low to High)	Corrective Actions	Lead Person	Due Date

Department Head(s) or Designee

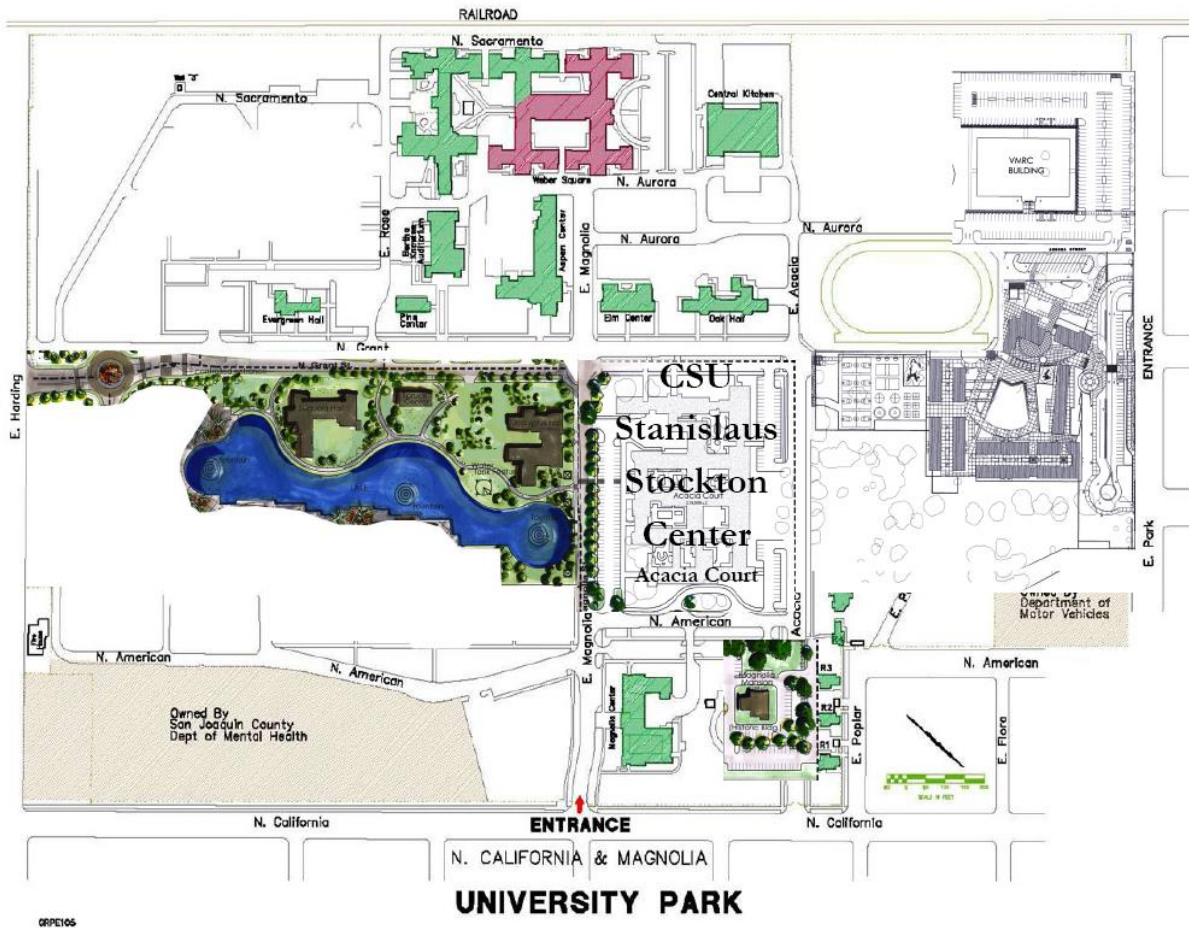
Date

Business Continuity Coordinator

Date

ANNEX F – Alternate Location/Facility Information

214 East Magnolia, Stockton CA 95202-1845
Phone: (209) 467-5300 FAX: (209) 467-5333



The Stockton Center has computer lab facilities, a library access center, academic advising, a student lounge, exercise room, health services, several beautifully landscaped courtyards for informal student and faculty gatherings, and an assortment of student services. Map may also be found online at <https://www.csustan.edu/Directories/Maps/StocktonCtrSiteMap.pdf>

