



Introduction:

WSU Ready is an online, system-wide continuity planning program that enables all WSU campuses, colleges, departments, units, research and extension centers, and other WSU facilities to better prepare to meet the challenges of responding to emergencies and resuming operations after a major event. The goal of business continuity planning is to enable Washington State University units to be “event ready” so that we can continue our teaching, research, outreach, and service missions with minimal disruption. The WSU Ready system is an online program that allows all departments to easily create an emergency and continuity plan that identifies strategies for handling events when they occur, preparations that can be done in advance, and an outline on how to continue operations.

WSU Ready is focused at the department level and can be used by any type of department: instructional, research, support, administrative, libraries, museums and even clinical. Department is loosely defined as any sub-unit of the campus, or large university unit. It might be an entire school, college or division, or a small specialized unit. WSU Ready will help your department prepare for adverse events that may disrupt operations. Disaster events can be all encompassing (earthquake or pandemic illness), localized (fire in the building or basement flooding) or personal (failure of a hard drive).

This guide will help you create a continuity plan. Your plan will identify:

- **Critical Functions** performed by your department, and what is needed to continue those functions.
- **Information and Strategies** that will help before, during and after the disaster event.
- **Actions Items** that can be done, starting now, to lessen the impact of these events.

WSU Ready is easy-to-use and requires no advanced training.

Getting Started

The first step in the continuity planning process is to appoint a department continuity coordinator. The coordinator is typically a staff member who has access to senior management, has been given the authority to facilitate the continuity planning process, and is organized and respected by others to ensure that the completion of this plan is successful. This person will be the main contact person when putting together the continuity plan. Be sure to also have an

alternate or backup coordinator. Although the responsibility is temporary assignment, this person will typically continue informally as the departmental expert and primary contact person for future continuity communication, updates and issues.

FAQ: How long does it take to create a plan?

Think of this as a one to two month project. Most of this time will be “blank space” waiting for meetings to happen and for people to agree on the priorities and action items. The number of actual staff hours required is surprisingly small, because WSU Ready uses a “fill in the blanks” process. Very little time is spent learning how to create a continuity plan – you really just answer the questions and the plan completes itself!

FAQ: How do I obtain access to WSU Ready?

There are a couple of ways. Go to wsu.kuali.co/ready/ to access the login page. You can also find this link on the Office of Emergency Management page, oem.wsu.edu. Once you have reached the login page, you can request an account. You will need to enter your first and last name and email address. This will trigger an account request. Once accepted, you will receive a welcome email and then have access to the WSU Ready planning site. If a plan has already been created for your department, you will need to request to be a user of that plan. Once approved, you will then be able to edit that plan. If there has not been a plan created for your department you will select the “Start a New Plan” tab.

Helpful things to know before you start working on your plan:

The following is a list of things that you will need to know before you start working on your plan. This will make it much easier to complete your plan.

- Who is the **department continuity coordinator and alternate**?
- If **one plan or multiple plans** are conducive for your departmental situation. In some cases, it is appropriate to create divisional plans or sub-divisional plans based on function or location.
- The **number of personnel** that your plan will cover.
- The **department hierarchy** – who does your department report to?
- All **locations** (addresses). Include where personnel from your department are housed as well as facilities your department is responsible for.
- The **critical functions** that your department performs.
- Who is responsible for maintaining the **personnel emergency contact information**?
- Who **depends on the functions** that your unit performs and **who do you depend** on to perform your department functions?
- How your **department would cope**. How functions would operate without current space, staff, or network access? What particular skills are needed and who can perform them? Risk involved in alternate methods of operation.
- What **proprietary software applications** does your department utilize?
- **Key resources** that support your critical functions:
 - Who can work from home

- Who the department stakeholders are
- Documents and plans that might need resourced
- What supplies and equipment are needed
- Facility and transportation needs of the unit

NAVIGATING WSU READY

Starting Your Plan

When you first go to the sign in page, you will need to request access for an account. If you already have an account, you can log in with your email and password. Note: this is not your regular WSU login.



