Business Continuity Plans

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Plans mean nothing, but planning is everything.

-Winston Churchill

Key Changes

1. Modified Operations Policy will follow the new policy process through adoption.

2. Those with remote work agreements may/must work during period of modified operations but would not get the "extra" day off.

3. Critical Employees with essential functions, as designated in the unit's BCP that must perform work *on-premise* would get the "extra" day off.

4. Responsible unit champion for the BCP has broad understanding and authority.

5. Training and support provided collaboratively.

Key Points on Modified Operations

- Short-term situations usually 72 hours or less

- May entail a range of options
  - Closing early, starting late, or fully restricted access
  - Units will have to enact plans

- Situational

- **Specific direction for emergency response is local.**
  - Each MSU property follows the emergency procedures of their county.
  - Communication—should modifications be required; they still need to follow the Modified Operations policy.

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Key Points on Modified Operations—Business Continuity Plans

- Units should have a BCP unless they have a Continuity of Operations Plan (COOP) under MSU's Emergency Management program. Contact EM@dpps.msu.edu for questions.

- Units should have a BCP Champion(s)

- Two key advantages:
  - BCP process helps units think about planning and thinking through different scenarios before they happen
  - BCP helps create standard work information for communication

Key Points on Modified Operations—Business Continuity Plans

- Supervisors, including faculty who supervise, line managers, and others are critical in the communication and execution of the BCPs.

- Take a systems view
  - Involve the people that do the work in the process of creating your BCP.
- Reflection and Learning
- Continuous Improvement

Key Points—Business Continuity Plans

- **Systems View**
  - Operations might include research, teaching, business needs, animal care, human care, infrastructure, technology.
  - BCP "champion(s)" understand the unit and can help drive implementation and testing

- Some units may need to provide more specific plans given the business needs of the unit
- You will likely need some internal procedures in addition to the BCP

BCP—HR Functions

- Recruiting/New Employees:
  - Posting language—
  - Include employee status in offer letters
- Review during onboarding.
- Current employees: all should be aware, critical staff should know what to expect. Clarify roles and responsibilities.

- Coordination with the unit champion(s) and supervisors to improve communication
- Annual review and update of the BCP

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What are the Next Steps?

- Begin building your BCP
- Complexity is determined by the function of the unit.
  - What makes sense for your unit?
- Review the BCP internally with leaders and staff
  - Leaders should have access to the plan, contact information
- Finalize training/communication plan for your unit and implement

- Send the BCP to EM@dpps.msu.edu

- Due Date is December 1, 2024 for this year. Will be July 1, 2025 and annually thereafter.

Developing your BCP

- At the MAU or College Level
  - May need more or less detail
  - Identified Champion—It's part of someone's job description; revise as necessary
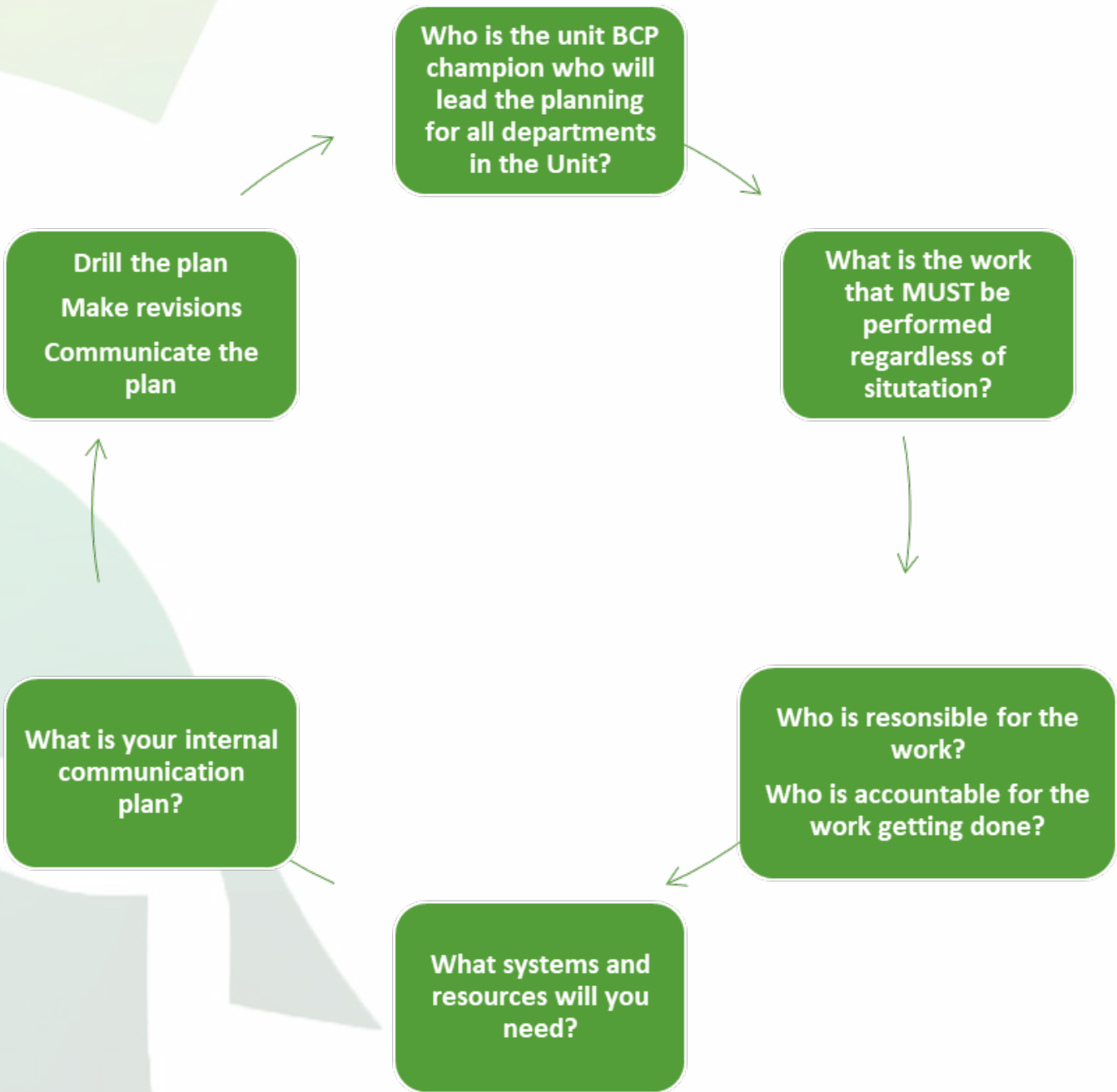
Analyze the Work