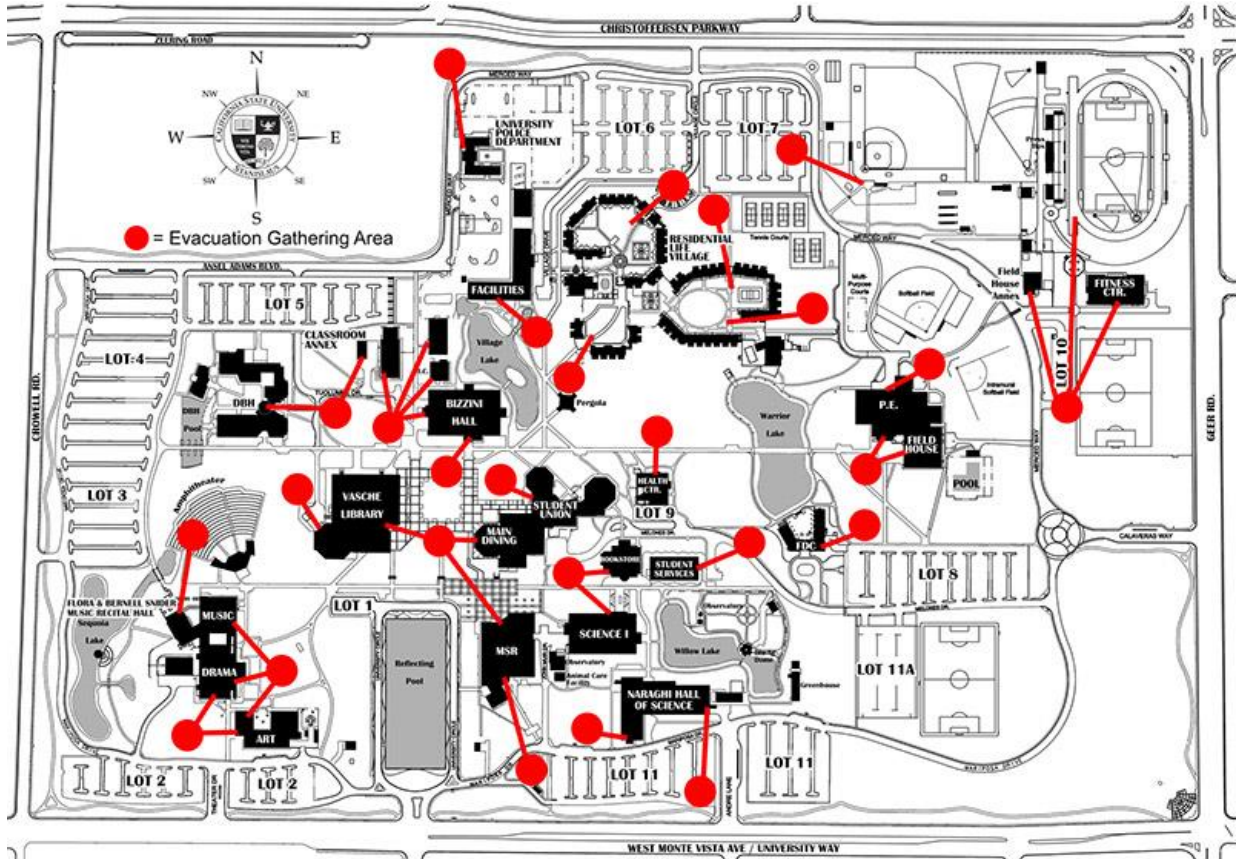
The computer lab houses 75 IBM-compatible and 15 Macintosh computers that all run the latest version of Microsoft Word, Microsoft Excel, SPSS, Netscape, and Internet Explorer. The facility also has digital cameras, flatbed scanners, LCD projectors, and video projectors. The CSU Stanislaus Distance Learning system allows students to attend classes transmitted from Turlock via live videoconferencing to three rooms at the Stockton Center. These rooms have maximum seating capacities (determined by Facilities and the Fire Marshal) to be 23, 31, and 58. Available in every classroom is a TV/VCR combo and overhead projector. Available for reserve is a data projector, slide projector, LCD Panel, PA system, and film projector

ANNEX G – Maps and Evacuation Routes

Maps between Alternate Campus (Stockton) and Primary Campus (Turlock). Map may be found at <https://www.csustan.edu/Directories/Map-2-Campus/Map2-CSUS.pdf>



Evacuation Gathering Areas – Turlock Campus. Map may be found at <https://www.csustan.edu/emergency/PrepareYourself4Emergency/CampusMaps/EvacuationGatheringAreas.html>



ANNEX H – Definitions and Acronyms

Alternate Facility	Also known as a Continuity Facility, the alternate facility is one in which a department can continue its prioritized essential functions while the primary facility is unavailable, out of service or being repaired. Essential functions take place at an alternate facility(ies) until the primary facility is returned to use or until a new primary facility is identified. Alternate facilities may also refer to nontraditional options such as working at home (“teleworking”), telecommuting and mobile-office concepts.
Business Continuity	The ability of an organization to provide service and support for its customers and to maintain its viability before, during, and after an adverse event or disaster.
Business Continuity Coordinator	A role within the Business Continuity Program that coordinates planning and implementation for overall recovery of an organization or unit(s).
Business Continuity Plan (BCP)	Process of developing and documenting arrangements and procedures that enable an organization to respond to an event that lasts for an unacceptable period of time and return to performing its critical functions or operations after an interruption.
Business Continuity Planning Committee	A committee of decision-makers, process owners, technology experts and continuity professionals tasked with making strategic recovery and continuity planning decisions for the organization.
Business Continuity Program	A management framework for resuming critical functions or operations after a disaster or emergency that may threaten the health and safety of the campus community or disrupt its programs and operations.
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 were to experience an adverse event or disaster.
Business Unit	Any academic or administrative department, unit, center, institute, division, or college.
Continuity of Government (COG)	The preservation, maintenance, or reconstitution of the institution of government. It is the ability to carry out an organization’s constitutional responsibilities. This is accomplished through succession of leadership, the pre-delegation of emergency authority and active command and control.
Continuity of Operations Plan (COOP)	An effort within departments and agencies to ensure continued performance of, at minimum, essential functions during a wide range of potential emergencies. Essentially, it is the capability of maintaining the business of government under all eventualities. This is accomplished through the development of plans, comprehensive procedures, and provisions for alternative facilities, personnel, resources, interoperable communications, and vital records/databases.