WSU Ready

Welcome to WSU Ready. Please sign in or [create an account](#).

Sign In

Email

Password

Remember me

Sign In

[Forgot your password?](#)

Don't have an account? [Request access](#).

Need more help? [Contact Us](#).

Once you have logged in to WSU Ready, it will take you to the home screen. There will be a list of plans – please scroll through and check if there has already been a plan started for your unit. If not, please begin your plan by clicking on the “start a new plan” tab.

Ready WSU Ready Sarah Kublihta

Plans + Start a New Plan

Plan	Status	Created	Last Updated	
Academic Outreach & Innovation	In Progress	Apr 05, 2017	Apr 05, 2017	View Edit Copy Delete
Access Center	In Progress	Mar 17, 2015	Apr 07, 2017	View Edit Copy Delete
Access Equity Achievement	In Progress	Mar 17, 2015	Apr 07, 2017	View Edit Copy Delete
Administrative Services	In Progress	Mar 17, 2015	Apr 07, 2017	View Edit Copy Delete
Administrative Services Information Services	In Progress	Mar 17, 2015	Apr 07, 2017	View Edit Copy Delete

✔ Saved

View Page

Print PDF

Hide Guidance

Guidance

- The definition of academic appointee varies from campus to campus. Your HR office knows who these are. Some typical examples are:
 - professor
 - lecturer
 - librarian
 - curator
 - teaching assistant
 - graduate student instructor
 - graduate student researcher
- Student-staff refers to work-study students and other employed undergraduates. Do not count unpaid student interns.
- If building ownership is listed as Special Status, use the Help link to access the Contacts screen and contact the Ready Administrator.

This column on the right hand of each screen will provide useful context that will help you create your plan. As you move through your plan, check back here for tips and guidance on completing each section.

- The “Save” button will change from white (not saved) to green (saved). The system will prompt you to save your information if you try to leave a page without saving.
- “View Page” will allow you to view the page as if it were in its final PDF format.
- “Print PDF” exports your plan to a downloadable PDF file which allows you to save or print your entire plan.
- “Hide Guidance” makes your screen a bit bigger and hides the helpful tips and guidance from view.

Plans and Help:

At the top left hand corner of every screen are the “Plans” and the “Help” links. The Plan link will take you to the plan homepage. The Help button will take you to a FAQ screen. You will also be able to click on “Contacts” and “References”. Contacts will provide the name of the department who can assist you if you cannot find the answers to your questions. References will provide web links to additional COOP (continuity of operations plan) guidance.

User Account:

The upper right hand corner button should have a silhouette of a person along with your name. Placing your cursor over that button will take you to the account management menu. There, you can see your account settings, update your personal information and change your password. Don't forget to sign out when you exit the web application.

DEVELOPING YOUR PLAN

Plan Home Page:

Once you have signed into WSU Ready, you should see any plans that have you named as a user. Click on the “Edit” button to begin working on a plan. Use the navigation links to complete the sections of the plan. Fill in the requested information and answer any questions. Don't forget to click the “Save” button when you have finished editing each section!

Plan Details:

This section can be confusing. First complete the “*Department Information*” link and then skip down to “*Critical Functions*”, “*Information Technology*”, “*Instruction*” and “*Key Resources*”. We will come back to “*Action Items Summary*” and the “*Download Documents*” later on in the process.

“*Manage Plan Access*” is used to add, remove or change the access level of plan users. Only plan “managers” have access to this function. To add a new user, type in the person's name/email address and if they have a WSU Ready account, their name will automatically display. Click their name, define their user role and select “Add user to The Plan”. Their name and information will then be listed as a member of the plan. If you are adding a user who is not in the WSU Ready system, their name will not automatically display. To add them, click on the “+” button, fill in the required information, select “Send User an Invitation” and “Add User to The Plan”. To remove an existing user, click on the trash can in the last column of the user.