Work List the specific work that must be completed regardless of the 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?
	List who specifically performs the work (by name); who is the backup if unavailable	Who is the person accountable (supervisor, chair, line manager) that will communicate with the employee; who is the back up?	Key issues identified	Key issues identified Do you need additional support?	What needs to be done if 48-72 hours or more?	If personnel is not allowed access to the site, what are the consequences and steps for recovery?
Example: Feed the animals and animal health checks South Farms	Farmer Joe's team (list)	Mac Harvest; Jill Deere	Water, feed, health check	Continue	Continue	Significant loss of research; "headline" test

What is the work that may need to be completed depending on time of business cycle?						
Work or business need	Who is responsible, who is the back up?	Who is accountable for the work; who is the back up? Who will connect with employee	When would the work need to be performed?	First 24-48 hours	More than 48 hours?	Hard Stops— what do emergency personnel of senior leaders need to know about the work if it cannot be performed?
Example: Processing for payroll	Herman Resource, Margie Simpson	Susie Spartan	Work will be done remotely and is estimated to take XYZ hours during payroll processing week.	Back up if Margie Simpson is not available (single point of failure)	Depends on date of incident	If people are not able to be paid, contingency would need to be made

Pre-Planning: Identify the team and support needed

- Identify the BCP Champion(s) and support team
  - Formalize with a workgroup and project plan

- Plan the BCP Project to meet the December 1, 2024 deadline
  - Communicate progress, track and resolve issues

Building the BCP

Step 1

- Identify the Critical Work, the priority, and who is responsible and accountable
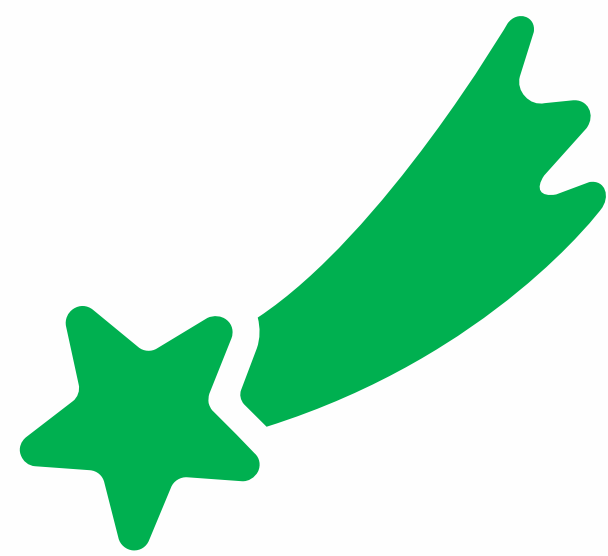- Identify Critical Systems
- Identify Critical Suppliers

A Word on Communic

Step 2:

- Identify Communication needs
- Draft Communication
- A special note for HR

Business Interruptions

Step 3:

Modified Operations is a generalized policy, considered an "All Hazards" approach. Depending on the nature of your work, you may want to consider different situations.

There have been situations when there is a localized disruption—how will you respond?

Training

Step 4

- Provide a copy of the plan
- Review the plan with supervisors, faculty who supervise, and line managers
- Test the plan at the local level
- Include in orientation & onboarding—all employees

You've Got This

- Finalize the BCP using the template
- Send to EM@dpps.msu.edu by December 1, 2024
- Drill and update the plan by July 1, 2025

DPPS Support Services Bureau

https://dpps.msu.edu/bureaus-and-divisions/support-services-bureau

Resources:

Modified Operations Policy

Modified Operations Policy & Procedure (msu.edu)

Modified Operations Policy FAQs (msu.edu)

BCP Template 2024

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

Questions?

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