Continuity of Operations/Continuity Planning Program (COOP/COG)	Developed by the California Office of Emergency Services with the goal of providing California government with the resources needed to achieve a COOP/COG capability. The program was promulgated by Executive Order S-04-06, the U.S. Department of Homeland Security - Federal Preparedness Circular #65 – Federal Executive Branch Continuity of Operations (COOP), the California State Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS).
Continuity Communications	Continuity communications are alternate communications, both internal and external, that provide the capability to initially alert and notify staff members, and ultimately perform essential functions until normal operations can be resumed.
Critical Function	A Critical Function is an activity that is essential to the core mission of the organization. For disaster planning, a Critical Function is one that must be continued through disaster, or resumed soon after a disaster-event, to ensure either the viability of the organization, or its ability to serve its customers.
Delegation of Authority	Delegation of authority is the specification of activities that those who are authorized to act on behalf of the agency head or other key officials may perform. Documentation provides the legal authority for officials to make policy decisions during a COOP situation. (FEMA IS-547)
Devolution	Devolution is the capability to transfer statutory authority and responsibility for essential functions from an agency’s primary operating staff and facilities to other employees and facilities. Devolution is sometimes called “fall over.” Devolution planning addresses catastrophic or other disasters that render an agency’s leadership and staff unavailable or incapable of performing its essential functions from either its primary or alternate facilities. (FEMA IS-547)
Essential Function	Is defined in <i>Federal Preparedness Circular 65</i> as a function that enables an organization to provide vital services, exercise civil authority, maintain the safety and well-being of the general public, or sustain the industrial or economic base during an emergency.
Exercises	Exercises provide practice and verification of whether the plan works as intended. Sometimes exercises focus on parts of the plan. In other instances, exercises are conducted to test the entire plan. (FEMA IS-546a)
Interoperability	<ol style="list-style-type: none"> 1. The ability of systems, personnel, or agencies to provide services to and accept services from other systems, personnel, or agencies and to use the services so exchanged to enable them to operate effectively together. 2. The condition achieved among communications-electronic systems or items of communications-electronics equipment when information or services can be exchanged directly and satisfactorily between them and/or their users.
Interoperable communications	Alternate communications that provide the capability to perform essential functions, in conjunction with other agencies, until normal operations can be resumed.

Reconstitution	Reconstitution is the process by which surviving and/or replacement agency personnel resume normal agency operations from the original or replacement primary operating facility. (FEMA IS-547)
Relocation	Relocation involves the actual movement of essential functions, personnel, records and equipment to the alternate (sometimes referred to as a “Continuity”) operating facility. It may also involve: <ul style="list-style-type: none"> • Transferring communications capability to the alternate facility; • Ordering supplies and equipment that are not already in place at the alternate facility; or • Other planned activities, such as providing network access. (FEMA IS-547)
Risk Assessment	Process of identifying the risks to an organization, assessing the critical functions necessary for an organization to continue business operations, defining the controls in place to reduce organization exposure and evaluating the cost for such controls. Risk analysis often involves an evaluation of the probabilities of a particular event.
StanReady	An online continuity planning tool designed for campuses, medical centers, and other institutions of higher education. The tool will guide you, step by step, to create a continuity plan. The plan will identify critical functions, information and strategies, and action items.
Succession of Leadership	Succession of leadership is the hierarchy of critical positions required in an emergency and the order in which one person can replace another of a higher authority. Orders of succession are not limited solely to management positions. Successors should be listed by position title, and not by the name of the current person in that position.
Tests	Tests confirm whether or not procedures, processes, and systems function as intended. (FEMA IS-546a)
Training	Training ensures that all personnel know what to do, how to do it, and when it should be done. FEMA IS-546a)
Training Record	Documentation of training for employees, including employee name or other identifier, training dates, type(s) of training, training providers, and attendee sign-in sheets.
Vital Records	Electronic and hardcopy documents, references, and records needed to support essential functions during a COOP situation. The two basic categories of vital records are <i>emergency operating records</i> and <i>legal and financial records</i> .