“*Update Plan Status*” is the link that allows you to mark the plan as complete and to document notes related to the status change. Most of the time you will just fill out the required information and change the status to complete once you have finalized your plan. Document in the comment box something like “Plan review completed for 2017,” which will signal that the review process is complete and the plan is up-to-date. You should then distribute your plan to key staff members and ask them to be familiar with the plan and keep a copy at home and at work.

Clicking on “*Resources*” provides access to a Kuali created sample biology department plan that may be of help. There is also a paper working Interview Form for those who would like to first use a hard copy to complete the plan before translating to the online form. There is also a glossary of business continuity terms.

DATA ENTRY

Step 1: Departmental Identification

Provide key information for your department:

Number of Personnel: If possible, put your exact numbers but estimated is okay.

Type of Department: Check all that apply.

Locations Occupied: Select from the drop down menu any of the buildings/locations your department occupy. Add any comments to clarify an unusual situations.

Evacuation Plans: Select from the dropdown box to identify if your department has a plan as to where your staff will meet in the event of a building evacuation.

Cost Center: This is your unit’s operating account number. WSU Ready doesn’t require you to enter this information at this time, but it may be useful if reimbursements of expenses related to an emergency are needed.

Comments: Any additional information that you may think would better explain your department.

Step 2: Critical Functions

During this step, you will identify and document the critical functions your department performs and the corresponding level of criticality and detail about the functions. Identify functions that provide vital services to the department/university, ensure operational capabilities, endure the reputation of the university, meet regulatory/statutory requirements and maintain the safety of faculty, staff, students and visitors.

Once you click the “Critical Functions” tab, you will see the “Manage Critical Functions” button and then a link to “Add Critical Function” in the upper right hand corner. This is where you add your first critical function. As you add more critical functions, they will appear in a list under the “Manage Critical Functions” screen. You can add the critical functions and then go back later to edit and finish up the details, or you can finish the details of each function as you add them. It is up to you.

Name the Critical Function: Consider an “all-encompassing” name so that you can group like tasks that will have a similar response plan. For example, instead of creating four critical

functions for general office tasks, consider grouping them all into one titled “Office Management” or “Student Support Services.”

Criticality Level: Choose a level of criticality from the dropdown box.

- **Critical 1:** Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. Failure to maintain these functions may have a damaging effect on the University’s reputation. (Examples: police services, inpatient care, etc.)
- **Critical 2:** Must be continued if at all possible, perhaps in a reduced mode. Pausing completely will have grave consequences. (Examples: at-risk research, provision of care to at-risk outpatients, functioning of data networks).
- **Critical 3:** May pause if forced to do so, but must resume in 30 days or sooner. (Examples: classroom instruction, payroll, research, student advising).
- **Deferrable:** May pause and resume when conditions permit. (Examples: routine building maintenance, elective surgery, training, marketing).

Once a Critical Function is added, complete the sub-tabs as described below.

- **Description:** Brief description of the function. Be sure to write this in a way that someone who is not associated with your department understands. Name of the section/unit that performs the function, as well as the name/title of responsible people.
- **Peak Periods:** Indicate any months when you would expect there to be especially high activity involved in accomplishing this function. This might be a peak workload period, such as the annual fiscal closing for accounting functions, or course registration that happens once per academic term. Select as many months as needed. If this function has no peak periods, leave blank. Explain if necessary.
- **Documents:** Identify any documents that are important to this critical function. These could be individual files, plans, legal documents, sets of records, etc. Upload any documents that you feel you would need in the first 48 of the disaster. Add any additional documents that are on a shared server, cloud storage, back up hard drive so that a 3rd party could locate them if necessary. Documents uploaded via this screen are copied to a secure server, for access by authorized people only. If a document is confidential, describe it but do not upload it. Although your plan lives on a secure server, the group of people authorized to see your plan may not be authorized to see that document.
- **Dependencies:** Answer “What department(s) provide information that we need to perform this critical function: and what department(s) needs what WE produce” as a result of this critical function. *Upstream Dependencies* are those whose reduced functioning would seriously impair your own department’s ability to perform this function. *Downstream Dependencies* are the departments that would be seriously impacted if YOUR department could not perform this critical function. Consider who produces what you need and who needs what you produce. Dependencies are primarily departments, although occasionally you may name a process (i.e. instruction) or a group

of people (i.e. students). Do not name IT systems as a dependency, as they are treated separately in a later section.

