**Section 1: Pre-Planning BCP Champion and Support**

**Step 1: Identify the BCP Champion(s) and support team:**

Identify the individual serving as the Business Continuity Planning champion for the unit. This person will be the point person for the unit leader and the Emergency Manager in the event of Modified Operations. Secondly, there may be local issues that might interrupt your business continuity and this planning can help you think through those responses.

**BCP Champion:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Info: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Who would be the successor if unavailable:**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Info: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Form the Unit Support Team:** List the key individuals and what area they will provide support to in developing the BCP. Identify any training needs or support.

Initiate a charge letter to the team (Appendix A) to foster a call to action.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Area/Department** | **Title** | **Support** |
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**Step 2: Milestones**

BCP Milestone Timeline:

Starting September 1 and working backward, list milestone dates for drafting, revisions, communication, training, and onboarding. Be mindful of your unit’s culture of communication.

2024 the plan is due on December 1, thereafter, it will be due annually on July 1 of each year.

**Key Dates**: December 1, 2024 and July 1, 2025

**BCP Development Timeframe:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Phase** | **Who** | **Start Date** | **End Date** |
| **Project Kickoff, charge letter, convene team** |  |  |  |
| **Business Impact Analysis** |  |  |  |
| **Business Continuity Plan Drafting and revisions** |  |  |  |
| **Plan Testing** |  |  |  |
| **Plan Completed and sent to** **EM@dpps.msu.edu** |  |  |  |
| **Implementation** |  |  |  |
| **Communications and Training** |  |  |  |
| **Plan Maintenance** |  |  |  |

**Section 2: Building the BCP**

**Step 1: Identifying the Essential Work**

Essential work consists of specific tasks, regardless of the emergency situation. It is helpful to do this with employees who do the job—brainstorm for now, and prioritization can happen later.

**Your Essential Work—Immediate responses**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Work** **List the specific work that must be completed regardless of situation** | **\*Responsible** | **\*Accountable** | **What needs to be done in the first 24 hours?**  | **What needs to be done 24-48 hours?** | **What needs to be done if more than 48?** | **Hard stops-what do emergency personnel or senior leaders need to know about the work if it cannot be performed?**  |
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**Cyclical Work—what is critical work based on the business cycle?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Who is responsible, and who is the backup? | Who is accountable for the work; who is the backup? Who will connect with the employee? | When would the work need to be performed?  | Will the work need multiple days?  | Will the work need multiple days?  | **Hard stops-what do emergency personnel or senior leaders need to know about the work if it cannot be performed?** |
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**\*Responsibility and Accountability:**

* Responsible = the person that does the work
* Accountable = the person that ensures the work is done (ie supervisor/faculty/line manager)

**Critical Systems**

**What Systems or Resources will be needed to respond during Modified Operations?**

|  |  |  |
| --- | --- | --- |
| **Systems Impacted** | **Resources Needed** | **Notes** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

If you have critical supplier contractual obligations, discuss the following as part of your critical planning and include information as needed in your plan:

**Your Suppliers’ Contractual Obligations To You:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product or Service** | **Supplier** | **Time Frame for Delivery** | **Financial Penalty?** | **Contact Name and Number** |
|  |  |  |  |  |
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**Step 2: Internal Communication Planning**

Outline the essential components of your internal communication plan during emergencies, noting who will do what. In addition, providing information to authorities may be required. As you are building your plan, consider the following.

1. Internal employees—responding to the situation, next steps—what to do
2. Customers/Clients/Stakeholders—will you need additional outreach
3. Internal-MSU Communications coordination—may need to provide information via EOC
4. All employees need information as part of orientation and onboarding. This includes students, faculty, temporaries, on-call, etc., regardless of whether they are deemed critical with essential skills.
* Create awareness
* Share the plan
* Conduct drills
* Provide updates

**Communications Plan**

|  |  |  |
| --- | --- | --- |
| **Key Elements** | **Who will Develop** | **How will it be communicated** |
|  |  |  |
|  |  |  |
|  |  |  |

**Special Note: Supervisors and Unit HR**

* **Positions that are deemed critical with essential functions should be made clear in the postings/interview process and communicated to the employee in a formal manner.**
* **Include in orientation and reinforce in onboarding**
* **Include during annual compliance and safety reviews**

**Step 3: Business Interruptions/Impact and Responses—It’s not just for Modified Operations**

Thinking through different scenarios is part of the planning process. MSU will declare a period of Modified Operations when situations dictate action is needed for the whole or part of the campus. Evaluate other interruptions affecting only your building, equipment/labs, etc. What are the situations, and how would you respond?

**Example: Business Interruptions / Impact / Responses:**

|  |  |  |
| --- | --- | --- |
| **Business Interruption** | **Impact** | **Possible Responses** |
| Modified Operations declared |  |  |
| Do you have an internal emergency operations protocol? |  |  |
| You cannot get into your facility |  |  |
| Utility service is down (e.g. no power or water)  |  |  |
| A portion of your facility is not accessible (e.g. due to fire or flooding) |  |  |
| A piece of equipment critical to your operations has been destroyed |  |  |
| Your supplier is unable to deliver materials (e.g., your suppliers warehouse has been destroyed) |  |  |
| Your customers are unable to get to your facility (e.g., roadblocks, flooding, area evacuated) |  |  |
| Your telecommunications systems are down |  |  |
| Your computer network has been damaged/destroyed |  |  |
| Your paper records have been destroyed |  |  |
| Evacuation of premises |  |  |

**Step 4: Ensure Awareness by Providing Training**

Provide a copy of the plan and training for those listed in the BCP. Ensure supervisors/faculty/line managers have a copy and have reviewed it personally with each employee. Test the plan and make revisions.

