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**Business Continuity Plan**

LOS ANGELES UNIFIED SCHOOL DISTRICT

**Division/Office**

**Date**

**Division/Office**

**Address**

# Declaration Statement

Mission statement of division/office

To accomplish this mission, **Division/office name** must ensure its most important and time essential operations are performed efficiently and with minimal disruption, especially during an emergency. This document provides guidance for implementing the Business Continuity Plan to ensure that **division/office** can conduct its essential missions and functions in the event of a facilities (office building) disruption or disaster.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_

Signature division/office lead date

# Confidentiality Statement

This document, along with subsidiary plans and supporting documents, contains confidential information and is for official use only. These documents are to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with the standard procedures followed for confidential information at the **Los Angeles Unified School District** and are not to be released without prior approval of the business unit Director/Manager to the public or other employees who do not have a valid “need to know.”

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# Document Change Control

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| Date | Version | Requester | Tech. Writer | Change/Review |
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# Section I: Introduction

## Overview

In the event of a disruption or disaster which interferes with LAUSD’s ability to conduct business from one of its offices, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all the information that might be needed at the time of a business recovery.

This plan is not intended to cover the operations of LAUSD’s separately structured Emergency Operations Plan (EOP) which addresses the District’s planned response to extraordinary emergency situations associated with natural disasters, technological incidents, and security emergencies. The EOP can be found at lausd.org/EOC.

This plan is separate from LAUSD’s IT Disaster Recovery Plan (ITDR), which focuses on the recovery of technology facilities and platforms, such as essential applications, databases, servers, or other required technology infrastructure.

## Objective

The objective of the Business Continuity Plan is to ensure the recovery and performance of essential business functions in the event of a disruption or disaster.

**Essential Business Functions** are defined as areas of your business that must be maintained or quickly restored when a disruption or disaster strikes.

**Disaster** is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization’s ability to deliver essential business services.

Although this plan is focused on disruptions and localized disasters such as fires, floods, and other localized natural or man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, the ability to recover from serious events is inherent in the structure of the plan.

## Scope

The scope of the Business Continuity Plan includes but is not limited to:

1. The Site Relocation Plan in the event the primary facility is inaccessible.
2. The Business Impact Analysis identifies and prioritizes the essential functions that will have the greatest impact should they not be available in the event of a disruption or disaster.
3. The Essential Functions Recovery Strategy will be utilized to provide timely and efficient restoration of essential business functions in the event of a disruption or disaster.

## Assumptions

1. The IT Disaster Recovery Plan (ITDR) will be completed by June 2020. The plan is to restore the data center within 24 hours for Tier 1 applications and 7 days for Tier 2 applications.
2. The business unit has identified available space at an alternate site for the recovery and performance of essential business functions or will coordinate with the Non-Academic Facilities Planning department to secure available space.

## Plan Development and Maintenance Responsibilities

Plan Development and Maintenance of this Business Continuity Plan is the joint responsibility of the Business Continuity Owner and the OEM Emergency Management and Business Continuity Manager .

|  |  |  |
| --- | --- | --- |
| Business Continuity Owner | | |
| Name | Title | Email |
|  |  |  |

**The Business Continuity Owner is responsible for:**

1. Developing the Business Continuity Plan.
2. At minimum, annually reviewing the adequacy and appropriateness of its Business Continuity Plan.
   * Additions or changes to existing business functions, procedures, equipment, and facilities requirements.
   * Keeping personnel assignments and staff rosters current, considering promotions, transfers, and terminations.

Next Annual Review/Update: **02/16/2024**

1. Communicating all plan changes to the OEM Emergency Management and Business Continuity Manager .

|  |  |  |
| --- | --- | --- |
| OEM Emergency Management and Business Continuity Manager | | |
| Name | Title | Email |
| Krashawndra (Krash) Edwards | Emergency Management and Business Continuity Manager | k.edwards@lausd.net |

**The OEM Emergency Management and Business Continuity Manager is responsible for:**

* Providing guidance and support to business units in developing their Business Continuity Plan(s).
* Coordinating changes and communicating to Business Continuity Owner when other changes require them to update their plans.

## Plan Training Procedures and Responsibilities

The Business Continuity Owner is responsible for ensuring that all staff members are sufficiently aware of the plan’s details.

## Plan Testing Procedures and Responsibilities

The Business Continuity Owner is responsible for ensuring the workability of their Business Continuity Plan. This can be accomplished through exercise/tests, such as tabletop or walk-through.