- **Consequences:** The questions that you will answer here show why this function is critical. If the function does not restart quickly, which of the consequences might occur? Answer those that apply, give your best answer and move on.
- **How to Cope:** These questions ask you to visualize what it might be like in the weeks or months following a disaster. You may be missing certain key resources, such as your usual work space, some of your staff, equipment, power, key vendor, network access, data, etc. List any and all possibilities for continuing your critical functions adding options (relocation site, back up suppliers, outsourcing opportunities, etc.) whenever possible.
- **Action Items:** What can be done NOW to prepare? The process of thinking through the steps you need to take to prepare is critical to developing a culture of preparedness. This will be a to-do list that will help make your department more prepared. Typically action items will begin with a verb – “update”, “train” or “purchase”. Action items can be moved to archived status once finished and can be moved back if you would like to revisit them.

Step 3: Information Technology

This section is very important. It allows your department to keep track of what information technology is utilized on a regular basis and allows WSU as a whole to see the most critical IT resources across the University as a whole. Click on the “Information Technology” link on the navigation menu.

Work through each tab and fill in the appropriate information for your department. You may want to have your IT department contact fill this out, or someone who is familiar with the IT applications and equipment used in your department.

- *Central Applications:* Add a Central Application and then select from the drop down menu those applications that your department use to support critical functions (like Blackboard, etc.). Select the level of criticality and add any additional comments to describe how it is used in your department.
- *Departmental Applications:* These types of applications are unique to your department. The purpose is to inform others of applications that are purchased/utilized outside of the institution and to ensure that appropriate security/backup measures are being taken. List the applications whose technical owner is your department or another department (but not central IT). Start by clicking the “Add Application” button. Fill in the appropriate information. Add any “Desktop Applications” to this section.
- *Servers:* If your department does not own any servers, check “We own no servers” and then select “save”. If your department does own servers, type the name, select the server type and add an explanation of why/how it is used. Once complete, click “save” or “save new”.
- *Work Stations:* This section is intended to get your opinion on the adequacy of backup at the workstation level. No need to agonize over the percentages; take your best guess.

- *How to Re-Start:* What will you need to re-start your IT? Read the scenario and answer the questions.
- *Action Items:* What can your department do before an incident to lessen the impact on your IT systems? How can you make it easier or faster to recover/rebuild your IT systems?

Step 4: Instruction

This section is for academic departments that provide instruction. If your department does not provide instruction, click the box that says “no instruction” and “save”. Move on to Step 5.

If your department does provide instruction, click on the “Add Department” button and select the department from the drop down menu.

- *High Priority Courses:* A course is considered high priority if it has large enrollment and is a pre-requisite in a major. These are courses whose interruption would most threaten the progress of students and integrity of the curriculum. Click “add course” to add a high priority course, enter the appropriate information.
- *All Courses:* In this section, the goal is to assess what steps are being taken to facilitate continuity if an incident happens. Select the appropriate drop-down option for each question and if needed, add comments.
- *Department Practices:* Assess what practices are being implemented to be prepared to facilitate the continuity of curriculum under adverse circumstances. Select the appropriate drop-down option for each question and if needed, add comments.
- *Special Teaching Issues:* Identify any special teaching-related issues your department may need to consider. If there are issues, select “Add Teaching Issue” and choose from the appropriate drop-down option. List the potential impact as well as alternatives in the text boxes and select “save.” If your issue is not in the drop down menu, type it in in the “custom issue” field and fill in the remaining fields.
- *Action Items:* This section is the same as previous action item sections as you will indicate any items that your department might need to work on. Consider the following questions: What can the department do before an incident occurs to lessen the impact on instruction or to make it easier to return to normal instruction?

