

## **APPENDIX A: BUSINESS CONTINUITY PLANS**

### **INSTRUCTIONS**

Emergencies and circumstances may arise that force Michigan State University to modify, interrupt, suspend, or curtail certain operations or services. However, units may have critical functions that must continue to protect human and animal safety, critical university systems, and operations.

Please refer to the Modified Operations Policy \_\_\_\_\_

An administrator from each MSU department must complete the following Business Continuity Plan (BCP) identifying critical functions, services (as appropriate), and employees who perform essential services no later than **November 1** of each year.

1. The document has been prepared in Microsoft Word.
2. Each college and MAU is responsible for developing their respective departments' BCP plans.
3. Supervisors, line managers, or designees will communicate with employees identified as critical with essential functions and should be provided clear instructions on expectations during periods of modified operations.

<b>BUSINESS CONTINUITY PLAN</b>	
<b>MSU Department:</b>	
<b>Reporting College or MAU:</b>	
<b>MAU Representative:</b>	
<b>Phone Number:</b>	
<b>Email Address:</b>	
<b>Name of Person Completing or Updating BCP (if different than above):</b>	

**ESSENTIAL FUNCTIONS/SERVICES**

Essential functions/services will always be maintained at the University, even when some operations or services are modified. Essential functions/services are required to maintain the safety and welfare of University students, faculty, staff, and visitors, key activities, and the integrity of the University’s infrastructure. Critical functions/services include those necessary to:

- Protect life and safety;
- Assure campus security;
- Maintain key human and animal health services;
- Preserve research projects and infrastructure; and
- Maintain business, finance, and physical infrastructure necessary to operations and services during an emergency or to promptly restore normal operations and services.

Use the grid below to list the critical functions/services in your department:

Essential Function/Service	Personnel Requirements (i.e., one faculty member, two graduate assistants, etc.)	Situational Requirements (i.e., needed during flood, power outage, all situations, etc.)
<i>TYPE HERE</i>		
		<i>(Use the tab key to add and move to a new row)</i>

**CRITICAL EMPLOYEES with CRITICAL FUNCTIONS & SERVICES**

MSU faculty and staff who support the above essential functions/services are required to work when normal operations are modified. Use the grid below to list the critical employees in your department:

Name	Position	Critical Functions & Services Supported	MSU Contact Info (phone and email)	Alternate Contact Info (home phone, cell, etc.)
<i>TYPE HERE</i>				

## **COMMUNICATIONS PLAN**

Please describe below how you will communicate to faculty, staff, and student employees when University operations are modified. Include details on how employees (both critical and non-critical) should respond to a modification and curtailment of normal operations.

Possible methods of communication include:

- Landline, cell phone or text message
- Departmental intranet, Facebook page or email
- Departmental voicemail message – have employees call in and listen to instructions

### ***SUMMARIZE COMMUNICATION PLAN***

## **ALTERNATE LOCATIONS OR REMOTE WORK**

A department may use alternate locations or remote work during a modification in operations. Please describe your plan for such activities below. At least one phone line from each department must be answered, so calls may need to be transferred to an off-campus number. Instructions for transferring phone lines are available at <https://tech.msu.edu/support/help/>

### ***SUMMARIZE ALTERNATE LOCATIONS or REMOTE Plan***

1. Retain the BCP in the unit and update it annually.
2. Notify employees if they will be considered critical and essential and provide contact information for the supervisor.
3. Ensure supervisors, line managers or designees are trained in Modified Operations procedures for your unit.

**What should I consider when developing our BCP?**

1. Determine and designate specifically who will be the responsible party and champion(s) for developing the BCP.
2. You may not need an additional BCP if your unit requires a Continuity of Operations Plan (COOP for Emergency management. The unit's specific needs will determine the level of detail needed.
  - a. Designate critical employees with essential functions and communicate their status to them.
  - b. Provide contact information for the supervisor, faculty, line manager, or designee.
  - c. Update the COOP as personnel changes, at least annually or as directed by the Emergency Management Coordinator or designee.
3. All other units must develop a business continuity plan tailored to the department or unit. Modified Operations are typically for acute situations that will be of short duration.
  - a. Considerations include
    - i. Teaching/Instruction
    - ii. Outreach/Performances/Public Events
    - iii. Research
    - iv. Infrastructure
    - v. Critical Business Systems and Operations
    - vi. Animal Care
    - vii. Human Care
4. Determine what specific work **MUST** continue during Modified Operations—the critical and essential work?
  - a. Think about the day-to-day work that must be performed regardless of the situation.
    - i. Usually, this is human care, animal care, some research, and infrastructure needs such as power, water, and IT.
  - b. If the situation goes more than 24 hours, 48 hours, or 72 hours, what impacts operations, and how will the situation be managed?
5. Units may need to direct their departments to create more detailed plans than others, including employee names, positions, successor if unavailable, and contact information. Include these plans in the Unit plan. Have two people listed for each critical function?
6. Units will need to provide written information to the employee if they are critical with essential functions. See Modified Ops Policy. [link]
  - a. New hires at orientation
  - b. New to the department/unit
  - c. Annually refresher, minimally
  - d. Designated BCP responsible office as determined by the unit
7. Internal planning and testing of the BCP is required on an annual basis.

