

Business Continuity Policy Definitions

Business Continuity - is an organization's level of readiness to maintain critical functions after an emergency or disruption until normal operations are restored. These events can include security breaches, natural disasters, power outages, equipment failures or sudden staff departure. Also known as Continuity of Operations Planning (COOP) in Government and Public Safety settings.

Business Impact Analysis (BIA) - is the process of determining the criticality of business activities and associated resource requirements to ensure operational resilience and continuity of operations during and after a business disruption. The BIA quantifies the impacts of disruptions on service delivery, risks to service delivery, as well as recovery point objectives (RPO) and recovery time objectives (RTOs).

Crisis Management - the process by which an organization strategically identifies threats to the business and its stakeholders to plan and prepare an effective response to a sudden emergency with a focus on long term impacts.

Critical Function - Processes and activities which, if interrupted, will cause a business or organization to sustain a severe economic loss, or jeopardize the continued existence of the organization. Also referred to as Essential Functions in some Business Continuity Plans (BCP)

Dependencies - Divided into *Upstream Dependencies*, which are those departments or areas whose reduced functioning would seriously impair your department's ability to perform a Critical Function, and *Downstream Dependencies*, which are other departments or areas that rely on your ability to perform Critical Functions and would be seriously impacted if you could not perform a particular Critical Function. These Dependencies can be external as well.

Emergency Management - refers to the managerial function charged with creating a framework for the coordination and oversight of resources and responsibilities pertaining to the mitigation of, preparedness for, response to, and recovery from an emergency or disaster. Emergency Management is primarily operational in nature, focusing on support to first responders and transition to immediate recovery.

Quality Assurance Review (QAR) – The Business Continuity Plan (BCP)/Crisis Management Committee will conduct a Quality Assurance Review of BCP Plans annually at a minimum. The review will consist of verifying Plans In-Progress, Complete, In Review, Current, Due for Review or Overdue. Specifically, the Committee will review 1) Plan Details, including action items, and Plan status, 2) Plan Contacts at the Department, Institution, and External levels, 3) Critical Functions with level of criticality scoring, and Consequences (BIA), 4) Resources, including Department documents, 5) Information Technology related applications, and 6) Faculty Preparedness. The Committee will note deficiencies or need of additional documentation and provide a summary to individual Departments along with a request to provide a Business Continuity Plan update within a 30-45 period. Follow up will include a final review and approval of the BCP along with a Kualiti “Memphis Ready” update of the Plan status.

Recovery Time Objective (RTO) - is the maximum desired length of time allowed between an unexpected failure or disaster and the resumption of normal operations and service levels. The RTO defines the point in time after a failure or disaster at which the consequences of the interruption become unacceptable.

Recovery Point Objective (RPO) - As part of Critical Functions, RPO describes the amount of time that can pass during an event before data loss exceeds that tolerance. Typically, RPOs are set according to the frequency with which files are updated.