When you are finished with the instruction section, save and move on to the next step.

Step 5: Key Resources

Identify key resources for your department as identified by each sub-tab. Answer as many questions as possible- if there are some that are not applicable, please mark those as “N/A”.

- *Staff Basics:* Every department should keep a list of their staff’s home contact information. This list should be held by enough people to be useful, treated as confidential, kept securely at home and at work, and updated at least twice a year.

- *“Key People:* Add staff who would be called upon first in a time of crisis because of their experience, skills, or authority. Enter the appropriate information and select any boxes that may designate a succession position.
- *Work from Home:* Click on the “Add Home Worker” button and individually list the names of staff who could do some work from home. If no aspect of your department can be completed from home, select “Not Applicable” and add comments to explain.
- *Teams:* List here any groups, committees or individuals who might need called together to help address issues related to recovering your department. These are typically those who work frequently with your department and could be called upon to help guide new or existing leadership who might have to recover the unit.
- *Skills:* Select a skill, license, or certification from the dropdown list or create a custom skill that might be needed post-disaster. This page will list the skills that are necessary for working in your unit. If a particular skill will be needed post-disaster, include it even if you think it may be covered.
- *Staffing Requirements:* This page is to identify which units may have staff who could be temporarily reassigned to help other areas of the institution. The end result should total your current FTE level.
- *Staff of Other Units:* Who are the most important people from elsewhere on campus whom your staff will need to contact within the first few hours or days after an event? Add each person individually and include as much information as possible. Use the comment box to include a short summary of why this person might need to be contacted and how they can help your office. You could also upload a document of this list under the “Documents” page.
- *Stakeholders:* Identify people, vendors, clients, donors, project partners, sponsors or other stakeholders here that you might need to contact after a disruptive event. Include only those that your department makes individual purchases from. Include alternates if possible.
- *Documents:* Are there any documents (floor plans, MOU’s, checklists, etc.) that need referenced, attached or listed here? Think from an outsider’s point of view. Where would a 3rd party find the documents that would be needed to support the key functions of your department?
- *Equipment and Supplies:* Indicate the MINIMUM equipment you would need to perform ALL the critical functions that you listed earlier. You can estimate or guess if needed.
- *Facilities and Transportation:* There are four subsections to this page.
 - *Facilities:* List any special space or facilities needs that are in addition to your office/classroom/lab needs. Does your office require an elevator for disability access?
 - *Utilities:* Select any utilities that are very important to the functioning of your department (outside of the typical heat/electric/water).
 - *Transportation:* List any special transportation needs.
 - *Other Resources:* Any other resources that you would need to continue or resume your critical functions. Do not list funds, and only list staff if you will need temporary staff.

There will now be two other sections to go back to under “Plan Details.”

Action Items Summary: All of the action items that were added during the planning process will be listed here. You can add more, make edits, sort, update status, etc. from this page. You can archive these action items once completed.

Download Documents: On this page, all documents that you have attached to your plan will be listed and can be opened, edited and/or printed. NOTE: Uploaded documents will not print with the plan. They will have to be printed separately and attached to the plan manually.

ANNUAL REVIEW

The Office of Emergency Management and Environmental Health and Safety recommends and requests that continuity plans be reviewed and updated every 12 months. A notice will go out each year by September 1 through WSU Announcements regarding the October 1 deadline for completing and submitting new or updated plans. Units can access WSU Ready and make changes to your plan at any point during the year.

The annual review does not need to be time-consuming. Experience shows effective disaster planning requires the engagement of the head of the unit. Therefore, we recommend that if the annual review is done by others, the head of the unit should read and approve the final product.

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