Consider including these in annual performance reviews for critical employees with essential functions and those who supervise those individuals.

MSU follows the federal incident command model. For additional information on how MSU responds to emergencies, please consider taking the free, self-paced training from FEMA. Recommended Class for MSU employees:

* ICS 100-Introduction to the Incident Command System
* ICS-200 ICS for Single Resources and Initial Action Incidents
* IS-700 National Incident Management System, an Introduction
* IS-800 National Response Framework, An Introduction

<https://training.fema.gov/nims/>

Please provide a record of completion to EM@dpps.msu.edu as this information helps with understanding and is a part of our accreditation as a

|  |  |  |
| --- | --- | --- |
| **Training Topic** | **Who** | **When** |
|  |  |  |
|  |  |  |

**Step 5: Finalize the BCP**

**Complete the template essentials. Provide additional information as necessary for your Unit.**

Forward to DPPS EM@dpps.msu.edu

Remember, the BCP is typically a high-level overview for immediate communication needs—consider the specific needs for your internal operations.

**Step 6: Evaluate**

* Annually review
* After each use, in whole or in part, conduct formal after-action reviews (AAR)
* After drills

**Make changes and communicate what they are**

**Think “stop-start-continue” to provide clarity**

**Appendix A) Sample Charge Letter**

[Date]

Dear [Team Member's Name],

Subject: Charge Letter - Business Continuity Planning (BCP) Team

I am pleased to formally invite you as a valued Business Continuity Planning (BCP) Team member for [Your Organization]. Your expertise and commitment to the organization make you a vital contributor to the development and implementation of our BCP.

**Charge:** As a member of the BCP Team, your primary responsibilities include actively participating in the planning, development, and execution of our Business Continuity Plan. Your specific duties will encompass, but not be limited to, the following:

**Critical Work Identification:**

* Collaborate with your team to identify and list tasks that must be performed regardless of the emergency situation.

**Responsibility and Accountability**:

* Clearly define who is responsible for each task and who will supervise and ensure its completion.

**Systems and Resources Assessment:**

* Contribute to identifying and prioritizing critical systems and resources necessary for the organization's continuous operation during an emergency.

**Internal Communication Plan:**

Work collectively to outline the key elements of our internal communication plan during emergencies, ensuring clarity and effectiveness.

**Milestone Planning:**

Participate in developing a comprehensive timeline for drafting, revising, communicating, and providing training for our BCP, with a particular emphasis on milestones starting from July 1 and working backward.

**Timeline:** Your involvement in the BCP Team is anticipated to begin immediately and continue until the project is completed. We request your active participation in all scheduled meetings and activities related to the BCP development.

**Meeting Schedule:** Regular team meetings will be scheduled [specify frequency] to ensure progress tracking, collaborative decision-making, and timely completion of the BCP milestones.

Your commitment to this critical initiative is highly valued, and we believe that your contributions will significantly enhance our organization's resilience to potential disruptions.

Please acknowledge your acceptance of this charge letter by responding to this email by [Due Date].

Thank you for your dedication and valuable contribution to [Your Organization].

Sincerely,

[Your Name]

[Your Title/Position]

[Your Contact Information]

**Appendix B) Emergency Contact Information**

Provide emergency contact information for all critical staff with essential functions in a format that works for your unit—to those who will need to access this information. Employees should have supervisor contact informatino. Verify and confirm updated information. Consider paper-based as well as electronic format.

Organization Name:

Address:

City/State/Zip:

Phone: Fax:

Email:

**Your Staff:**

Name:

Title:

Home Address:

City/State/Zip:

Home Phone:

Cell Phone:

Emergency Contact Name:

Emergency Contact Phone Number:

Appendix C Activation Training

**Envision an activation and who will do what—the internal details that help with**

**Business Continuity Plan Activation Checklist (Update to your needs)**

|  |  |
| --- | --- |
| **Action** | **Who?** |
| Call in the critical employees and update |  |
| Determine continuity strategy (e.g. communication with IPF for cleanup, emergency repairs, alternate site, etc. |  |
| Notify all non-critical staff and give instructions on the status and when to return to the facility or alternate site. |  |
| Notify senior leader |  |
| Notify clients/customers |  |
| Notify suppliers if direct-to-door |  |
| Contact regulatory agencies |  |
| Contact counsel |  |
| Prepare information for media response in coordination with University Communications  |  |
| Contact vendors/IPF for equipment repairs |  |
| Contact offsite provider to confirm availability |  |
| Determine if locating to an alternative site |  |
| Implement an alternate site plan or closure plan |  |
| Remove vital equipment/records if necessary |  |
| Restore operations plan |  |
| Return to main facility  |  |
| Assess emergency response and after action review |  |
| Revise plan as necessary |  |
|  |  |
|  |  |