## Plan Distribution List

This Business Continuity Plan will be distributed to the following:

|  |  |  |
| --- | --- | --- |
| No. | Department | Name, Title, Email |
| 1. | Office of Emergency Management | Krashawndra (Krash) Edwards, Emergency Management and Business Continuity Manager  k.edwards@lausd.net |
| 2. | Office of Emergency Management | Jill Barnes, Administrator of Emergency Management  [Jill.Barnes@lausd.net](mailto:Jill.Barnes@lausd.net) |

# Section II: Site Relocation Plan

## Overview

In the event of a disruption or disaster to the office facilities, please follow your building’s emergency procedures. Based on the severity of the disruption or disaster, your primary business site may be deemed inaccessible by the Emergency Response/Management Team, and you will be asked to activate your Site Relocation Plan.

## Plan Activation

The Site Relocation Plan can be activated by division/branch lead or the following:

|  |  |
| --- | --- |
| Name | Title |
|  |  |

## Staff Communication

|  |  |  |  |
| --- | --- | --- | --- |
| Staff Communications | | | |
| Role | Name | Title | Email |
|  |  |  |  |

In the event the site relocation plan has been activated, Staff Communications personnel of their reporting location(s) will notify all staff members. This team member is also responsible for notifying all staff members to relocate back to the permanent site after it is deemed safe to return. Staff members are to make their own travel arrangements to their reporting location.

**Notification Method:**

The names, contact information and alternate site reporting locations can be found on **Appendix A – Employee Telephone Lists**

## Alternate Business Site

Your alternate business site has been identified below:

|  |  |  |
| --- | --- | --- |
| Primary Business Site | Alternate Business Site | |
| Address | Address | Site Contact |
|  |  |  |

Driving directions from the Primary Business Site to the Alternate Business Site can be found on **Appendix B – Alternate Business Site**

**Note:** Employees are responsible for making her own travel arrangement to their assigned alternate business site.

For all locations, if a long-term disruption occurs (i.e., major building destruction, etc.); the above alternate business site will be used in the short-term. The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

## Logistics Coordination

|  |  |  |  |
| --- | --- | --- | --- |
| Logistics Coordinator | | | |
| Role | Name | Title | Email |
|  |  |  |  |

The Site Logistics Team Member is responsible for:

**Alternate Site Logistics Coordination:**

* Contact alternate business sites to inform them of incoming staff.
* Ensure alternate business sites are ready for occupancy.
* Ensure that staff members have the appropriate office support services and equipment.
* Request Mail Services Unit to redirect mail to alternate business sites (if necessary).
* Request ITD Telecommunication Services to forward phone numbers to alternate business site (if necessary).

|  |  |  |
| --- | --- | --- |
| Type | Phone # / Fax # | Forward to Phone # /Fax # |
|  |  |  |

* Request IT computer configuration support (if necessary).
* Consult with Emergency Response Team to determine if access can be gained to primary (damaged) site to retrieve vital records and other materials (if necessary).
* Communicate with customers regarding relocation (if necessary)

**Return to Primary Site Logistics Coordination:**

* Inventory and plan to transport vital records, equipment, supplies, and other materials from the alternate site to the primary site.
* Request Mail Services Unit to redirect mail back to the primary site (if necessary).
* Request ITD Telecommunication Services reroute telephone and data communications to the primary site (if necessary).
* Communicate with customers regarding return to primary site (if necessary)

## Alternate Site Resource Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Description | Current Number | Alternate Site Requirement\* | Comments |
| 1. | Number of people |  |  |  |
| 2. | Telephones |  |  |  |
| 3. | Desks |  |  |  |
| 4. | Chairs |  |  |  |
| 5. | Tables |  |  |  |
| 6. | Printer/Copiers |  |  |  |
| 7. | File Cabinets (specify type) |  |  |  |
| 8. | End User Devices   1. Desktop Computers 2. Laptop Computers 3. Tablets |  |  |  |
| 9. | Other |  |  |  |

**Note:** \* = The number required at the Alternate Work location for the key staff members to continue to perform the essential functions of the business unit.

## Alternate Site Workstation Proprietary Software

*List of proprietary software(s) that need to be installed at the alternate site workstation(s).*

|  |  |
| --- | --- |
| Software Name | Description |
|  |  |

# Section III: Business Impact Analysis

## Overview

The Business Impact Analysis (BIA) identifies and prioritizes the essential functions and processes to ascertain which ones will have the greatest impact should they not be available in the event of a disruption or disaster. The BIA identifies the resources required to support the essential function and identifies any gaps between the requirements and its ability to deliver those requirements. The findings from the BIA are used to make decisions concerning recovery strategies.

## Essential Functions and Recovery Time Objective (RTOs)

*List of essential functions that need to remain available after a disruption of disaster and its Recovery Time Objective (RTO).*

***Recovery Time Objective (RTO):*** *The time by which the essential functions and their dependencies must be recovered to avoid an unacceptable impact on the organization. As example, one of your services might have an RTO of 4 hours which means that if that service is disrupted, it must be restored within 4 hours, or the organization faces an unacceptable impact, effect, or loss.*

|  |  |  |
| --- | --- | --- |
|  | Essential Function/Process | Recovery Time Objective (RTO) |
| 1 |  |  |
| 2 |  |  |

## Resource Dependencies

*List of resource dependencies that may be needed to support the recovery of essential functions.*

## Vital Records

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Where Stored? | Alternate (Backup) Location | Other Sources to Obtain Records |
|  |  |  |  |

## Forms and Supplies

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Where Stored? | Alternate Sources to obtain Form/Supply | Vendor Information |
|  |  |  |  |

## Computer System Reports

|  |  |  |  |
| --- | --- | --- | --- |
| Report Name | Report Description | System Produced From | Alternate Sources of Report or Information |
|  |  |  |  |

## Software Applications and Recovery Point Objective (RPO)

***Recovery Point Objective (RPO):*** *The point in time to which data should be restored following a disruption. An alternative way to think of what the RPO represents: How much data can you afford to have lost following a disruption before the impact of that lost data becomes unacceptable.* ***The RPO for Data Center applications is set at 15 minutes.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Software Application | Publisher or Vendor | Where is it hosted? | Recovery Point Objective (RPO) | Access outside LAUSD Network? |
|  |  |  |  |  |
|  |  |  |  |  |

## Inter-Department Workflow/Processes

|  |  |  |
| --- | --- | --- |
| Workflow/Process | Workflow/Process Owner | Recovery Time Objective (RTO) |
|  |  |  |

## External (Vendors)

|  |  |  |
| --- | --- | --- |
| Vendor Name | Goods/Services Provided | Vendor Information |
|  |  |  |

## Key Employees

|  |  |  |
| --- | --- | --- |
| Name | Function | Can someone else perform function? (Y/N), If yes, who? |
|  |  |  |
|  |  |  |
|  |  |  |

## Gap Analysis Report

*The gap analysis report is a comparison of the business requirements with the business’ current infrastructure and capabilities. The gap analysis informs you where you are at risk and the loss impact.*

|  |  |  |
| --- | --- | --- |
| Business Continuity Requirement | Current Business Infrastructure and Capabilities | Risk/Loss Impact |
|  |  |  |

# Section IV: Essential Functions Recovery Strategy

## Overview

The Essential Functions Recovery Strategy is a planned, pre-approved course of action that will be utilized to provide timely and effective restoration of essential business functions.

There may be more than one strategy for the recovery of an essential function. Strategy examples include relocating employees to an alternate work area, manual work arounds, providing limited service, cross train employees, or shift work to external organization.

## Disruption and/or Disaster Impact List

The Disruption and/or Disaster Impact List identifies the types of impact events that may affect your business and the need for a recovery strategy. While it is not necessarily feasible (or practical) to attempt to identify every event, the recovery strategy should consider and plan for a minimum:

1. Loss of access to workplace
2. Loss of access to technology/applications

You may add additional impacts to this list that may apply to your business. Sample impacts include loss of key personnel, loss of inter-departmental workflow, loss of external workflow, loss of communication services (email, internet), loss of infrastructure (elevator, power), etc.

## Disruption/Disaster Recovery Strategy

|  |  |  |
| --- | --- | --- |
| Impact #1: Loss of access to workplace | | |
| Essential Function/Process | Recovery Strategy | Recovery Tasks |
|  |  |  |
|  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Impact #2: Loss of access to technology/applications | | | |
| Technology/  Applications | Essential Function Impact | Recovery Strategy | Recovery Tasks |
|  |  |  |  |
|  |  |  |

# Section V: Appendices

[Appendix A - Employee Telephone Lists](#_heading=h.3fwokq0)

[Appendix B – Alternate Business Site Location](#_heading=h.1v1yuxt)

## Appendix A - Employee Telephone Lists

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Employee | Title | Primary Phone # | Alternate Phone # | Email Address | Provides Essential Function? (Y/N) | Alternate Site Assignment |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

## Appendix B – Alternate Business Site

**Travel Directions**

|  |  |
| --- | --- |
| **Primary Business Site(s) Address** | **Alternate Business Site(s) Address** |
|  |  |

**NOTE**: Employees are responsible for making her own travel arrangement to their assigned alternate business site.

**DIRECTIONS:**

From:

To: