



CONSOLIDATED BUSINESS CONTINUITY PLAN
Academic Affairs, Admissions and Records, Oviatt Library
and Tseng College of Extended Learning

DIVISION: Academic Affairs

DATE OF PLAN: December 2008

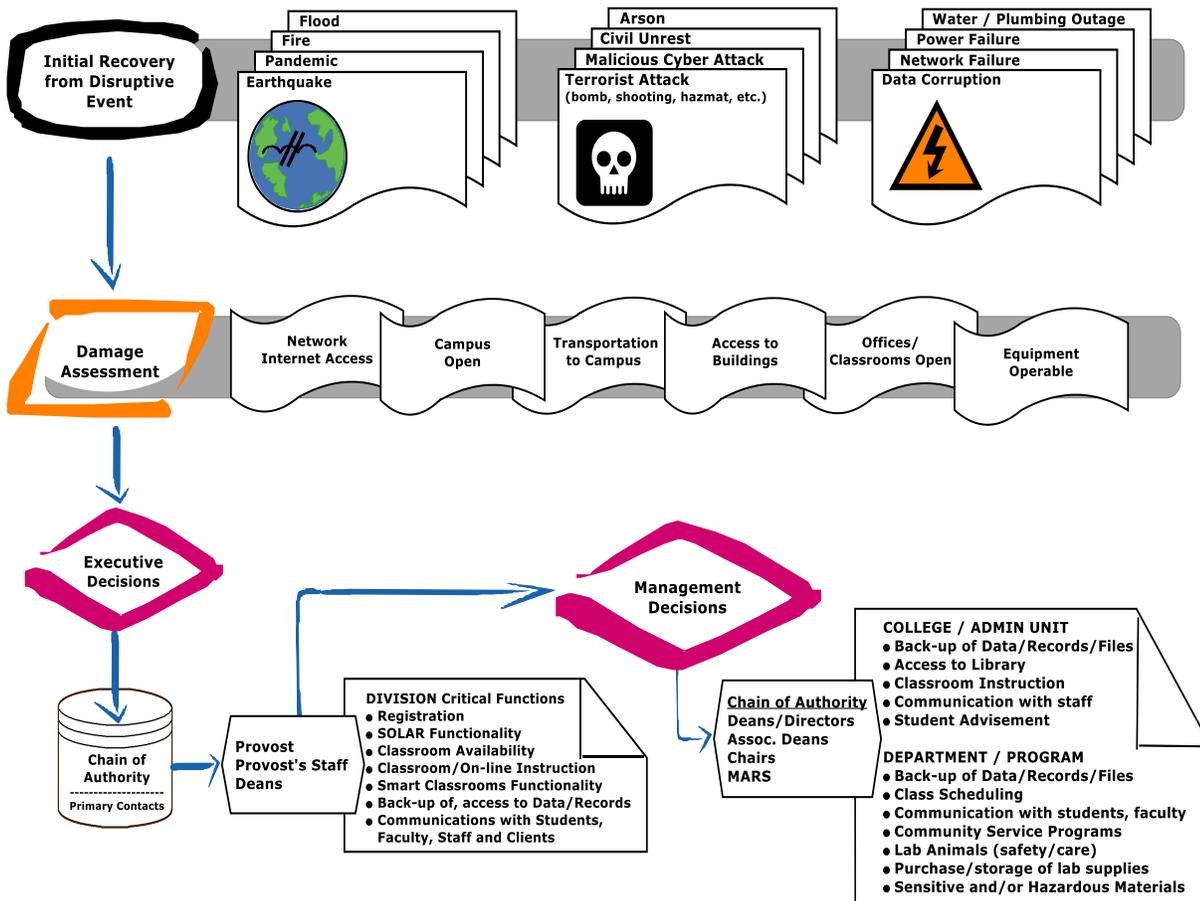
UPDATED: January 2014

1. INTRODUCTION

Business continuity planning is designed to enable academic and administrative units to continue to provide critical campus functions if a significant disruption interrupts or diminishes access to essential campus resources. The crisis-event could be widespread or local, caused by environmental impacts (earthquake, fire, pandemic); humans (civil disturbance, crime, accident); or infrastructure failure (office flood due to water pipe break, crashed servers or hard drive).

The fundamental planning goal is to continue university operations for students at sufficient levels, notwithstanding a major disruption that limits or prevents access to campus buildings or infrastructure. As those who managed through the 1994 Northridge earthquake know, decisions about how to best continue campus operations are dependent upon many variables. Decisions are influenced by the nature and effect of the disruption, as well as the academic calendar, particularly during periods when classes are in session. It is this event- and time-dependency that determines which responses can be planned in advance and what response is best determined at the moment, based on available resources. **Figure 1** maps the decision process within Academic Affairs:

**Academic Affairs
Business Continuity Plan Decision Process**



Critical functions are those activities that must be continued at sufficient levels under any and all circumstances. Following the initial emergency response and stabilization of disruptive circumstances, the executive leadership in Academic Affairs (Provost’s Council) will take two primary actions. First, the lines of authority and decision-making will be stipulated, based on available leadership. It is entirely possible that the normal organizational structure may not be in place, depending on the access managers will have to the campus and the technology infrastructure. Second, in consultation with the President’s Cabinet, the executive leadership in Academic Affairs will ensure the initiation of documented continuity plans and will decide on the most appropriate initiatives to support on-going instruction and business processes.

Based on damage assessments of the campus, some initiatives will follow previously written plans. For other functions, the most appropriate response will be formulated as the situation warrants. Unless an organization’s critical functions are correctly and completely identified, its plan may not effectively ensure that the most vital services can be sustained following a disaster. Figure 2 lists the operations within Academic Affairs that have been determined to be critical to the business continuity of the campus.

Figure 2

<i>Critical Function</i>	<i>Functional Planning Responsibility</i>	<i>Written Plan</i>	<i>Recovery Priority Level</i>
Campus communications with Students, Faculty, and Staff	Assistant Provost; AVPs; Directors	Template A	1
Back-up of and Access to Data/Records/Files (including IR)	AVPs; Directors	Template B	1
Admissions & Records; SOLAR Functionality	Director, Admissions & Records	Narrative	1
Classroom / On-Line Instruction	AVPs; Deans	Narrative	2
Classroom Availability	AVP, Academic Resources & Plng	Narrative	2
Smart Classrooms Functionality (inventory; vendor information)	AVP, Academic Resources & Plng	Narrative	3
COLLEGE / ADMIN UNIT			
Communications with Staff	MARs	Template A	1
Back-up of and Access to Data/Records/Files	MARs	Template B	1
Classroom Instruction	Associate Deans	Narrative	1
Access to Library (first on-line, then physical access)	Dean, Library	Narrative	2
Student Advisement (contact information; student records)	Associate Deans; EOP Director	Template E	3
DEPARTMENT / PROGRAM			
Communications with Students, Faculty, Staff and Clients	Department Chairs	Template A	1
Back-up of and Access to Data/Records/files	MARs	Template B	1
Lab Animals (safety/care) - Biology, Kinesiology, Physical Therapy	Department Chairs	Narrative	1
Sensitive and/or Hazardous Materials - College of Education, Eng. & Computer Sci., Health & Human Dev., Sci. & Math	Department Chairs	Narrative	1
Class Scheduling (SOC worksheet; class rosters; APDB, course syllabi and materials)	Department Chairs	Template D	2
Purchase/Storage of lab supplies	Department Coordinators; Department Lab Technicians	Narrative	2
Back-up of faculty intellectual property & research	Faculty	Template C	3
Community Service Programs (contact information)	Department Chairs	Template F	3

Recovery priorities are based on Recovery Time Objectives (RTO). An RTO is an estimate of the maximum tolerable duration between when a disruption occurs and when the function is resumed (i.e., the maximum amount of time the function can be unavailable). The following classification system is used for critical functions priorities.

- Priority Level 1: 0 to 3 days
- Priority Level 2: 4 to 14 days
- Priority Level 3: 2 to 4 weeks, or longer

2. Written Plans

The campus planning objective is to continue to provide as many instructional, research, and essential services as possible through a crisis-event. If that is not possible, then the objective is to resume core instructional, research, and essential services as quickly as possible. Written plans are typically voluminous, addressing a broad scope of issues including such things as strategies, policies, dependencies, consequences, costs, and detailed descriptions of resources, responsibilities, and anticipated responses.

To avoid the trappings of plans that sit on bookshelves, Academic Affairs will develop concise written plans for those functions in which preparation prevents the loss of resources, or establishes a decision-making structure in advance. Templates will be used to document the following business processes or preservation of resources: (A) communications with students, faculty, and staff; (B) protection of data, records, and files; (C) protection of faculty intellectual property & research; (D) class scheduling; (E) student advisement and (F) community service programs. Examples of the templates to be used are illustrated in Figures 3, 4, and 5. Additionally, units will develop narrative plans to address other critical functions listed in Figure 2. Checklists were created to assist the units in completing the templates and narratives. They were designed to be used as guides providing key points to address for each of the critical functions.

Figure 3 – Example of Communications Planning

TEMPLATE A (EXAMPLE)				
Organizational Unit:	College of Health and Human Development			
Critical Function:	Communications with Staff, Faculty, and Students			
Directions:	Complete the following to identify information and procedures for communicating with staff and faculty			
Type	Name of Vital Record	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
• Spreadsheet	Staff phone numbers (cell, home)	Manager of Academic Resources	Flash Drive - locked file cabinet A	Back-up file to flash drives held by Dean, Assoc. Dean, and MAR. Store in safe but accessible place.
• Spreadsheet	Faculty phone numbers (cell, home)	Admin Support Coord II	Flash Drive - locked file cabinet A	Back-up file to flash drives held by Dean, Assoc. Dean, and MAR. Store in safe but accessible place.
• Emergency Phone	Satellite phone	Manager of Academic Resources	Dean's office, locked file cabinet A	Keep charged
• Word File	Staff email (CSUN and/or personal)	Manager of Academic Resources	Flash Drive - locked file cabinet A	Back-up file to flash drives held by Dean, Assoc. Dean, and MAR. Store in safe but accessible place.
• Word File	Faculty email (CSUN and/or personal)	Manager of Academic Resources	Flash Drive - locked file cabinet A	Back-up file to flash drives held by Dean, Assoc. Dean, and MAR. Store in safe but accessible place.
• Word File	Student email (CSUN and/or personal)	Manager of Academic Resources	Flash Drive - locked file cabinet A	Back-up file to flash drives held by Dean, Assoc. Dean, and MAR. Store in safe but accessible place.

Figure 4 – Example of Data, Files, and Records Protection Planning

TEMPLATE B (EXAMPLE)				
Organizational Unit: Mike Curb College of Arts, Media and Communication				
Critical Function: Protection from loss of electronic data and paper files				
Directions: Complete the following for critical data, records, and/or files that will be needed to continue instruction and administrative operations				
Type	Name of Vital Record	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
• Electronic	College Financial Reports	Manager of Academic Resources	PC	Back-up to external hard drive; offsite storage
• Electronic	Requisition logs	Administrative Analyst/Specialist	Shared Drive	Back-up to external hard drive; offsite storage
• Paper files	Faculty Personnel Files	Dean, Dean's assistant	Locked file cabinet	TBD
• Paper files	Staff Personnel Files	Dean, Manager of Academic Resources	Locked file cabinet	TBD

Figure 5 – Example of Faculty Intellectual Property and/or Research Protection Planning

TEMPLATE C (EXAMPLE)				
Organizational Unit: Department of Biology				
Faculty Name: Dr. Larry Allen				
Critical Function: Protection from loss of faculty intellectual property and/or research				
Directions: Complete the following to identify the nature of the intellectual property and/or research, and what steps have been taken to prevent loss in the event of an emergency situation				
Type of Media; Materials; Property	Name / Description	Responsible Person	Location of Back-up	Preventative Action to Avoid Loss
• Electronic Documents	Presentation papers; PowerPoints	Dr. Larry Allen	Flash Drive; locked filed cabinet A	Back-up to Flash Drive; off-site storage
• Biology cultures	Viral mutations - microscope slides	Dr. Larry Allen	Home refrigerator	Store original specimens off-site
• Photographic slides; videos	Documentation of bacterial mutations	Albert Einstein	Princeton secure vault	Create duplicate slides; transfer VHS tapes to DVDs
• Electronic Documents	Course syllabi; lecture notes	Dr. Larry Allen	Locked file cabinet in department office, University shared drive	Scan notes; back-up Word files; store off-site on flash drive
• Tissue samples	Frogs, salamanders, rabbit dog	Department Technical services and safety personnel	Biology lab freezer	Generate hard copy on regular basis
• Test instruments	Micro camera, lighting, recording device	Department stockroom personnel	Chaparral Hall	Biology lab storage cabinet

Figure 6 – Example of Class Scheduling (SOC worksheet, class rosters, APDB, course syllabi and materials, etc.) Protection Planning

TEMPLATE D (EXAMPLE)				
Organizational Unit: Pan African Studies				
Critical Function: Class Scheduling (SOC worksheet, class rosters, APDB, course syllabi and materials, etc.)				
Directions: Complete the following for critical data, records, and/or files that will be needed for class scheduling.				
Type	Name of Vital Record	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
SOC Build	SOC Worksheet	ASC I	PC, Dept Chair & ASC I	Flash drive for office to be kept in ASC I's area; flash drive to Dept Chair to be kept off-site
• Electronic	APDB Reports	ASC I	PC, ASC I	SOLAR access; hard copy; flash drive to be kept in ASC I's area
• Electronic	Course Syllabi	ASC I	PC, ASC I	All Syllabi are scanned and recorded in ASC I's computer

Figure 7 – Example of Student Advisement Protection Planning

TEMPLATE E (EXAMPLE)				
<i>Organizational Unit:</i>				
<i>Critical Function:</i> Student Advisement (contact information; student records)				
<i>Directions:</i> Complete the following for critical data, services, records, and/or files that will be needed for student advisement.				
Type	Name of Vital Record/Service	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
• Paper Files	Student advisement records	SSP IV	Department Office	Scan documents, save in OnBase and flashdrive, flashdrive to be kept offsite by SSP IV

Figure 8 – Example of Community Service Programs Protection Planning

TEMPLATE F (EXAMPLE)				
<i>Organizational Unit:</i> Child and Adolescent Development				
<i>Critical Function:</i> Community Service Programs				
<i>Directions:</i> Complete the following for critical data, services, records, and/or files that will be needed for community service programs.				
Type	Name of Vital Record/Service	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
• Excel Spreadsheet	Client contact list	Program Director	PC, Program Director	Flash drives held by Program Director both on and off site
• Excel Spreadsheet	Internship Data/Records	Internship Coordinator	PC, Internship Coordinator	Electronic copies of internship contacts, records, and data to be kept on a flash drive off-site

Figure 9 - Guidelines/Checklist for Academic Affairs

CRITICAL FUNCTION - ACADEMIC AFFAIRS
Campus communications with Students, Faculty, and Staff (Functional Planning Responsibility: Assistant Provost; AVPs; Directors)
Are the lines of succession/delegation of authority for key Academic Affairs positions identified and significantly deep to ensure continuation of essential operations? Under what conditions will succession take place and the method of notification?
What is the chain of command for communication decisions?
Who has the functional capability to post messages to the website?
Do MPPs and staff have the resources necessary to work from home (ie, computer, high speed internet, VPN)?
Are the employee phone lists current? Do they include both cell and landline numbers? Who has copies, in what medium and where?
Are the employee email lists current? Do they contain alternative, personal, email addresses in the event that CSUN email is not available? Who has copies, in what medium and where?
Back-up of and Access to Data/Records/Files (including IR) (Functional Planning Responsibility: AVP; Directors)
What records are retained solely in Academic Affairs Administrative offices? (ie, Provost's communication, faculty personnel files in Faculty Affairs, student records in Undergraduate Studies, EOP and Graduate Studies, data in Institutional Research, research records in Research and Sponsored Projects, ACAF budget in Academic Resources)
How are these records stored: paper, desktop, server, cloud? Are they backed up routinely? How would they be accessed if the network was down or the building inaccessible?
Is there a plan in place with Information Technology if the ACAF Administration tech is not available?
How often are files on servers backed up? Where are the backup tapes located, both on and off campus? What is the plan for accessing these tapes if the IT tech is not available
What are the absolute minimum IT, office and equipment needs in order for each unit to function?
Admissions & Records; SOLAR Functionality (Functional Planning Responsibility: Director, A&R)
Classroom / On-Line Instruction (Functional Planning Responsibility: AVP; Deans)
How do we assess if classes can resume to normal, partial? What metrics, criteria and assumptions are required to make this determination?
What if classroom physical space is not available? Are faculty trained to teach online if necessary? Do they have the resources at home to do so?
Is online instruction completely dependent on IT? Could it continue without the data network?
What is the plan if there are not enough faculty to teach classes? Can T.A.s and G.A.s teach? Should we have an MOU with other universities to provide teachers?
Do we continue where we left off or will there be class modifications (ie, accelerate instruction to make up for lost credit hours)?
Do we set a target limit of maximum number of days that a class will be offline?
Are there any bargaining unit contract issues that will need to be addressed?
How do we communicate to students, faculty and staff the availability/resumption of classes? What different means of communication will be used?
Are there special considerations to plan for disabled, deaf, etc. students?
Classroom Availability (Functional Planning Responsibility: AVP, Academic Resources & Planning)
How will classroom availability be assessed and communicated to students, faculty and staff?
Who will determine priority of classes for available classrooms if there is a shortage of rooms? Should there be a prioritization list created now with alternate plans for lower priority classes (held online, at informal location, etc)?
What is the plan to have room reservation software off-site and who will have access? Is there cross training of personnel on the use of the software?
Is there a plan for operating in alternate locations, both on and off campus? What resources (equipment, staff, etc) will be needed? Should we have an MOU for an alternate facility, for trailers, domes?
Has available green space on campus been identified if needed for trailers, domes?
Smart Classrooms Functionality (inventory; vendor information) (Functional Planning Responsibility: AVP, Academic Resources & Planning)

Figure 10 – Guidelines/Checklist for Colleges and Administrative Units

CRITICAL FUNCTION - COLLEGE / ADMIN UNIT	
Communications with Staff	
(Functional Planning Responsibility: MARs)	Document: Template A
Phone number lists (home and cell) for faculty and staff located on and off campus in multiple mediums (spreadsheet, flash drive, pocket list)	
<i>Are the phone lists current? Who has copies of the lists, in what medium and where?</i>	
<i>Do the lists indicate who has landlines at home?</i>	
Email address lists (campus and personal) for faculty and staff located on and off campus in multiple mediums (word file, flash drive)	
<i>Are the email lists current? Who has copies of the lists, in what medium and where?</i>	
<i>Do the lists contain alternative email addresses for all faculty and staff in the event that CSUN email is not available?</i>	
Campus phone directory located off campus	
<i>Who has hard copy campus phone directories off campus and where?</i>	
Emergency land line phone number given to faculty and staff	
<i>Who has the department emergency land line phone number and where?</i>	
Back-up of and Access to Data/Records/Files	
(Functional Planning Responsibility: MARs)	Document: Template B
Staff personnel files not stored in College Department or Human Resources	
<i>What records are retained solely in the Dean's office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Faculty personnel files not stored in Faculty Affairs or Human Resources	
<i>What records are retained solely in the Dean's office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Student files not stored elsewhere	
<i>What records are retained solely in the Dean's office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Files on servers stored on backup tapes located on and off campus	
<i>function?</i>	
<i>Is the college responsible for back-up of data on servers owned by IT?</i>	
<i>How often are the files backed up? By whom?</i>	
<i>Where are the backup tapes located, both on and off campus? What is the plan for accessing these tapes if the college, or department, IT tech is not available?</i>	
College financial documents, or records, stored on and off campus	
<i>How are the financial records stored and where? Who can access the records, both on and off campus?</i>	

Classroom Instruction	
(Functional Planning Responsibility: Associate Deans)	Document: Narrative
<i>How will instruction continue? How will this be communicated to students, faculty and staff? What different means of communication will be used?</i>	
<i>What if classroom physical space is not available? Are faculty trained to teach online if necessary?</i>	
<i>What if an alternate location is required for classes? How will this be communicated to students, faculty and staff? Are there specialized equipment needs to plan for?</i>	
<i>What is the plan if a faculty member is not available to teach their classes?</i>	
<i>Does the Dean's office have copies of key department documents, in multiple mediums, both on and off campus, such as: copies of prior years' class schedules, class rosters, grade grievance information, teacher certification pools, schedule of classes, department rotation schedules, entitlement/order of assignment lists, lab supply requisition lists, faculty specialization lists and lab restocking lists?</i>	
Student Advisement (contact information; student records)	
(Functional Planning Responsibility: Associate Deans; EOP Director)	Document: Template E
Student records not stored elsewhere	
<i>What records are retained solely in the Student Services office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	

Figure 11 – Guidelines/Checklist for Departments and Programs

CRITICAL FUNCTION - DEPARTMENT / PROGRAM	
Communications with Students, Faculty, Staff and Clients	
(Functional Planning Responsibility: Department Chairs)	Document: Template A
Phone number lists, home and cell, for faculty and staff located on and off campus in multiple mediums (spreadsheet, flash drive, pocket list)	
<i>Are the phone lists current? Who has copies of the lists, in what medium and where?</i>	
<i>Do the lists indicate who has landlines at home?</i>	
Email address lists, CSUN and personal, for faculty and staff located on and off campus in multiple mediums (word file, flash drive)	
<i>Are the email lists current? Who has copies of the lists, in what medium and where?</i>	
<i>Do the lists also contain alternative email addresses for all faculty and staff in the event that CSUN email is not available?</i>	
Department Operations	
<i>What is the plan to continue department operations if there is a loss of physical space, reduced workforce, loss of equipment?</i>	
Stakeholder contact information located on and off campus in multiple mediums	
<i>Is there a current list of all stakeholders (clients, vendors, service providers, donors)? Who has copies of the lists, in what medium and where?</i>	
<i>What are the communication plans for contacting stakeholders?</i>	
Contracts	
<i>In case of disaster will the department be in breach of contract if unable to perform services? Is there a plan in place for this situation? What is the plan? How will it be communicated?</i>	
<i>Are there copies of contracts located on and off campus in multiple mediums? Who has the copies?</i>	
<i>Is there a current contact list for all stakeholders? Who has copies of the list, in what medium and where?</i>	

Back-up of and Access to Data/Records/files	
(Functional Planning Responsibility: MARs)	Document: Template B
Staff personnel files not stored in Dean's office or Human Resources	
<i>What records are retained solely in the Department office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Faculty personnel files not stored in Faculty Affairs or Human Resources	
<i>What records are retained solely in the Department office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Student files not stored elsewhere	
<i>What records are retained solely in the Department office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Client files	
<i>What records are retained solely in the Department office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	
Files on servers stored on backup tapes located on and off campus	
<i>Are the servers owned by IT? Is the data backed-up by IT? Is there an agreement in place for this function?</i>	
<i>Is the college and/or department responsible for back-up of data on servers owned by IT?</i>	
<i>How often are the files backed up? By whom?</i>	
<i>Where are the backup tapes located, both on and off campus? What is the plan for accessing these tapes if the college, or department, IT tech is not available?</i>	
Department financials stored on and off campus	
<i>How are the financials stored and where? Who can access them both on and off campus?</i>	
Documents specific to this department	
<i>Example: Maps in Geography, motion tests in Kinesiology. What records are found only in the department and what is the plan for storage and preservation in case of disaster (fire, flood, EQ, etc)</i>	
<i>Have these documents been saved in multiple mediums? Where, what?</i>	
<i>Who can access them in case of disaster?</i>	
Department Operations	
<i>What records pertaining to daily operations are retained by the department? What specific department operations require documents and records? How and where are they stored? Who has access?</i>	
Research	
<i>What administrative documents are retained by faculty, centers, department, college, RGS?</i>	
<i>What is the plan to secure storage of non-electronic research materials? Where will they be stored? Who will have access?</i>	
Centers and Institutes	
<i>What documents are retained by center, department, college, ACAF?</i>	
<i>In case of disaster will the department, center or institute be in breach of contract if unable to perform services? Is there a plan in place for this situation? What is the plan? How will it be communicated?</i>	
<i>Are there copies of contracts located on and off campus in multiple mediums? Who has the copies?</i>	
<i>Is there a current contact list for all stakeholders? Who has copies of the list, in what medium and where?</i>	
Accreditation files	
<i>What records are retained solely in the Department office?</i>	
<i>How are these records stored: paper, desktop, server? Are they backed up routinely? How would they be accessed if the network was down or the building was inaccessible?</i>	

Lab Animals (safety/care) - Biology, Kinesiology, Physical Therapy	
(Functional Planning Responsibility: Department Chairs)	Document: Narrative
<i>Is the list of veterinarians current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Is the list of food vendors current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Is the evacuation plan current?</i>	
<i>Is the list of safe areas to evacuate the animals current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Are there emergency generators on hand?</i>	
Sensitive and/or Hazardous Materials - College of Education, Eng. & Computer Sci., Health & Human Dev., Sci. & Math	
(Functional Planning Responsibility: Department Chairs)	Document: Narrative
<i>Is the list of service providers for emergency clean-up current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Is the list of vendors for purchasing materials and supplies current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Is the disaster plan current?</i>	
<i>Are there emergency generators on hand?</i>	
Class Scheduling (SOC worksheet; class rosters; APDB, course syllabi and materials)	
(Functional Planning Responsibility: Department Chairs)	Document: Template D
<i>Does the department have a documented plan for class scheduling in the event of a disaster? Where is the plan stored and who has access?</i>	
<i>Has the department chair documented key information, and personal knowledge, needed for class scheduling? Where is it stored and who has access?</i>	
<i>Does the department have copies of key documents, in multiple mediums, both on and off campus, such as: copies of prior years' class schedules, class rosters, grade grievance information, teacher certification pools, schedule of classes, department rotation schedules, entitlement/order of assignment lists, lab supply requisition lists, faculty specialization lists and lab restocking lists? Who has copies of these documents and where?</i>	
<i>If the Department Chair or SOC coordinator are not available is there a succession plan and cross-training to take on their scheduling duties?</i>	
<i>Is there a current list of vendors and service providers for supplies and materials? Who has copies of the lists, in what medium and where?</i>	
Purchase/Storage of lab supplies	
(Functional Planning Responsibility: Department Coordinators, Department Lab Technicians)	Document: Narrative
<i>Is the list of service providers for emergency clean-up current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Is the list of vendors, and service providers, for purchasing materials and supplies current and saved in multiple mediums both on and off campus? Who has these lists and where?</i>	
<i>Is the disaster plan current?</i>	
<i>Are there emergency generators on hand?</i>	
Back-up of faculty intellectual property & research	
(Functional Planning Responsibility: Faculty)	Document: Template C
<i>Have the faculty been advised that they are responsible for having a plan to conserve their intellectual property and research documents in the event of a disaster?</i>	
<i>Do they have a plan to secure storage of non-electronic research materials? Where will they be stored? Who will have access?</i>	
Community Service Programs (contact information)	
(Functional Planning Responsibility: Department Chairs)	Document: Template F
<i>Are there phone and email lists for faculty, staff, students and stakeholders involved in community service programs? Are they in multiple mediums and located on and off campus? Who has these lists? Is there a communication plan in place?</i>	
<i>Are there alternative community agency referral lists if unit cannot provide service? Are they in multiple mediums and located on and off campus? Who has these lists? Is there a communication plan in place?</i>	

The format of narrative plans for other critical functions should contain this common information:

Organizational Unit: _____ Date: _____
Planning Responsibility: _____
Critical Function:
Vulnerability:
Planned Response: <i>(chronological order)</i>
Approval: _____ Date: _____

Colleges and departments are required to complete Templates A - F, and written narrative plans for all appropriate critical functions, with one exception. A faculty member's intellectual property is just that...their property. While it may have relevance to courses taught by the faculty, it is not considered a campus business process over which the university has purview. Therefore, faculty are *encouraged* to complete Template C for their own benefit (protection of faculty intellectual property & research), but are not required to submit to or keep records for the department. Help Desk technical support staff (x1400) in the Division of Information Technology (IT), or IT techs in the college may be available to assist faculty with this.

The campus' ability to continue to provide instruction and student support activities will necessitate, at minimum, the functionality of the campus IT network and access to buildings and classrooms. Of special importance to students is the availability of course web pages, syllabi and instructional materials. Depending on the time period within an academic year and the availability of the faculty member, it may be necessary to have back-up copies of course syllabi available for students, and potentially substitute faculty. Departments must maintain a copy of course syllabi for all courses being offered in the current academic year. Faculty should submit their course syllabi in electronic form to their department and as appropriate publish their course syllabi via an accessible web page prior to the beginning of the semester. Departments will collect and store electronic syllabi for each course on a medium that makes it portable and restorable (e.g., flash drive, external hard drive, campus U-drive). Academic Affairs is in the process of providing an automated procedure to publish Syllabi via the web as part of the campus' Disaster Recovery Process. Much work is needed prior to having the system in place, and we provide additional information about the proposed approach in Attachment A.

College and department Business Continuity templates, as well as narrative plans will be reviewed each summer, and updated as necessary. Relative documentation for all critical functions will be maintained by the appropriate unit in both secure office storage and, as appropriate, off-site in the manager's home and/or car. In addition, The Provost's Office will maintain copies of all Academic Affairs unit's business continuity planning materials.

3. PLAN IMPLEMENTATION

Academic Affairs' business continuity planning (BCP) document was presented for approval to members of the Provost's Council (PC) on February 5, 2008. The Provost's Council members include the executive leadership for all colleges, library, and division administrative units. The BCP was approved and it was agreed that all units would complete the BCP Communication Plan

template by April 30; the Records and Files template by June 30, 2008; and program-specific narrative plans by August 30, 2008.

As shown in Attachment B, the provisions to address each critical function are impacted by specific vulnerabilities. All units in Academic Affairs share three primary vulnerabilities: facilities, data and records, and personnel. On a large scale, the unavailability of classrooms and offices would necessarily close the campus. Immediately following the 1994 Northridge earthquake the campus was fortunate to acquire 400+ portable classroom and administrative trailers and have the green space to locate them on campus. Today, the availability of enough portable buildings to accommodate the larger campus population would be highly improbable. However, on a smaller scale, the campus may be able to find alternative space to accommodate the unavailability of a small number of classrooms and/or offices. The campus response would depend on the time of year, extent of damages, and room size and functionality.

The other two major vulnerabilities can be planned for in advance, as outlined in this document. Both the Communications template and the Protection from Loss of Data and Records template set forth a structure to document faculty and staff contact information as well as prepare in advance to secure the availability of important data and records.

ATTACHMENT A

Planning guidelines for protection of faculty & course Web Pages and Syllabi

Overview

For instruction to resume after a major disruptive event, core communication capabilities are needed to allow departments and faculty to inform students about revised meeting locations and curriculum changes, as well as to re-engage students into the academic setting. The three key IT-related communication capabilities necessary to resume instruction ASAP following a disruptive event include:

1. Web publishing of key faculty and course materials (e.g., course syllabus, faculty web page)
2. Bulletin Board posting of information accessible by all members of a course
3. Email services for general dissemination of course related information

In this attachment, we provide recommendations on preparatory steps that should be taken to enable the web publishing of a course syllabus. To provide bulletin board and email services, it is envisioned that an email ASP (e.g., Google, Yahoo, etc.) could be used. Appropriate steps, however, need to be taken to automatically provision group accounts.

Recommendations:

1. Departments should collect and post syllabi on the campus web server (www.csun.edu).
 - Faculty web pages and syllabi should be incorporated into the design of department web pages. In Web-One (our campus web content management system), faculty web pages and course syllabi should be included as links from the faculty bio section of department web pages.
 - It should be noted that two efforts are currently underway regarding syllabi that affect the timeline of this implementation. First, Faculty Senate committees are considering changes to the syllabus policies. Second, the Academic Affairs Web Team is developing standard templates in Web-One that faculty may choose to use.
 - Many faculty are using the learning management system (Moodle) to post course syllabi and updates for students.
2. Faculty should inform students at the beginning of each academic term where to find information (e.g., faculty web page, course syllabus, LMS) about changes in course meeting times, locations, and requirements should a disruptive event occur.
3. A video is currently being produced to help inform faculty of procedures to prepare for a disruptive event.
4. The student information system (SOLAR) contains student rosters and email addresses for both routine communication and communication after a disruptive event.
 - As noted above, alternative email services may need to be provided after a disruptive event.
 - Days and Hours
 - Course Number (a.k.a. ticket number)
 - The page should provide a browse capability to locate course information based upon “Course of Study” (as defined by the CSUN catalog).
 - The page should contain additional information used to provide salient information to students..

ATTACHMENT B

Academic Affairs Business Continuity Planning

CRITICAL FUNCTION VULNERABILITY ASSESSMENT

IMPACT ON CRITICAL FUNCTION(S) IF ESSENTIAL RESOURCES BECOME UNAVAILABLE

For each of the resources listed below, indicate the level of impact to the work group/unit's ability to perform the critical function if the resource was lost. (The impact to facilities or worksites may differ depending on whether the event is localized)

For those resource areas where the impact is major or significant (4 or 3), address in this section whether or not the organization has existing capabilities to recover the critical function if the resource were lost. Those areas where existing capabilities

CRITICAL FUNCTION	Facilities or Worksites		Vital Records and Databases	Key Systems & Equipment (applications, systems, servers, HVAC, specialized equipment, etc.)	Personnel	Communication Systems	Key Vendors, Critical Government Agencies or Departments
	Local	Area-wide					
DIVISION							
Campus communications with Students, Faculty, and Staff	2	2	4	2	3	4	1
Back-up of and Access to Data/Records/files	2	2	4	2	2	1	1
Admissions & Records; SOLAR Functionality	2	2	4	4	2	1	2
Classroom / On-Line Instruction	4	4	2	4	3	3	1
Classroom Availability	4	4	-	2	3	1	1
Smart Classrooms Functionality (inventory; vendor information)	3	2	-	3	3	1	2
<i>Average Ranking</i>	2.8	2.7	3.5	2.8	2.7	1.8	1.3
COLLEGE / ADMIN UNIT							
Communications with Staff	2	2	4	2	3	4	1
Back-up of and Access to Data/Records/files	2	2	4	2	2	1	1
Classroom Instruction	4	4	2	4	3	3	1
Access to Library (first on-line, then physical access)	4	4	4	3	4	2	1
Student Advisement (contact information; student records)	3	2	3	2	4	2	1
<i>Average Ranking</i>	3.0	2.8	3.4	2.6	3.2	2.4	1.0
DEPARTMENT / PROGRAM							
Communications with Students, Faculty, Staff and Clients	2	2	4	2	3	4	1
Back-up of and Access to Data/Records/files	2	2	4	2	2	1	1
Lab Animals (safety/care) - Psychology, Biology	4	2	2	4	3	1	2
Sensitive and/or Hazardous Materials - College of S&M; HHD	4	3	2	3	3	1	2
Class Scheduling (SOC worksheet; class rosters; APDB, course syllabi and materials)	2	2	4	2	4	2	-
Purchase/Storage of lab supplies	3	2	1	2	3	2	4
Back-up of faculty intellectual property & research	3	2	4	2	3	1	1
Community Service Programs (contact information)	2	4	2	2	4	3	3
<i>Average Ranking</i>	2.8	2.4	2.9	2.4	3.1	1.9	2.0

TEMPLATE C

Organizational Unit: _____
Faculty Name: _____
Critical Function: Protection from loss of faculty intellectual property and/or research
Directions: Complete the following to identify the nature of the intellectual property and/or research, and what steps have been taken to prevent loss in the event of an emergency situation

Type of Media; Materials, Property	Name / Description	Responsible Person	Location of Back-up	Preventative Action to Avoid Loss
•				
•				
•				
•				
•				
•				
•				
•				
•				
•				
•				

Verification of Plan

- Plan Review and Approval:** By signing below, each unit's senior level manager acknowledges that they have read the plan and understand responsibilities have been clearly communicated should a disruption occur.
- Plan Communication:** Review the plan with your Administrative Council at least once per year. Distribute printed copies of the plan to appropriate unit leaders/managers.
- Plan Updates:** Within six months after plan completion conduct a test of this critical function. Faculty are advised to back-up their research and data on a routine basis as they deem appropriate.

• **Approved:** _____ **Date** _____
 • **Print Name:** _____ **Title:** _____

TEMPLATE D

Organizational Unit: _____
Critical Function: Class Scheduling (SOC worksheet, class rosters, APDB, course syllabi and materials, etc.)
Directions: Complete the following for critical data, records, and/or files that will be needed for class scheduling.

Type	Name of Vital Record	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
•				
•				
•				
•				
•				
•				
•				
•				
•				
•				
•				

Verification of Plan

- Plan Review and Approval:** By signing below, each unit's senior level manager acknowledges that they have read the plan and understand responsibilities have been clearly communicated should a disruption occur.
- Plan Communication:** Review the plan with your Administrative Council at least once per year. Distribute printed copies of the plan to appropriate unit leaders/managers.
- Plan Updates:** Update the plan after census of each term. Conduct a test of this critical function at least once per term. For example, conduct an exercise to test recovery of documents from back-up locations, etc.

• **Approved:** _____ **Date** _____
 • **Print Name:** _____ **Title:** _____

Business Continuity Plan

DIVISION CRITICAL FUNCTION NARRATIVE

Date: December 20, 2013

Organizational Unit: Academic Resources and Planning

Planning Responsibility: Diane Stephens

Critical Function(s):

CLASSROOM / ONLINE INSTRUCTION

Vulnerability:

The campus' ability to provide classroom instruction is dependent on the safety and availability of buildings and classrooms, the ability for faculty, students and staff to travel to campus, access to power, and the functionality of the CSUN Portal, SOLAR, and CSUN websites. Online Instruction is dependent on the access to power, and the functionality of Moodle, the CSUN Portal, SOLAR, and CSUN websites

Planned Response:

The Provost's office and Academic Resources and Planning will work closely with CSUN's Emergency Operations Center (EOC) and Physical Plant Management to ascertain the safety of buildings and classrooms for occupancy. There will be constant communication with staff, faculty and students with status updates of the physical space and the plans for continuation of instruction. In the event that classrooms are damaged, trained staff in Academic Resources and Planning will use the EMS scheduling system to locate available alternative spaces on campus for instruction. The continuation of online instruction is completely dependent on the access to power in the immediate area to campus. If there is damage to the University's information technology infrastructure the department of Information Technology has a failover plan with CSU, Sacramento to restore services needed for online instruction. These include the CSUN Portal, SOLAR, Learning Management Systems and CSUN websites. The Faculty Technology Center is available to provide resources to faculty for online instruction and alternate instructional methods such as lecture capture.

CLASSROOM AVAILABILITY

Vulnerability:

Assignment of classrooms is dependent on the availability of power, the EMS scheduling system, campus SOLAR portal, email, phone system, internet, and network access.

Planned Response:

In the event of an emergency, administration of Room Reservations will continue to operate with the trained staff available in Academic Resources and Planning (AcR&P). There are currently two full time staff (Coordinator of Academic Facilities Planning and Room Reservations Coordinator) responsible for scheduling classrooms for departments and colleges and a third staff member (Administrative Analyst/Specialist) trained to use the EMS system. In the event of a power failure, or the inability to access campus computers, the trained staff in AcR&P are able to access the EMS scheduling system from the EMS web client using laptops or home computers. If SOLAR and/or the CSUN Portal are not available it will be possible to continue using EMS to schedule classrooms without the SOLAR interface for a short period.

College SOLAR Coordinators are trained to locate rooms in EMS for their college's classes during the semester schedule builds. Although rooms are often scarce during the semester, in the unlikely event that no one in our office is available to find a room in an emergency situation, the department requesting the room could simply try and find an open room in the building desired.

SMART CLASSROOMS FUNCTIONALITY (inventory; vendor information)

Vulnerability:

Loss of power, email, phone system and internet, network access and equipment failure.

Planned Response:

In the event of an emergency, overseeing the functionality and maintenance of instructional equipment will continue as follows: currently, there are full-time media equipment technicians in IT. The department of Academic Resources and Planning will alert IT of equipment needs. If phone lines are down, then cell phones will be used to alert IT. There may be a limitation on what can be corrected if the problem is due to network and internet failure. The systems technicians in IT will work on resurrecting those services and the media equipment technicians will help faculty as best they can to ensure teaching resumes.

California State University, Northridge

Department of Biology
Business Continuity Plan Narrative

Critical Function: Vivarium Plan

The vivarium is a controlled access, specialized facility designed to provide support for the rearing and maintenance of multiple animal species. It is the only animal facility at CSUN. The vivarium is operated and managed by the Biology Department. Funding is provided through department O & E and grant support. At the present time, approximately 1200 animals of various species are cared for. The animals housed in this facility support a variety of teaching and research programs directed by faculty from the Biology, Chemistry and Kinesiology departments and occasionally provide vivarium services for other research programs. The vivarium is a 2,700 square foot, high security facility operating around the clock, seven days a week. The facility is a compartmental, hygienic structure that is noise, temperature, light and humidity controlled. The heating, ventilation and cooling systems are specialized "stand-alone" systems isolated from general building services. The facility has five individual housing modules, one isolation room, one necropsy room, one food and bedding storage room, a records office, a restroom/shower/changing room and a washing facility with a walk-in cage washer.

The facility is administered by the Chair of the Biology Department and by the Administrative Analyst Specialist II, who serves as the Vivarium Director. The vivarium has one full time staff member who supervises the facility, maintains all records and oversees all activities. Four student employees and a varying number

of research students and faculty working on individual projects assist the supervisor in the maintenance of the facility.

The vivarium is routinely monitored and inspected by the United States Department of Agriculture division of Animal and Plant Health Inspection Service (USDA-APHIS), our consulting veterinarian, Dr. Peter Cyrog, and the Institutional Animal Care and Use Committee (IACUC). This facility operates within regulations and guidelines provided by Federal, State, City agencies and Federal Granting agencies including National Institutes of Health Office of Laboratory Animal Welfare (NIH-OLAW) and the American Association for Laboratory Animal Science (AALAS) to insure ethical and proper treatment of laboratory animals. All animals in the vivarium must have current IACUC sanctioned research protocols that delineate the conditions of care and the disposition of the animals at the conclusion of the research project.

Vulnerability:

The complexity, nature and scope of humane animal research necessitates a fully functional, secure facility populated by well trained personnel dedicated to the needs of the animals in residence. Scientific progress, student course work, research programs, grants and the universities reputation are at risk when vivarium activities are disrupted or curtailed. Any disruption of basic utilities such as; power, water, HVAC, sewage disposal or the absence of personnel available to feed, water and clean the cages lasting longer than 48 hours could be fatal for some animals housed in the vivarium. To insure that the animals are properly cared for, immediate steps must be taken to restore continuous operation of all of the utilities and personnel resources. Animals living under specialized experimental conditions such as; modified day night cycles, restricted diets and operant conditioning studies may have to be removed from experimental groups wasting many weeks or months of pains taking effort. The vivarium is a unique facility that cannot be “temporarily” relocated without significant consequences to the health and welfare of the animals and the projects they are participating in. Even the evacuation of animals from the facility is not a matter to be taken lightly. The consequences of improper emergency planning and response would result in severe administrative, financial, and programmatic damage and irreparable harm to our reputation in the community.

Contingency Plan:

Short duration disruptions of utilities or problems pertaining to individual modules will result in “doubling up” of same species housing of animals. Cage washer problems of short duration will require staff to hand-wash cages and water bottles until proper washing equipment is operational. The Director or the Vivarium supervisor will evaluate disruptions of longer duration or those affecting larger areas in the vivarium and if possible the animals will remain in compressed facilities providing the room maximum occupancy will not be exceeded. In the case of an Earthquake or similar event that threatens the entire facility Emergency personnel will determine if and when the facility is safe to enter.

Once the immediate life-safety issues have been resolved and it is safe to enter the vivarium, triage will commence to determine the immediate course of action to protect the health and welfare of all the animals living in the vivarium and to determine how best to re-establish security and services to the facility. Administrative responsibility and contact notification protocol begins with the Chair of the Biology Department (Dr. Larry Allen), or the Associate Chair (Dr. Randy Cohen) to the Vivarium Director, (Mr. William Krohmer) to the Vivarium Supervisor, (Ms. Toni Uhlendorf) and then to the back-up supervisor, (Ms. Brenda Kanno) if needed. Should any of the facility services be non-operational in excess of twelve hours, the responsible person will decide the proper course of action. Consideration will also be given to insure that the faculty or researchers responsible for the animals are consulted prior to any relocation or euthanasia if time and conditions permit. However, it shall be the decision of the ranking department administrator “on site” to evaluate the status of the facility and the condition of the animals to determine the appropriate course of action to avoid prolonged pain and suffering of the animals.

Any transfer of animals either on or off site must be supervised by the consulting veterinarian, (Dr. Peter Cyrog), or our back-up veterinarian, (Dr. David Wolfe) or university associate vice-president Dr. Mac Johnson, our consulting DVM. Any animal transfer must follow all established regulations, protocols and standards of care.

Re-occupancy of the vivarium can only take place when all utilities and support services have been completely restored and the IACUC has completed a thorough examination of the facility and approved its re-opening. All animals returning to the vivarium must be checked by a veterinarian and processed through our normal isolation procedures to ensure that all animals are healthy before they are returned to the facility.

General financial support for staffing, purchasing, stock and issue are provided through the Biology Department. Limited financial resources are available to the Vivarium supervisor to deal with “minor” emergencies. The vivarium supervisor possesses a university credit card and maintains a list of approved vendors to supply food, bedding and other materials as required. In an upset condition the vivarium supervisor is authorized to use the credit card to insure an uninterrupted flow of needed supplies. The vivarium supervisor maintains a list of alternate vendors who are pre-approved and holding valid insurance certificates that permit direct deliveries to the vivarium as needed.

All vivarium utilities and the cage washer are provided and maintained by CSUN Physical Plant Management (PPM). In the event of any service disruption, PPM is on call to remedy the problem.

Open emergency purchase orders are put in place each year to handle any unforeseen problems that might occur.

Emergency Contacts:

<u>Name:</u>	<u>Responsibility:</u>	<u>Contact</u>
Dr. Larry Allen	Chair of Biology	(818) 203-2893

Dr. Randy Cohen	Associate Chair of Biology	(805) 630-1447
Mr. William Krohmer	Vivarium Director	(818) 402-2297
Ms. Toni Uhlendorf	Vivarium Supervisor	(818) 363-7273
Ms. Brenda Kanno	Vivarium Supervisor (Alternate)	(818) 885-0773
Dr. Peter Cyrog	Inspecting Veterinarian	(805) 270-9040
Dr. David Wolf	Back-Up Veterinarian	(909) 583-6050
Dr. Ben Yaspelkis	Chair/IACUC	(818) 677-7509

Approval _____ Date _____

Critical Function: Stockroom and Hazardous Materials Plan Narrative

The development of a practical emergency action plan must begin with a few basic assumptions about the location, extent and duration of any disruption and the criticality of the materials in jeopardy. Chemicals are distributed throughout the facilities occupied by the biology department. The department chemical stockroom has the largest concentration of potentially hazardous materials. Therefore, upset conditions threatening the stockroom pose a more significant health and safety hazard. Localized emergencies (building or lab specific) can have devastating consequences for our teaching and research programs as many irreplaceable materials are stored in research labs throughout the science complex. The duration of any disruption is a very significant determinant of the degree of damage and consequent loss. Any power loss greater than two hours begins the degradation of materials stored in ultra cold conditions. Restricting access to a facility with samples preserved in liquid nitrogen will imperil the contents within 36 hours. Any disruption of building services such as air conditioning or fume hood exhaust increases the potential for hazardous vapors to concentrate posing a real and present danger to personnel in the buildings.

As a practical matter, all chemicals, radioactive materials, biological cultures, tissues, compressed gasses and cryogenic compounds are treated as “hazardous materials” in the biology department. Hazardous materials are acquired from various vendors via department, Foundation, Corporation purchase orders, grant funds and gifts from vendors and other institutions. Departmental chemical purchase orders are reviewed by the department safety manager to insure that the materials ordered can be handled, stored, used and the disposed of in a safe manner as outlined in “Prudent Practices for the Safe Disposal of Laboratory Chemicals” and the National Fire Prevention Association Guide books. Chemicals and other hazardous materials are stored in relatively small quantities within special containment hoods, refrigerators, freezers and chemical cabinets located in teaching labs, prep rooms, research labs and our central chemical stockroom. Larger volumes of chemicals, compressed gasses and cryogenics are stored in specialized storerooms throughout the department. Inventories are updated yearly and records

are maintained at the point of use and copies are made available to the department safety manager and the Environmental Health and Safety Office.

In the event that our existing chemical stores are not available, suitable replacements must be obtained and suitable alternate facilities must be made available to enable us to continue work in progress. The stockroom maintains a complete list of chemical suppliers and vendor contact information. Emergency purchases can be made with departmental, Foundation and Corporation Po's , through existing contracts and credit cards held by the department office and technical personnel. Individual faculty with grants can order many types of materials directly from selected vendors. The financial approval process is the first step in the chain of purchasing activities needed to continue our work. Each link in the chain from the original requisition to the final disposal of any hazardous material must remain operational throughout the duration of the disruption. Chemical, biological and radioactive waste streams will continue during any emergency and may increase significantly during and following any disruption of services.

Vulnerability:

Despite logistical redundancies and multi-level backup procedures, most if not all research and teaching activities in biology require proper facilities, materials and trained personnel. In an upset condition, "triage" begins with a realistic assessment of the facilities condition, an analysis of what remains, what can be saved and what must be let go. Coursework, research data and careers may be at risk unless the disruption is brought to an end quickly. Time is of the essence. Chemicals, biological and radioactive materials must be maintained in secure, temperature controlled conditions to remain useful and safe to use. By definition, potentially hazardous materials without further use are deemed "hazardous waste". The degree of damage to the facilities the presence of fire or power outages can quickly increase the hazard potential of materials even if extra precautions were originally taken.

Knowledge about the identity, toxicity, amount, and exact location of all hazardous materials is essential to assess the degree of hazard in any location during normal and "upset" conditions. The study of modern biology is made possible through the use of many chemical compounds that are extremely toxic, radioactive or potentially explosive if handled improperly. Many compounds are not stable at room temperature necessitating specialized cold or ultra cold storage. Many bio-chemicals, bacterial strains and cell lines are stored at (-80) degrees Centigrade or in liquid nitrogen at (-196) degrees Centigrade. The requirement for "cold storage" is a critical factor in the event of a power outage. Materials in ultra cold freezers gain heat quickly in the absence of power. Some freezers gain more than ten degrees Centigrade per hour. In many cases, four hours is the maximum duration these freezers can be off and still protect the contents. Research programs and careers may hang in the balance if samples are thawed out or handled improperly.

Many organic solvents and peroxides are highly volatile, extremely flammable, shock sensitive and unstable at room temperature and above. Great care must be taken to insure that the safe temperature range is not exceeded and that there are no ignition sources nearby. These factors make “simple relocation” of chemical solvents problematic at best and dangerous at worst.

Scientific progress, student course work, research programs, grants and the university’s reputation are at risk if and when stockroom activities are disrupted for a prolonged period or curtailed. Any disruption of basic utilities such as; power, water, HVAC, sewage disposal or the absence of personnel available to purchase, store, use and dispose of hazardous materials longer than 48 hours should be avoided if possible. The chemical stockroom is a unique facility that cannot be “temporarily” relocated without significant effort and expense. The critical need to keep many types of materials in “cold storage” and secure at the same time compounds the. The consequences of improper emergency planning and response could and would result in severe administrative, financial, and programmatic damage and irreparable harm to our reputation in the community.

Contingency Plan:

The complexity, nature and scope of biological research necessitates a fully functional, secure facility populated by trained personnel familiar with the potential hazards present when handling a large variety of chemical substances. Chemicals housed in the biology department include: acids, bases, oxidizers, flammables, shock sensitive compounds, carcinogens, mutagens, teratogens, cryogenics, compressed gasses, pathogenic and toxigenic bacteria, viruses, fungi and radioactive materials. In a severe emergency with major disruption the University Emergency Operations Center will be activated and a general facility shutdown and lock down will be initiated. Structural analysis followed by chemical hazard assessment will be required before any staff, faculty or students are readmitted to the facility. At the point in time when it is safe to enter the buildings special effort will be given to re-establishing electrical, HVAC and other services. When the power is off in a science building for any length of time the fume hoods vent into the rooms in which they are located and potentially toxic vapors can contaminate the surrounding spaces. All potentially hazardous materials including chemicals, biological materials and radioactive substances will need to be examined to determine whether their containers have been compromised. The department safety manager or the faculty in charge of the lab will evaluate materials stored under refrigeration for usefulness and / or viability where the materials were stored. The evaluation of non-refrigerated chemicals and compressed gasses will proceed in a similar fashion until all materials have been checked. Any materials found to be damaged and “ unusable” will be treated as waste and removed according to the university hazardous waste disposal plan administered by the office of Environmental Health and Safety (EH&S). Minor disruptions involving individual research labs or teaching spaces lasting less than two hours will be handled by the faculty or staff member overseeing the facility assisted by the safety manager and

EH&S as needed. The Safety Manager will make the assessment of the effect of conditions regarding the storage of pathogenic and toxigenic microorganisms after consultation with our resident clinical microbiologist and / or consulting microbiologist. Given that the greatest concentration of potentially hazardous materials resides in the chemical stockroom, special attention will be given to assess the damage to materials stored there.

The stockroom facility is administered by the Chair of the Biology Department and by the Administrative Analyst Specialist II, who serves as the Manager of Technical Services and Safety Manager. The stockroom has two full time staff members who operate the facility, maintain all records and oversees all activities. Two student employees assist the staff in the operation and maintenance of the facility. Every stockroom employee has been trained to safely handle the materials stored in the stockroom and is familiar with the Material Safety Data resources and emergency procedures.

Administrative responsibility and contact notification protocol begins with the Chair of the Biology Department (Dr. Larry Allen), or the Associate Chair (Dr. Randy Cohen) to the Stockroom Director, (Mr. William Krohmer) to the Stockroom Supervisor, (Mr. John Brown) and then to the back-up supervisor, (Mr. Mark Felix) if needed. Should any of the refrigerated storage areas be non-operational in excess of two hours, the responsible person will decide the proper course of action. Consideration will also be given to insure that the faculty or researchers responsible for the chemicals are consulted prior to any relocation or disposal if time and conditions permit. However, it shall be the decision of the ranking department administrator "on site" to evaluate the status of the facility and the condition of the chemicals to determine the appropriate course of action. The department safety manager or the faculty member in charge of the lab must supervise any transfer of chemicals or biological materials either on or off site and the transfer must follow established safety procedures. Storage of pathogenic and toxigenic microorganisms is confined to a specialized facility with added security and extremely limited access inside ultra low freezers. In the event of emergency in this facility the materials rapidly thaw out but they would remain contained in a secure enclosed place. Accessing these materials would be permitted only after they were refrozen. If this were not possible, an infectious waste disposal company would dispose of the entire freezer and its contents.

Re-occupancy of chemical storage spaces and labs may take place when all critical utilities and support services have been restored and the EHOS department has completed a thorough examination of the facility and approved its re-occupancy. The safety manager must check all chemicals returning to the chemical stockroom before they are permitted back into the facility. Our resident clinical microbiologist and / or our consulting microbiologist must evaluate all pathogenic and toxigenic materials before it may be returned to our facilities.

General financial support for staffing, purchasing, stock and issue are provided through the Biology Department. Limited financial resources are available to the Stockroom supervisor to deal with "minor" emergencies. In an upset condition the stockroom supervisor is authorized to use the credit card to

insure an uninterrupted flow of needed supplies. The stockroom supervisor maintains a list of alternate vendors who are pre-approved and holding valid insurance certificates that permit direct deliveries to the stockroom or to any other location as needed.

CSUN Physical Plant Management (PPM) maintains all department utilities, cold rooms and low temperature freezers. In the event of any service disruption, PPM is on call to remedy the problem. Open emergency purchase orders are put in place each year to handle any unforeseen problems that might occur. Ultra Low freezers are maintained by a variety of outside contractors who can provide emergency services as needed.

Emergency Contacts:

<u>Name:</u> <u>Information:</u>	<u>Responsibility:</u>	<u>Contact</u>
Dr. Larry Allen	Chair of Biology	(818) 203-2893
Dr. Randy Cohen	Associate Chair of Biology	(805) 630-1447
Dr. Nancy Bishop	Consulting Clinical Microbiologist	(805) 914-4834
Mr. William Krohmer	Safety Manager	(818) 402-2297
Mr. Manuel Fernandez	Clinical Microbiologist	(805) 208-5239
Mr. John Brown	Stockroom Supervisor	(626) 399-9033
Mr. Mark Felix	Stockroom Supervisor (Alternate)	(818) 606-7590

Approval _____

Date _____

CSUN Pandemic Response Plan Academic Units

Introduction

Academic Affairs protocols and activities will be developed and implemented consistent with the existing CSUN Emergency Management Plan Policies and Procedures, the Campus Closure Integrated Communication Protocol, and the business continuity plans articulated elsewhere in the CSUN Pandemic Response Plan.

Existing Campus and Chancellor's Office policies and procedures will govern decisions regarding students engaged in academic off-campus learning experiences or in international study programs.

Phase 1 – Interpandemic Period

1. All academic units will establish workflow procedures that clearly indicate chain of command and succession plans in the event the pandemic alert period is entered.
2. Units will follow current procedures which govern ensuring the continuity of instruction in the event of instructor/student illness and absence. These include substitute instructors and alternative assignments.
3. All academic units should post, and place on their respective web pages, policies regarding absences and information on preventing the spread of the virus.
4. Criteria for the suspension of classes will be developed consistent with the existing campus policies.
5. Deans and Chairs will consult with faculty to develop contingency plans for the continuity of instruction.
6. Colleges and Departments will work collaboratively to collect instructional materials that can be easily scanned into PDF, html files, WebCT, or other electronic formats which can be placed on the web portal as needed. ITR can provide access pathways for each class and section by class number.
7. Identify resource professionals in colleges and departments and begin training on the conversion of instruction materials to PDF, html, or WebCT formats as appropriate.
8. Many academic units currently use virtual administration practices. The remaining will develop policies, procedures, and practices to provide for virtual administration of their respective units and programs.

Phase 2 –Pandemic Alert Period

1. Alternatives to classroom instruction will be initiated. Colleges will provide, and/or coordinate with departments to provide, support to faculty to scan and convert teaching materials into the appropriate electronic formats.
2. Consistent with collective bargaining agreements, each academic unit will identify essential personnel who can provide the continuity of critical services.
3. Academic Affairs, in conjunction with ITR, will provide the means for faculty to place critical teaching and research materials on a campus or remote location server or electronic medium.

Phase 3 – Pandemic Period

1. All academic units will report faculty and staff absences and potential cases of illness to the University Influenza Manager and to HR.
2. Academic Affairs will utilize the Campus Closure Integrated Communication Protocol to communicate and implement campus closure decisions.

California State University
Northridge

CONSOLIDATED BUSINESS CONTINUITY PLAN

**DIVISION: Academic Affairs
Admissions & Records**

**DATE OF PLAN: July 2010
UPDATED: January 2014**

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 - 1.1 Registration: First Time Freshman Admissions Functions **Error! Bookmark not defined.**
 - 1.2 Registration: Graduate Admissions Functions **Error! Bookmark not defined.**
 - 1.3 Registration: International Admissions Functions **Error! Bookmark not defined.**
 - 1.4 Registration: Returning Disqualified Undergraduate Admissions Functions **Error! Bookmark not defined.**
 - 1.5 Registration: Domestic Transfer Admissions Functions **Error! Bookmark not defined.**
- 2 Diploma Data Extract and Printing Functions**Error! Bookmark not defined.
- 3 End of Term Outline Functions** Error! Bookmark not defined.
- 4 ERSA Reporting** Error! Bookmark not defined.
- 5 Manage Test Score Result Functions** Error! Bookmark not defined.

- 6 NSC Enrollment Verification Functions** Error! Bookmark not defined.
- 7 Outgoing Transcript Request Functions** Error! Bookmark not defined.
- 8 Reinstatement of 665 Stop Out Students Functions** Error! Bookmark not defined.
- 9 Schedule of Classes Functions** Error! Bookmark not defined.
- 10 SEVIS Functions** Error! Bookmark not defined.
- 11 Veterans Certification** Error! Bookmark not defined.

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Registrar and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: First Time Freshman Admissions

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

CSU Mentor: California State University online application system used to apply to any of the CSU campuses

ELM/EPT (ETS): Entry Level Math/English Placement Test exams proctored by the University to determine the correct level of English and Math for students who do not meet the requirements with their transcripts

Equipment Required:

Computer workstations, telephones, fax machines

3 Key Information

1. First time freshman complete and submit the university application on line at www.csumentor.edu October 1st through November 30th.
2. Download of electronic applications (download from Mentor by A&R systems staff) is done on a daily basis which creates the applicants CSUN ID number. Various processes are run to create the university portal account and password.
3. Once the university portal account and password is created, a letter is printed and mailed with instructions on where to set up the account

Resources Required:

IT – Restore Student Portal for applicants’ access

IT – Create portal account and password, once a week

A&R Systems Staff (1)– Print password letter

A&R Production Staff (1) – Mail letter

4. Reports are produced biweekly to correct data entry and download errors such as residency, impaction, incorrect admit type, missing high school codes, and transfer college codes.

Resources Required:

A&R Systems Staff (1) – Run and create reports biweekly

5. Admissions based on self reported data, begins in December as soon as all CSU Mentor applications have been processed. The auto admit process is run on a weekly basis. As applicants are admitted the admissions letter is mailed along with the brochure. After auto admit is run various reports are produced indicating the number of applicants admitted or denied.

Resources Required:

A&R Systems Staff (1) – Run auto admit process and produce applicant reports

A&R Production Staff (1) – Mail admissions letter and brochure

6. After each auto admits process, EOP rosters are run to determine if EOP applicants are ready to be coded into department review.

Resources Required:

A&R Systems Staff – Produce EOP rosters

7. High school transcripts are received by mail, processed and evaluated and data is updated in SOLAR. Reports are produced to identify applicants that are not eligible to the university. Denials are entered into SOLAR and a deny letter is produced and mailed to the applicant on a weekly basis. If college coursework is received by mail or electronically it will be processed in SOLAR and reviewed.

Resources Required:

A&R Production Staff (20)– Receive and review high school transcripts

A&R Systems Staff (1) – Produce denial reports

8. If an applicant is denied to the university and new test scores and/or additional course work is submitted that changes their eligibility, the denial is changed to an admitted status by in SOLAR.

Resources Required:

A&R Production Staff (20) – Review, and update any changes in SOLAR

9. Letters, emails, and portal alerts are sent to notify applicants of deadlines, and documents needed: required transcripts and test scores

Resources Required:

A&R Systems Staff – Run queries and produce communications

A&R Production Staff (1) – Mail letters

10. Standardize electronic test (SAT, ACT, AP) results are downloaded to SOLAR as they are received

Resources Required:

A&R Systems Staff – Download results to SOLAR

11. Final high school transcripts are received and the final evaluation is completed.

Resources Required:

A&R Production Staff (20) – Review and evaluate transcripts

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTF admissions cycle:

- Director
- Associate Director of Systems
- Associate Director of Admissions
- Assistant Registrar
- Production/Analyst staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), CSU Mentor (XAP), ELM/EPT (ETS)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If students are not admitted, enrollment will be effected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/>	Jan	<input checked="" type="checkbox"/>	Mar	<input checked="" type="checkbox"/>	May	<input checked="" type="checkbox"/>	July	<input checked="" type="checkbox"/>	Sept.	<input checked="" type="checkbox"/>	Nov.
<input checked="" type="checkbox"/>	Feb	<input checked="" type="checkbox"/>	April	<input checked="" type="checkbox"/>	June	<input checked="" type="checkbox"/>	Aug.	<input checked="" type="checkbox"/>	Oct.	<input checked="" type="checkbox"/>	Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- | | | | |
|--|---|---|--|
| <input checked="" type="checkbox"/> Campus Phones/Voice Mail | <input checked="" type="checkbox"/> Internet Access | <input checked="" type="checkbox"/> Campus Portal | <input type="checkbox"/> File Shares |
| <input type="checkbox"/> Data Center | <input checked="" type="checkbox"/> Email | <input checked="" type="checkbox"/> SOLAR HR/Fin/Student Administration | <input checked="" type="checkbox"/> Other(s), list: CSU Mentor |

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSRП)

Each Recovery Approach tracks back to an item in the Key Information list.

1. Contact XAP to determine their level of functionality, and whether data has been lost.
2. Download function of application is dependent upon CSUMentor's functionality
3. Contact IT to assess their ability to produce Portal accounts, if not sufficient refer to the WCSRП
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRП
5. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRП

6. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP
7. Production staff can still receive and evaluate transcripts regardless of SOLAR functionality; however, the student record cannot be updated unless SOLAR is functionally sufficient, if not refer to the WCSRP
8. Changes can still be evaluated by production staff irrespective of SOLAR functionality; if SOLAR updates are not possible due to insufficient functionality, refer to the WCSRP
9. Dependent upon SOLAR functionality, if insufficient, refer to the WCSRP
10. Dependent upon SOLAR functionality, if insufficient, refer to the WCSRP
11. Production staff can still receive and evaluate transcripts regardless of SOLAR functionality; however, the student record cannot be updated unless SOLAR is functionally sufficient, if not refer to the WCSRP

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Admission; Associate Director, Systems; and Director of Admissions and Records

CRITICAL FUNCTION DESCRIPTION: Graduate Admissions

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on the S drive under Coordinators S:\Coordinators\New Procedure Project 2010-11\FTF

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

CSU Mentor: California State University online application system used to apply to any of the CSU campuses

DPRWIN: (IT) Student transfer credit information and articulation tables necessary for evaluation and admissions functions.

STARSSU: (Singularity – A&R Systems Staff) Necessary for reviewing and printing CCC electronic transcripts and scanned transcripts. Necessary to generate 1295 graduate admission evaluation forms.

Equipment Required:

Computer workstations, printers, telephones, fax machines

3 Key Information

1. For Fall admissions, Graduate applicants complete and submit the university application on line at www.csumentor.edu October 1st through November 30th of the year before. For Spring admissions, Graduate applicants apply August 1st through August 31st of the year before.

Resources Required:

CSU Mentor website

2. Download of electronic applications (download from Mentor by A&R systems staff) is done on a daily basis which creates the applicants CSUN ID number. Various processes are run to create the university portal account and password.

Resources Required:

A&R Systems Staff (3) – Download applications from CSU Mentor

3. Once the university portal account and password is created, a letter is printed and mailed with instructions on where to set up the account.

Resources Required:

IT – Restore Student Portal for applicants' access

IT – Create portal account and password, once a week

A&R Systems Staff (1) – Print password letter

A&R Production Staff (1) – Mail letter

4. Reports are produced biweekly to correct data entry and download errors such as residency, incorrect admit type, and college codes. Other reports are produced daily, weekly and monthly for staff to review applicant transcript status.

Resources Required:

A&R Systems Staff (3) – Run and create reports biweekly, weekly and daily.

A & R Admissions Evaluations Staff (8) – Review reports, make corrections, and evaluate for admissions.

5. Graduate admissions begin in December for Fall applicants and in September for Spring applicants. Transcripts are received, processed and evaluated. A 1295 graduate admission evaluation form is generated and sent to the graduate department for review. The manual

admission or denial process is entered into SOLAR and is done on a daily basis as 1295 forms are returned by the graduate departments. Admitted applicants are sent the admissions letter which is mailed along with the graduate brochure.

Resources Required:

A&R Systems Staff (3) –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

Graduate department staff – to review & sign 1295 evaluation forms and return to A&R.

A&R Production Staff (20) – Mail admissions letter and brochure, review and input incoming college and university transcripts

DPRS & Credential Support Group – Review and finalize transcript data

A&R Admissions Evaluation Staff(8) - Evaluate transcripts, create 1295 form and send to department for review. Run and review gradunit reports using DPRWIN, check for transcript or coding errors, insert coding in DPRWIN as necessary, produce and send denial or missing documents letters, Manually code SOLAR with appropriate admission and transcript status.

SOLAR

DPRWIN- To run gradunits.

OCR Staff(5)- Scan and verify incoming transcripts

6. Letters, emails, and portal alerts are sent to notify applicants of deadlines, and documents needed: required transcripts

Resources Required:

A&R Systems Staff (3) – Run queries and produce communications

A&R Production Staff (1) – Mail letters

A&R Evaluator Staff – Update SOLAR to generate alerts and letters.

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the graduate admissions cycle:

Director

Associate Director of Systems

Associate Director of Admissions

Assistant Director of Admissions

Assistant Registrar

Admissions Evaluation Staff

Production/Analyst staff

Graduate Department Staff

Has the line of succession been defined in the Emergency Action Plan? Yes No
 If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?
If Director is unavailable, managers will meet to determine succession passage.
 Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?
 Yes No
 If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit’s control, or partners external to CSUN must be operational for the unit to perform this critical function?
SOLAR (IT), Campus Portal (IT), CSU Mentor (XAP)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?
If students are not admitted, enrollment will be effected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.
 This function has *no* peak-period months.
 This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

This function has *no* peak period within the month.
 This function has one or more peak periods within the month. Enter week(s) or day(s) of month.
 Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: CSU Mentor, STARRSU Singularity

Local Systems:
Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact XAP to determine their level of functionality, and whether data has been lost
2. Download function of application is dependent upon CSUMentor's functionality
3. Contact IT to assess their ability to produce Portal accounts, if not sufficient refer to the WCSR
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
5. Evaluation staff, the DPRS group, the Production staff can still receive and manually evaluate transcripts regardless of SOLAR functionality; however, the student record cannot be updated and verified unless SOLAR and DPRS is functioning sufficiently, if not refer to the WCSR. 1295 forms cannot be generated without STARRSU.

6. Dependent upon SOLAR functionality, if insufficient refer to the WCSRP.

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Admissions; Associate Director, Systems; and Director of Admissions and Records

CRITICAL FUNCTION DESCRIPTION: International Admissions

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

CSU Mentor: California State University online application system used to apply to any of the CSU campuses

DARWIN: (IT) Student transfer credit information and articulation tables necessary for evaluation and admissions functions.

STARSSU: (Singularity – A&R Systems Staff) Necessary for reviewing and printing CCC electronic transcripts and scanned transcripts. Necessary to generate 1295 graduate admission evaluation forms.

SEVIS (Student and Exchange Visitor Information System): System used by international staff to create I-20 visa forms for international students and track international students through the Department of Homeland Security.

Equipment Required:

Computer workstations, printers, telephones, fax machines, office supplies

3 Key Information

1. International students complete and submit the university application on line at www.csumentor.edu October 1st through assigned closure date for Fall admissions and August 1st through assigned closure date for Spring admissions.
2. Download of electronic applications (download from Mentor by A&R systems staff) is done on a daily basis which creates the applicants CSUN ID number. Various processes are run to create the university portal account and password.
3. Once the university portal account and password is created, a letter is printed and mailed with instructions on where to set up the account

Resources Required:

IT – Restore Student Portal for applicants’ access
IT – Create portal account and password, once a week
A&R Systems Staff (3) – Print password letter
A&R Production Staff (1) – Mail letter to students in USA
A&R International Staff (7) – Mail letter to students abroad

4. Reports are produced biweekly to correct data entry and download errors such as residency, impaction, incorrect admit type, and college codes. Other reports are produced daily, weekly and monthly for staff to review applicant transcript status, continuing student transcript status and previously disqualified applicant status.

Resources Required:

A&R Systems Staff (3)– Run and create reports daily, biweekly, weekly and monthly.

A&R International Staff (7)- Review reports, make corrections, and evaluate for admissions.

5. International admissions begin in December for Fall admissions and in September for Spring admissions as soon as CSU Mentor applications have been download. As transcripts, CSUN financial affidavit forms, proof of financial support and TOEFL scores are received, processed, and evaluated on a daily basis, admissions and denials are entered manually into SOLAR. A 1295 graduate admission evaluation form is generated and sent to the graduate department for review of master’s applicants. The manual admission or denial process is entered into SOLAR and is done on a daily basis as 1295 forms are returned by the graduate departments. The manual admission or denial process is entered into SOLAR on a daily basis for undergraduate applicants as financial documents, TOEFL scores, transcripts are received, processed and evaluated. Admitted applicants transferring from inside the U.S. are sent the admissions letter which is mailed along with the brochure, the I-20 visa form is sent to the IESC Office. Admitted students coming from outside the U.S. are mailed the admission letter along with the I-20 visa form.

Resources Required:

A&R Systems Staff (3) –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

Graduate department staff – to review & sign 1295 evaluation forms and return to A&R.

A&R Production Staff (1) – Mail admissions letter and brochure, review and direct incoming college and university transcripts

DARS & Credential Support Group (4) – Review and finalize transcript data

A&R Admissions Evaluation and International Staff (15) - Evaluate transcripts, create 1295 form and send to department for review. Run and review gradunit Reports, check for transcript or coding errors, insert coding in DARWIN as necessary, produce and send denial or missing documents letters, Manually code SOLAR with appropriate admission and transcript status.

DARWIN – Needed to run gradunits, tranunits, and DPR’s.

SEVIS – A&R Systems staff to run updates, international staff to create I-20s

OCR Staff (5) - to scan and verify incoming transcripts

6. If an applicant submits a new transcript/s with additional course work that could change their eligibility, their admission status is reviewed by an Evaluator/Advisor and either changed from denied or incomplete to admitted or the applicant is sent a new denial letter with data reflecting the receipt and evaluation of the additional transcript. SOLAR is updated manually by Evaluator & Advisor as necessary to reflect changes to applicants' status.

Resources Required:

A&R Systems Staff –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

A&R Production Staff – Mail admissions letter and brochure, review and direct incoming college and university transcripts

DARS & Credential Support Group – Review and finalize course articulations for A&R Admissions Evaluation & International Staff- Evaluate supplemental transcripts, run and review Transunit Reports, check for transcript or coding errors, insert coding in DARWIN as necessary, produce and send denial or missing documents letters, generate Degree Progress Mail Report for applicants as transcripts are evaluated. Manually code SOLAR with appropriate admission and transcript status.

DARWIN, run transunits and DPR's.

OCR Staff to scan and verify incoming transcripts

7. Letters, emails, and portal alerts are sent to notify applicants of deadlines, and documents needed: required transcripts

Resources Required:

A&R Systems Staff – Run queries and produce communications

A&R Production Staff – Mail letters

A&R International Staff – Update SOLAR to generate alerts and letters

A&R Evaluator Staff – Update SOLAR to generate alerts and letters

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the graduate admissions cycle:

Director

Associate Director of Systems

Associate Director of Operations

Assistant Director of Admissions

Assistant Director of Production

Supervisor, Admissions & Special Programs

Admissions Evaluation Staff

Production/Analyst staff
Graduate Department Staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), CSU Mentor (XAP)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If students are not admitted, enrollment will be effected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

This function has *no* peak-period months.

This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

This function has *no* peak period within the month.

This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: CSU Mentor, STARRSU Singularity

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact XAP to determine their level of functionality, and whether data has been lost (expand on this once patty gets the information from Eric about XAP's recovery plan AND their location).
2. Download function of application is dependent upon CSUMentor's functionality
3. Contact IT to assess their ability to produce Portal accounts, if not sufficient refer to the WCSR
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
5. International Advisement & Evaluation staff, the DARS group, the Admissions staff can still receive and manually evaluate transcripts regardless of SOLAR functionality; however, the

student record cannot be updated and verified unless SOLAR and DARS is functioning sufficiently, if not refer to the WCSRP. 1295 forms cannot be generated without STARRSU. I-20 visa forms cannot be generated without SEVIS.

6. Dependent upon SOLAR functionality: if insufficient, refer to the WCSRP. International Advisement & Evaluation staff , the DARS group, the Admissions staff can still receive and manually evaluate transcripts regardless of SOLAR functionality; however, the student record cannot be updated and verified unless SOLAR and DARS is functioning sufficiently, if not refer to the WCSRP. 1295 forms cannot be generated without STARRSU. I-20 visa forms cannot be generated without SEVIS.
7. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Admissions; Associate Director, Systems; and Director of Admissions and Records

CRITICAL FUNCTION DESCRIPTION: Returning Disqualified Undergraduate Admissions

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

CSU Mentor: California State University online application system used to apply to any of the CSU campuses

DARWIN: (IT) Student transfer credit information and articulation tables necessary for

evaluation and admissions functions.

STARRSU: (Singularity – A&R Systems Staff) Necessary for reviewing CCC electronic transcripts and scanned transcripts.

Equipment Required:

Computer workstations, printers, telephones, fax machines

3 Key Information

1. For Fall admissions, transfer applicants complete and submit the university application on line at www.csumentor.edu October 1st through November 30th of the year before. For Spring admissions, transfer applicants apply August 1st through August 31st of the year before.

Resources Required:

CSU Mentor website

2. Download of electronic applications is done on a daily basis which creates the applicants CSUN ID number. Various processes are run to create the university portal account and password.

Resources Required:

A&R Systems Staff (3) – Download applications from CSU Mentor

3. Once the university portal account and password is retrieved, a letter is printed and mailed with instructions on how to reestablish the existing account

Resources Required:

IT – Restore Student Portal for applicants' access

IT – Retrieve portal account and password, once a week

A&R Systems Staff (1) – Print password letter

A&R Production Staff (1) – Mail letter

4. Reports are produced biweekly to correct data entry and download errors such as residency, impaction, incorrect admit type, and transfer college codes. Other reports are produced daily and weekly for staff to review applicant transcript status, continuing student transcript status and previously disqualified applicant status.

Resources Required:

A&R Systems Staff – Run and create reports biweekly, weekly and daily.

A & R Admissions Evaluations Staff (8) – Review reports, make corrections, and evaluate for admissions

5. Review of disqualified/returning student applications begin in December for Fall applicants and in September for Spring applicants. Transcripts are received, entered into SOLAR, and evaluated on a daily basis. If the applicant had not satisfied the basic subject requirements and/or have not submitted a Previously Disqualified Questionnaire, they are manually denied admission in SOLAR and sent a denial letter. If the applicant has satisfied the basic subject requirements and has submitted a Previously Disqualified Questionnaire, they are sent to College advisement offices for review. The advisement offices create Academic Performance Agreements (APA's) to request readmission approval or denial from the Undergraduate Studies Director. The final APA's are mailed or scanned and emailed to Admissions for action. Decisions are entered into SOLAR and final APA's are sent to STARRSU as well as to the applicants. Additionally, admit letters are sent to admitted applicants.

Resources Required:

A&R Systems Staff (3) –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

A&R Production Staff (20) – Mail admissions letter and brochure, review and input incoming college and university transcripts

DARS & Credential Support Group(4) – Review and finalize course articulations

A&R Admissions Evaluation Staff (8)- Evaluate transcripts, run and review Transunits Reports, check for transcript or coding errors, insert coding in DARWIN as necessary, produce and send memos to the departmental advisors as transcripts are evaluated. Manually code SOLAR with appropriate admission and transcript status.

SOLAR

DARWIN

OCR Staff(5)- scan and verify incoming transcripts

College Advisement Staff – review readmission memos and student records

Undergraduate Studies Director - sign final APA's and send back to A&R.

6. If a denied previously disqualified applicant submits a new transcript/s with additional course work that could change their eligibility, their admission status is reviewed, the education page is updated in SOLAR and the Evaluator either sends a memo to the advisor for review or denies the applicant. If the applicant has satisfied the basic subject requirements and has submitted a Previously Disqualified Questionnaire, a memo is sent to department advisement offices, informing them to review the new information. Advisement

offices create Academic Performance Agreements (APA's) to request readmission approval or denial from the Undergraduate Studies Director. The final APA's are mailed or scanned and emailed to Admissions for action. Decisions are entered into SOLAR and final APA's are sent to STARRSU as well as to the applicants. Additionally, admit letters are sent to admitted applicants.

Resources Required:

A&R Systems Staff (3) –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

A&R Production Staff (20) – Mail admissions letter and brochure, review and input incoming college and university transcripts

DARS & Credential Support Group(4) – Review and finalize course articulations

A&R Admissions Evaluation Staff (8)- Evaluate transcripts, run and review Transunits Reports, check for transcript or coding errors, insert coding in DARWIN as necessary, produce and send memos to the departmental advisors as transcripts are evaluated. Manually code SOLAR with appropriate admission and transcript status.

SOLAR

DARWIN

OCR Staff(5)- scan and verify incoming transcripts

College Advisement Staff – review readmission memos and student records

Undergraduate Studies Director - sign final APA's and send back to A&R.

7. Letters, emails, and portal alerts are sent to notify applicants of deadlines, and documents needed such as required transcripts and/or PDQ Questionnaires. This is done throughout the admissions cycle.

Resources Required:

A&R Systems Staff (3) – Run queries and produce communications

A&R Production Staff (1) – Mail letters

A&R Admissions Evaluation Staff (8)– Update SOLAR to generate alerts and letters.

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTT admissions cycle:

Director

Associate Director of Systems

Associate Director of Operations

Assistant Director of Admissions

Assistant Director of Production
 Admissions Evaluation Staff
 Production/Analyst staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), CSU Mentor (XAP)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If students are not admitted, enrollment will be effected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
 This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
 This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: CSU Mentor, STARRSU Singularity

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact XAP to determine their level of functionality, and whether data has been lost (expand on this once patty gets the information from Eric about XAP's recovery plan AND their location).
2. Download function of application is dependent upon CSUMentor's functionality
3. Contact IT to assess their ability to produce Portal accounts, if not sufficient refer to the WCSR
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
5. Evaluation staff, the DARS group, the Production staff can still receive and manually evaluate

transcripts regardless of SOLAR functionality; however, the student record cannot be updated and verified unless SOLAR and DARS is functioning sufficiently, if not refer to the WCSRP. Additionally, contact the College Advisement offices and Undergraduate Studies to determine their level of functionality. If they are unable to accept, review and return APA's, refer to WCSRP.

6. Evaluation staff , the DARS group, the Production staff can still receive and manually evaluate transcripts regardless of SOLAR functionality; however, the student record cannot be updated and verified unless SOLAR and DARS is functioning sufficiently, if not refer to the WCSRP

Additionally, contact the College Advisement offices and Undergraduate Studies to determine their level of functionality. If they are unable to accept, review and return APA's, refer to WCSRP.

7. Contact IT to assess level of functionality in SOLAR, if not sufficient, refer to the WCSRP.

For Each Critical Function in Your Department/Unit, Complete Forms 2 Through 4.

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Admissions; Associate Director, Systems; and Director of Admissions and Records

CRITICAL FUNCTION DESCRIPTION: Domestic Transfer Admissions

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

CSU Mentor: California State University online application system used to apply to any of the CSU campuses

DARWIN: (IT) Student transfer credit information and articulation tables necessary for evaluation of transfer coursework and admissions functions.

STARRSU: (Singularity – A&R Systems Staff) Imaging system necessary for reviewing CCC electronic transcripts and scanned transcripts.

Equipment Required:

Computer workstations, printers, telephones, fax machines

3 Key Information

1. For Fall admissions, transfer applicants complete and submit the university application on line at www.csumentor.edu October 1st through November 30th of the year before. For Spring admissions, transfer applicants apply August 1st through August 31st of the year before.

Resources Required:

CSU Mentor website

2. Download of electronic applications is done on a daily basis which creates the applicants CSUN ID number. Various processes are run to create the university portal account and password.

Resources Required:

A&R Systems Staff (3) – Download applications from CSU Mentor

3. Once the university portal account and password is created, a letter is printed and mailed with instructions on where to set up the account

Resources Required:

IT – Restore Student Portal for applicants' access

IT – Create portal account and password, once a week

A&R Systems Staff (1) – Print password letter

A&R Production Staff (1) – Mail letter

4. Reports are produced biweekly to correct data entry and download errors such as residency, impaction, incorrect admit type, and transfer college codes. Other reports are produced daily and weekly for staff to review applicant transcript status, continuing student transcript status and previously disqualified applicant status.

Resources Required:

A&R Systems Staff (3) – Run and create reports biweekly, weekly and daily.

A & R Admissions Evaluations Staff (8) – Review reports, make corrections, and evaluate for admissions.

5. Transfer admissions begin in December for Fall applicants and in September for Spring

applicants. As transcripts are received, processed, and evaluated on a daily basis, admissions and denials are entered manually into SOLAR. Admitted applicants are sent the admissions letter which is mailed along with the transfer brochure. Once transcripts are evaluated, various reports are produced indicating the number of applicants admitted or denied as well as degree audit reports with transfer data.

Resources Required:

A&R Systems Staff (3) –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

A&R Production Staff (20) – Mail admissions letter and brochure, review and input incoming college and university transcripts

DARS & Credential Support Group (4) – Review and finalize course articulations

A&R Admissions Evaluation Staff (8) - Evaluate transcripts, run and review Transunit Reports, check for transcript or coding errors, insert coding in DARWIN as necessary, produce and send denial or missing documents letters, generate Degree Progress Mail Report for applicants as transcripts are evaluated. Manually code admissions status

SOLAR

DARWIN

OCR Staff (5) - scan and verify incoming transcripts

6. If an applicant submits a new transcript/s with additional course work that could change their eligibility, their admission status is reviewed by an Evaluator and either changed from denied or incomplete to admitted, or the applicant is sent a new denial letter with data reflecting the receipt and evaluation of the additional transcript. SOLAR is updated manually by Evaluator as necessary to reflect changes to applicants' status.

Resources Required:

A&R Systems Staff (3) –Produce applicant reports, keep STARRSU up and running and upload electronic transcripts

A&R Production Staff (20) – Mail admissions letter and brochure, review and input incoming college and university transcripts

DARS & Credential Support Group (4) – Review and finalize course articulations

A&R Admissions Evaluation Staff (8) - Evaluate transcripts, run and review Transunit Reports, check for transcript or coding errors, insert coding in DARWIN as necessary, produce and send denial or missing documents letters, generate Degree Progress Mail Report for applicants as transcripts are evaluated. Manually code admissions status

SOLAR

DARWIN

OCR Staff (5) - scan and verify incoming transcripts

7. Letters, emails, and portal alerts are sent to notify applicants of deadlines, and documents needed such as required transcripts. This is done throughout the admissions cycle.

Resources Required:

A&R Systems Staff (3) – Run queries and produce communications

A&R Production Staff (1) – Mail letters

A&R Admissions Evaluation Staff (8) – Update SOLAR to generate alerts and letters.

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTT admissions cycle:

Director

Associate Director of Systems

Associate Director of Operations

Assistant Director of Admissions

Assistant Director of Production

Admissions Evaluation Staff

Production/Analyst staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

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UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

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If students are not admitted, enrollment will be effected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

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Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail
- Internet Access
- Campus Portal
- File Shares
- Data Center
- Email
- SOLAR HR/Fin/Student Administration
- Other(s), list: CSU Mentor, STARRSU Singularity

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

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Each Recovery Approach tracks back to an item in the Key Information list

1. Contact XAP to determine their level of functionality, and whether data has been lost (expand on this once patty gets the information from Eric about XAP's recovery plan AND their location)
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7. Contact IT to assess level of functionality in SOLAR, if not sufficient, refer to the WCSR

California State University, Northridge
Telecommuting Agreement

This is an agreement between California State University, Northridge and

(employee name)

This agreement establishes the terms and conditions of the Telecommuting Program. The employee volunteers to participate in the Telecommuting Program and to follow the applicable guidelines and policies. CSUN agrees with the employee's participation.

Duration: This agreement will be valid until canceled by the University or the employee.

Work Hours: Employee will work 40 hours/week. If hours are reported for a day the employee shall work no less than 4 hours and no more than 10 hours in a single day. Each employee is required to check their email at least once each day during the regular Monday through Friday work week.

Pay and Attendance: All pay and leave will be based on the employee's official CSUN position. The employee's time and attendance will be recorded because they are performing official duties for the campus.

Leave: Employees must obtain supervisory approval before taking leave in accordance with established department procedures. The employee agrees to follow established procedures for requesting and obtaining approval of leave.

Overtime: An employee working overtime approved in advance will be compensated in accordance with applicable law and rules. The employee understands that failing to obtain proper approval for overtime work may result in the telecommuting agreement being canceled.

University Owned Equipment: In order to perform their work effectively, employees may use University equipment at the telecommuting location, with the approval of their supervisor. The equipment must be protected against damage and may be used for University work only. University owned equipment will be serviced and maintained by the University. Employees must have all state property documented in accordance with the University Equipment Checkout Policy.

Liability: The University will not be liable for damages to the employee's property resulting from participation in the Telecommuting Program.

Cost: The University will not be responsible for operating costs, home maintenance or any other incidental costs (e.g., utilities) associated with the use of the employee's residence. The employee will

be reimbursed for the authorized expenses incurred while conducting official duties at the Telecommuting location.

Workers' Compensation: The employee is covered by Workers' Compensation if injured in the course of performing official duties at the telecommuting location. If an employee incurs a work related injury while telecommuting the workers' compensation laws and rules apply. Employees must notify their supervisor immediately and complete all necessary and/or management requested documents regarding the injury.

Work Assignment: The employee will meet with the supervisor to receive assignments and to review completed work. The employee will complete all assigned work according to procedures determined by the supervisor. Weekly timesheets are required. These timesheets cover the work week from Monday through Sunday. The timesheets are due no later than close of business of the Monday following the work week. If an employee is on vacation during this time, a timesheet should be filled out ahead of time and sent to the appropriate person.

Dependent Care: Both parties agree that the telecommuting program will not be a substitution for in-home or dependent care. If a child or dependent is present during scheduled work hours the employee must agree to make arrangements for the care of that child or dependent. If a child or dependent is ill, however, the employee may, on a temporary basis, provide primary care for that child or dependent while telecommuting or use Sick or Family Leave, subject to the approval of the employee's supervisor.

Employee Rights: Employee rights provided for in the employee's Collective Bargaining Agreement are not affected by participation in a telecommuting program. None of the rights or benefits provided under the employee's Collective Bargaining Agreement are enhanced or abridged by the policy and guidelines of the telecommuting program.

The implementation of the telecommute work option, as defined herein, should not be construed to change or alter personnel management practices, such as rest periods, leave time, holidays and pay, as contained in applicable Collective Bargaining Agreement provisions or related law or rule.

All forms of telecommuting imply an employer-employee relationship with the employee receiving the same benefits and incurring the same responsibilities as a non telecommuting employee.

Performance Standards and Evaluation: Performance standards and employee accountability for quantity and quality of their work will not change due to participation in the telecommuting program. As in regular office assignments, supervisors and employees must discuss and understand what it is that is expected to be produced during telecommuting and when it is due. Supervisors and employees must also arrange when/how to make contact with each other on telecommuting days. The evaluation of the employee's job performance will be based on established standards. Performance must remain in the category of "Meets Expectations" or above to remain in the telecommuting program.

Sick/Vacation Leave: If participants in the program are sick and unable to work in their telecommuting location, they are required to report those absences when they are unable to work as they would in a normal office setting. All use of vacation, compensatory time off, sick leave or any other type of leave is subject to approval by the employee's supervisor.

Security/Confidentiality of Information: Employees who telecommute are expected to follow all appropriate rules and regulations of the University regarding security and confidentiality of information, including computer data and files security. The employee will apply approved safeguards to protect records from unauthorized disclosure or damage. All records, papers and correspondence must be safeguarded for their return to the office. All work picked up from the University should be taken directly to the home office. Work taken by a University employee for the Telecommuting employee should be delivered in person. This work should not be left unattended at any point.

RESPONSIBILITY FOR EQUIPMENT, ASSIGNMENT, USAGE AND MAINTENANCE:

All maintenance on any University supplied equipment will be performed by a University authorized person at a University work location at the University's expense. Employees must bring equipment to the designated University location.

The University will repair or replace, if practical, lost, damaged or stolen University equipment provided the employee has taken appropriate precautions to safeguard the equipment.

Employees may not use University provided equipment or use or duplicate University software for personal use or allow non University personnel to use it. Passwords may not be stored on employee owned equipment and security measures must be initiated whenever the computer is left unattended.

Telecommuting employees must return University provided equipment to the University and guarantee to erase University software on their personal computers when requested by their supervisor or when employment is terminated. Software provided by the University remains the property of the University. Any software provided by the University shall be returned at the end of the telecommuting agreement or upon termination of employment.

As appropriate, a telecommuter may have access to the University communication network, including electronic mail, calendar and/or telephone contact between the employee and supervisor. The extent of this access can vary.

Products, documents and other records used and/or developed while working under a telecommuting agreement will remain the property of, and be available to, the University.

Upon termination of the telecommuting agreement, the employee will immediately return all University property.

WORK PLACE HAZARDS ASSESSMENT:

Liability Considerations: If an employee is conducting authorized University business and his/her actions are within the course and scope of his/her employment, the University's liability is the same whether the employee is a home or at a regular work location. Therefore, employees who work at home must keep the home offices in a businesslike manner, and as clear and free from hazards as their regular University office, in order to minimize the chance of accidents. Work related accidents shall be reported to the supervisor and the Office of Human Resource Services immediately.

Health and Safety: Home offices must be clean and free of obstructions. The home must be in compliance with all building codes. The facility must be free of hazardous materials. Telecommuting employees are responsible for ensuring their homes comply with these health and safety requirements. In addition, they should also have furniture, seating and lighting that is conducive to a good work environment. The home office also should be out of the home 'line of traffic', especially if other members of the family are present during working hours. Management may deny an employee the opportunity to telecommute or may rescind a telecommuting agreement based on unsafe conditions in the home or suspected hazardous materials at the home facility.

Inspections: Management shall retain the right to visit the home work environment and/or make inquiries as to the status of the home work environment. Any such visits shall be coordinated with the employee and have the employee's consent. Failure to maintain a proper and safe work environment, as determined by management, is cause for an employee's immediate termination from the telecommuting program.

Discontinuing Participation: An employee may voluntarily choose to discontinue the telecommuting assignment.

Abuse of telecommuting or violations of this agreement may result in this telecommuting agreement's being discontinued.

Additionally, the supervisor may determine that in an emergency situation, telecommuting schedules may have to be adjusted or that a temporary suspension of the telecommuting agreement due to operational necessity is required.

The employee's supervisor may terminate a telecommuting agreement at any time for any reason.

Work hours and Location: The following are the working hours and location which are agreed to as part of the Telecommuting Program:

Telecommuting Location: _____

Telecommuting Days: _____

General Working Hours: _____

Drop Off/Pick Up Time: _____

Any employee who violates this policy and procedures may be subject to discipline, up to and including dismissal. We agree to abide by the terms and conditions of this agreement. A copy of the agreement shall be placed in the employee's official personnel file.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Director: _____ Date: _____

cc: Employee
Supervisor
Director

Critical Functions Index

Major Cycles	Function
Admissions	First Time Freshman
Admissions	Transfer Admission
Admissions	Return Readmit
Admissions	Graduate Admission
Admissions	International Admission
Admissions	Reporting (ERSA)
Admissions	Sevis Reporting
Admissions	Manage Test Score Results
Registration	Outgoing Transcript Request
Registration	Scheduling of Classes
Registration	Veterans Funding
Registration	Class registration
Registration	Grade Processing
Registration	Report to NSC- Enrollment Verification
Graduation	Graduation Clearing (triaged)
Graduation	Diploma Ordering for Undergraduates
Graduation	NSC Degree Verification Functions
Miscellaneous	Photo ID

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Director, Admissions and Records and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: Diploma Data Extract and Printing

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal, VPN and SSH, A&R may resume work. Procedure manuals are located on Google Docs.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

Diplomatic: Student diploma data is uploaded to this system.

VPN and SSH to Student Records Server (in Utah).

Equipment Required:

Computer workstations, telephones, fax machines

3 Key Information

Resources Required: A&R Systems Staff and ANR coordinators

1. A&R systems staff runs the job NRSR0165 to extract student diploma data from SOLAR.

Resources Required:

SOLAR

A&R Systems Staff (3)- Run NRSR0165 job

2. A&R systems staff downloads the data from the student records server in Utah.

Resources Required:

IT- VPN access

A&R Systems Staff (3)- Download data

3. A&R systems staff verifies that the file looks OK and using the Diplomatic application uploads the data to Diplomatic's secured server. Software to download the Diplomatic application can be found at <http://mydiplomatic.com>

Resources Required:

Internet Connection

A&R Systems Staff (3)- Verify files and upload data to Diplomatic

Diplomatic website

4. Diplomatic prints and mails the diplomas to the students.

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Associate Director of Systems

ANR Systems Group

ANR IT group

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), Diplomatic, Unisys (VPN, SSH)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If test scores are not posted, students are not admitted, enrollment will be affected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
- Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: Diplomatic, VPN, SSH

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

8. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
9. Contact Campus IT group to access the ability use the VPN to connect to SSH servers in Utah
10. Contact Diplomatic to determine their level of functionality and whether data has been lost
11. Contact Diplomatic to determine their level of functionality and whether they have received the submitted data

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Director, Admissions and Records; and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: Manage Testscore Results

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and ETS, A&R may resume work. Procedure manuals are located on Google Docs.

Admissions and Records cannot process student test scores manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

ETS: The testing agency that sends us electronic scores of AP, ACT, SAT, GRE, ELM/EPT

XAP: The CSU mentor site that has scores submitted by students when they apply (ACT, SAT, EAP)

Equipment Required:

Computer workstations, telephones, fax machines

3 Key Information

Files received from ETS:

1. Download files received via email from ETS (ACT emails will be sent to a list serve ets_submit@csun.edu; all others to ets1-g@csun.edu).

Resources Required:

Campus email
A&R Systems Staff (3)- Download files

2. Decrypt files using PGP software.

Resources Required:

A&R Systems Staff (3)- Decrypt files

3. Connect to the CMS servers in Utah by logging into the VPN and SSH site. FTP the files to the server.

Resources Required:

Internet Connection
IT- Restore VPN access
A&R Systems Staff (3)- FTP files to server

4. Load them in SOLAR.

Resources Required:

SOLAR
A&R Systems Staff (3)- Load files into SOLAR

For files received from XAP:

5. Log into XAP to download ACT, SAT, and EAP files.

Resources Required:

Internet Connection
A&R Systems Staff (3)- Log into XAP and download files

6. Connect to the CMS servers in Utah by logging into the VPN and SSH site. FTP the files to the server.

Resources Required:

IT- Restore VPN access

A&R Systems Staff (3)- FTP files to server

7. Load them in SOLAR

Resources Required:

SOLAR

A&R Systems Staff (3)- Load files to SOLAR

8. After all files have been loaded into SOLAR, the automated processes will post these scores to the Test Results page.

Resources Required:

SOLAR

A&R Systems Staff (3)- Set automated process

9. Error reports are produced weekly to correct data entry and mismatched errors.

Resources Required:

SOLAR

A&R Systems Staff (3)- Run reports

A&R Senior Representatives (5)- Correct errors

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTF admissions cycle:

Associate Director of Systems

ANR Systems Group

ANR IT group

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), CSU Mentor (XAP), ETS, PGP, Unisys (VPN, SSH)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If test scores are not posted, students are not admitted, enrollment will be affected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail
- Internet Access
- Campus Portal
- File Shares
- Data Center
- Email
- SOLAR HR/Fin/Student Administration
- Other(s), list: CSU Mentor, ETS, PGP, SSH, VPN

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSRSP)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact ETS to determine their level of functionality and whether data has been lost.
2. Contact ANR IT group to determine if PGP program is usable.
3. Contact Campus IT group to access the ability use the VPN to connect to SSH servers in Utah.
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRSP.
5. Contact XAP to determine their level of functionality, and whether data has been lost. Download function of test scores from XAP is dependent upon CSUMentor's functionality.
6. Contact Campus IT group to access the ability to use the VPN to connect to SSH servers in Utah.
7. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRSP.
8. If SOLAR is working, ANR system staff can check the automated processes and re-schedule them if needed. If SOLAR is not functioning, refer to WCSRSP.
9. Dependent upon SOLAR functionality, if insufficient, refer to the WCSRSP

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Production and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: Outgoing Transcript Requests

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

Equipment Required:

Computer workstations, telephones, envelopes, official transcript paper

3 Key Information

1. Students fill out a transcript request form (<http://www.csun.edu/anr/forms/transcriptreqform.pdf>). They can mail it in to A&R with the fee attached as a check or money order. They may also bring it to the A&R counter.

Resources Required:

IT-Restore Campus Website

Campus mail service – Deliver department mail

A&R Systems Staff (20) – Restore Student Forms page on CSUN website

2. Requests for official transcripts that are mailed in, are opened by a member of the Production staff and marked with the payment amount and initials of the received. The payment is separated from the request form where it is later submitted with A&R's daily deposit.

Resources Required:

A&R Production Staff (1) – Open and separate mail

University Cash Services – Accept and process daily deposit

3. Requests are entered into Solar and are batched for printing and mailing the following business day. (Unofficial transcripts, and requests that have an attachment, are printed and mailed immediately).

Resources Required:

IT – Restore Solar

A&R Production Staff (20)– Input request and print and mail unofficial transcripts or requests with attachments

A&R Systems Staff (3) – Print batched official transcripts on Official Transcript Paper

A&R Production Staff (1)– Mail official transcripts

4. Students whose records are encumbered due to monies owed to the University will need to contact Student Accounting to clear holds before official transcript orders will be fulfilled.

Resources Required:

Student Accounting – Speak to students and clear holds

5. Records prior to Spring 1986 may require additional research as they may not be in SOLAR.

Resources Required:

Records on Rollfilm
Kodak Rollfilm reader/printer

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the Outgoing Transcript Requests function:

Associate Director of Systems
Systems Staff
Assistant Director of Production
Production/Analyst staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If unable to produce transcripts, students will not be able to submit records to any outside institution or agency.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail
- Internet Access
- Campus Portal
- File Shares
- Data Center
- Email
- SOLAR HR/Fin/Student Administration
- Other(s), list: CSU Mentor

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSRП)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact IT to assess availability of CSUN website. If unable to restore, students may still request transcripts in person or in writing.
2. Assign a member of the production staff to open mail. Contact University Cash Services regarding accepting deposits. If unable to accept deposits, refer to WCSRП.
3. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRП. Gain access to building to office to retrieve Official Transcript paper. If unable to access building, additional paper is stored at *LA Business Forms*. Contact Jim Cosgrove at (310) 413-0706 or labusforms@aol.com.
4. Contact Student Accounting to assess their level of functionality. If not sufficient, refer to WCSRП.
5. Gain access to building to office to retrieve roll film and roll film machine, If unable to access building, duplicate copies of roll film are kept at *LA Records*. Contact Kevin Smith at (818) 385-5151. Refer to WCSRП for recovery approach of roll film reader.

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: Photo ID Operations

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

SQL Server: (A&R) The database server used to store Photo ID information

Equipment Required:

SQL Server, file server, computer workstations, digital cameras, photo id printers and supplies

1. Automatic Daily downloads of all student information are acquired from CMS servers during the night and stored in a local database.

Resources Required:

SOLAR
SQL Database

2. The updated information is automatically merged with an existing database of picture information to form the backbone of photo id data.

Resources Required:

SQL Database

3. The photo files are stored on a Virtual Machine (photoid.csun.edu) administered by A&R, and backed up both on and offsite.

Resources Required:

Web server

4. Student photos are shared with The University Corporations Meal Plan Office via a shared folder.

Resources Required:

Web server

5. Workstations with ID Works and Tru Capture Software installed, digital cameras and photo id printers in place, are operated by the production floor staff to generate photo ids.

Resources Required:

Computer workstations
Digital camera and photo id printer
Ability to collect student payment at UGCS or student SOLAR account
A&R Production Staff

6. An additional web-based lookup is available for authorized users (hosted on anrweb1a.csun.edu, <https://anrweb1a.csun.edu/PhotoID/>), and communicates with the database and fileshare servers.

Resources Required:

Web server

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform Photo ID Operations:

Director
Associate Director of Systems
Associate Director of Operations

Assistant Director of Operations
 Assistant Director of Production
 ANR-IT staff
 Production/Analyst staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), ID Works (Datacard)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

Campus IDs used by the Library, Bookstore, Health Center will be unable to be issued, as well as student Meal Plan cards (which use our photographs), and the Department of Public Safety (which has access to the photographs).

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input type="checkbox"/> Mar	<input type="checkbox"/> May	<input type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input type="checkbox"/> April	<input type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input type="checkbox"/> Oct.	<input type="checkbox"/> Dec.

Enter explanation, if necessary: Peak demand for these services coincides with the start of each semester.

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail
- Internet Access
- Campus Portal
- File Shares

Data Center Email SOLAR HR/Fin/Student Administration Other(s), list:

Local Systems:

Please list: ID Works, anrsq server

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

N/A

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list.

1. Contact CMS (Chancellor's Office) to determine their level of functionality. Ensure campus network availability (IT) for traffic and file sharing.
2. (Re-)Establish database functionality. (A&R)
3. (Re-)Establish repository for photos. (A&R)
4. (Re-)Establish connection for photo sharing with Meal Plan Office. (TUC)
5. Contact RockWest for software and hardware support.

6. (Re-)Establish department web server and restore lookup system. (A&R)

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Schedule of Classes Coordinator; Associate Director, Systems; and
Director Admissions and Records

CRITICAL FUNCTION DESCRIPTION: Schedule of Classes (SOC)

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running, A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR and the portal, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

The scheduling of classes cannot be processed manually– all processes must be entered through SOLAR.

Functions required in order for SOC staff to resume class scheduling operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

Schedule Classes: (College SOLAR Coordinator) Class scheduling is a decentralized process. The nine (9) colleges modify class data copied from a prior term to create their published course offerings that faculty, staff and students may view online.

Equipment Required:

Computer workstations and telephones

3 Key Information

1. Term dates are added to SOLAR before SOC security access is granted.

Resources Required:

SOLAR

A&R Systems Staff (1)– Print password letter

A&R Production Staff (1) – Mail letter

2. SOC security access is established in SOLAR by term and role before class schedule building can begin.

Resources Required:

SOLAR

A&R SOC Coordinator (1)– Establish Security Access

3. A term roll is performed to clone/copy class data that colleges will modify and use as their next term tentative course offerings.

Resources Required:

SOLAR

A&R Systems Staff (3)– Perform term roll

4. SOLAR is updated to reveal published courses online using SOLAR Class Search.

Resources Required:

SOLAR

A&R Systems Staff (1)– Update Class Search

5. Each of the nine college offices is responsible for scheduling the courses for their college and updating Solar.

Resources Required:

SOLAR

College SOC Coordinators – Update SOLAR with scheduled courses

6. The *Spotlight Calendar* broadcast is emailed to administrators, faculty and staff that include term specific dates by week for staff planning advising and registration activities.

Resources Required:

Campus email

A&R SOC Coordinator (1) – Update Spotlight Calendar and email to administrators, faculty and staff

7. When registration begins, Class Rosters are revealed to faculty and staff in SOLAR.

Resources Required:

SOLAR

A&R Systems Staff (3) – Release Class Rosters

8. The first Exam Scheduler process is run to assign final exams to classes.

Resources Required:

SOLAR

A&R Systems Staff (3) – Run Exam Scheduler

9. The SOC Permission Numbers and Consent job is run prior to the start of restrictive registration.

Resources Required:

SOLAR

A&R Systems Staff (3) – Run Permission Numbers and Consent jobs

10. The second Exam Scheduler process is run to update final exams to classes.

Resources Required:

SOLAR

A&R Systems Staff (3) – Run second Exam Scheduler process

11. SOC security access automatically closes at a date designated in step 2 above.

Resources Required:

SOLAR

A&R SOC Coordinator (1) – Close access to College SOCs

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

The current decentralized class scheduling process can be performed by the nine (9) College SOLAR Coordinators on behalf of their departments. Further, and as a backup to the College SOLAR Coordinators, class scheduling can be centralized to the SOC Coordinator in A&R.

Associate Director of Systems (1)
Schedule of Classes Coordinator (1) – A&R
College SOLAR Coordinators (9) – The college SOC point person

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director of Systems is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT) and Campus Portal (IT)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If students will be unable to view and register in classes.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

This function has *no* peak-period months.

This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input type="checkbox"/> May	<input type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input type="checkbox"/> April	<input type="checkbox"/> June	<input type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

This function has *no* peak period within the month.

This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: CSU Mentor

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list.

1. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR.

2. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
3. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
5. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP. If SOLAR is functioning, contact College SOC Coordinators to assess their ability to update SOLAR.
6. Contact IT to assess level of functionality for Campus email. If not sufficient, refer to the WCSRP.
7. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
8. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
9. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
10. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.
11. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSRP.

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: ERSA Reporting

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and CSU Mentor, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

All processes related to ERSA reporting must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

Access to CO website at <https://coweubr101.calstate.edu/ERSUpgrade/login.do>

Equipment Required:

Computer workstations, telephones, fax machines

3 Key Information

1. The ERSA file contains information on all applicants to the University. The ERSA file must be created on the schedule required by the Chancellor's Office. The calenDPR is located online as a Coded Memo. It is accessed by the link

<http://www.calstate.edu/AcadAff/codedmemos/index.shtml>

The Subject is 20YY-YY Enrollment Reporting Schedule where YY is the year desired. Preliminary files need to be run to correct coding errors. These files are run on a as needed basis.

2. The path for the job to run the ERSA file is
CSU SA BASELINE – SYSTEMWIDE REPORTING – ERSA

Resources Required:

SOLAR

3. After the file is created it needs to be uploaded to the Chancellor's Office for editing.

Resources Required:

Computer Workstation within the CSUN network

A&R Systems Staff (3) – Upload the file and edit

4. The errors must be downloaded and processed through SA Baseline to get reports of what needs to be corrected.

Resources Required:

A&R Systems Staff (3) – Download and running of queries for errors

5. Coding errors need to be corrected from lists provided by the systems group.

Resources Required:

A&R Systems Staff (3) – write and distribute queries for error reconciliation

A&R Production Staff and Evaluators (27) – correction of errors

6. Final ERSA file is produced at census.

Resources Required:

A&R Systems Staff (3)– create file, correct errors

Institutional Research – send certification to Chancellor’s Office

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTF admissions cycle:

Director
Associate Director of Systems
Associate Director of Operations
Assistant Director of Production
Production/Analyst staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit’s control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), Chancellor’s Office

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

Chancellor’s Office will not be able to properly report admissions to the Legislature.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
- Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: CO

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor’s Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact CO to assess level of functionality. If not sufficient refer to WCSR
2. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
3. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
4. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to WCSR
5. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to WCSR
6. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to WCSR

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: NSC Degree Verification

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal, VPN and SSH, A&R may resume work. Procedure manuals are located on the S drive: S:\System Analysts\9.0.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

NSC: The National Student Clearinghouse that we upload students' degree information to

VPN and SSH to Student Records Server (in Utah)

Equipment Required:

Computer workstations, telephones, fax machines

3 Key Information

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTF admissions cycle:

Associate Director of Systems
 ANR Systems Group
 ANR IT group

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit’s control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), NSC, Unisys (VPN, SSH)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If test scores are not posted, students are not admitted, enrollment will be affected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input type="checkbox"/> Mar	<input type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input type="checkbox"/> Sept.	<input type="checkbox"/> Nov.
<input type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input checked="" type="checkbox"/> Aug.	<input type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.
- This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this

function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: NSC, VPN, SSH

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
2. Contact Campus IT group to access the ability use the VPN to connect to SSH servers in Utah

3. Contact NSC to determine their level of functionality and whether data has been lost
4. Contact NSC to determine their level of functionality and whether they have received the submitted data
5. If SOLAR is working, ANR system staff can check and correct the data.

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Associate Director, Systems; and Director, Admissions and Records

CRITICAL FUNCTION DESCRIPTION: NSC Enrollment Verification

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal, VPN and SSH, A&R may resume work. Procedure manuals are located on Google Docs.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

NSC: The National Student Clearinghouse, student enrollment information is uploaded to this system.

VPN and SSH to Student Records Server (in Utah)

Equipment Required:

Computer workstations, telephones, fax machines

3 Key Information

Resources Required: A&R Systems Staff and ANR coordinators

1. A&R systems staff runs the job SRPCCONA to produce the student enrollment snapshot file.

Resources Required:

SOLAR

A&R Systems Staff (1) – Run job SRPCCONA

2. A&R systems staff runs the job SRPCCONP to produce the student enrollment consolidation file.

Resources Required:

SOLAR

A&R Systems Staff (1) – Run job SRPCCONP

3. A&R systems staff runs the job NRSR0217 to extract students' enrollment status.

Resources Required:

SOLAR

A&R Systems Staff (1) – Run job NRSR0217

4. A&R systems staff downloads the data from the student records server in Utah.

Resources Required:

IT- VPN & SSH

A&R Systems Staff (1) – Download data from Utah server

5. A&R systems staff verifies that the file looks OK and then uploads the NSC's secured website.

Resources Required:

Internet Access

National Student Clearinghouse Website access

A&R Systems Staff (1) – Verify and upload file

6. NSC verifies the data received and email A&R systems staff the error list (if there is any).

Resources Required:

Email

A&R Systems Staff (1) – Receive email

7. A&R systems staff corrects the error(s) and sends the correction to NSC.

Resources Required:

Internet Access
 National Student Clearinghouse Website Access
 A&R Systems Staff (1) – Correct errors and notify NSC

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the FTF admissions cycle:

Associate Director of Systems
 ANR Systems Group
 ANR IT group

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit’s control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), NSC, Unisys (VPN, SSH)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If test scores are not posted, students are not admitted, enrollment will be affected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

- This function has *no* peak-period months.
- This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/>	Jan	<input type="checkbox"/>	Mar	<input type="checkbox"/>	May	<input checked="" type="checkbox"/>	July	<input type="checkbox"/>	Sept.	<input type="checkbox"/>	Nov.
<input type="checkbox"/>	Feb	<input checked="" type="checkbox"/>	April	<input checked="" type="checkbox"/>	June	<input checked="" type="checkbox"/>	Aug.	<input type="checkbox"/>	Oct.	<input checked="" type="checkbox"/>	Dec.

Enter explanation, if necessary:

- This function has *no* peak period within the month.

This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: NSC, VPN, SSH

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR

2. Contact Campus IT group to access the ability use the VPN to connect to SSH servers in Utah
3. Contact NSC to determine their level of functionality and whether data has been lost. If data has been lost, refer to WCSRP.
4. Contact NSC to determine their level of functionality and whether they have received the submitted data. If NSC is not fully functional, refer to WCSRP.
5. If SOLAR is working, ANR system staff can check and correct the data.

**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Admissions and Records; and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: SEVIS Batch Reporting

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology (IT) and Student & Exchange Visitor Information System (SEVIS). Once the Portal, SOLAR and SEVIS are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, the portal and SEVIS, A&R may resume work.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

SEVIS: The U.S Immigration and Customs Enforcement agency (ICE) that we upload international students' information to.

VeriSign: The company that provides security certificate to authenticate transactions between CSUN and the ICE

VPN and SSH to Campus Community Server (in Utah)

Equipment Required:

Computer workstations, telephones, fax machines, printers, international student files with financial information, DHL envelopes

3 Key Information

Resources Required: A&R Systems Staff , International Admission Advisors, International Student Coordinators, and International Student Exchange Center Staff

1. A&R International Admission Advisors create initial I-20s for new international students in SOLAR and email list to International Coordinators who send batch to SEVIS or SEVIS Master.

Resources Required:

SOLAR

International Admission Advisors (9)

SEVIS

VERISIGN-Provides digital certificates to authenticate web transfers between CSUN and ICE.

2. International Student Exchange Center Staff update SEVIS records for continuing students in SOLAR.

Resources Required:

SOLAR

International Student Exchange Center Staff

SEVIS

VERISIGN-Provides digital certificates to authenticate web transfers between CSUN and ICE.

3. A&R Systems staff monitor the Alerts list and run various processes in SOLAR to extract the data and upload them in batch to ICE. The busiest time for processing is after Census as the campus is required by law to report the status of international students.

Resources Required:

A&R Systems Staff (3): Monitor Alerts list in SOLAR

SOLAR

SEVIS

VERISIGN-Provides digital certificates to authenticate web transfers between CSUN and ICE.

4. A&R Systems staff download the submitted batches the following days (assuming SOLAR and ICE are operational).

Resources Required:

A&R Systems Staff (3): Monitor Alerts list in SOLAR
SOLAR

SEVIS

VERISIGN-Provides digital certificates to authenticate web transfers between CSUN and ICE.

5. A&R Systems staff run additional processes to import the downloaded data into SOLAR.

Resources Required:

A&R Systems Staff (3): Monitor Alerts list in SOLAR
SOLAR

SEVIS

VERISIGN-Provides digital certificates to authenticate web transfers between CSUN and ICE.

6. A&R International Admission Advisors print the I-20s and mail to international students.

Resources Required:

A&R International Admission Advisors (8): Print and mail I-20s

SOLAR

SEVIS

Campus Mail Services

7. International Student Exchange Center Staff contact students or continue on with their business processes.

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units are required to perform the SEVIS reporting:

Associate Director of Systems

ANR Systems Group

ANR International Admission Advisors and International Coordinators

International Student Exchange Center Staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), SEVIS -ICE, Unisys (VPN, SSH)

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If test scores are not posted, students are not admitted, enrollment will be affected.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

This function has *no* peak-period months.

This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/> Jan	<input checked="" type="checkbox"/> Mar	<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> July	<input checked="" type="checkbox"/> Sept.	<input checked="" type="checkbox"/> Nov.
<input checked="" type="checkbox"/> Feb	<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> June	<input type="checkbox"/> Aug.	<input checked="" type="checkbox"/> Oct.	<input checked="" type="checkbox"/> Dec.

Enter explanation, if necessary:

This function has *no* peak period within the month.

This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

Campus Phones/Voice Mail Internet Access Campus Portal File Shares

Data Center Email SOLAR HR/Fin/Student Administration Other(s), list: SEVIS - ICE, SSH, VPN, VeriSign

Local Systems:

Please list:

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

Relationships maintained by IT – MOUs established with Fresno State and CSU Channel Islands.

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list

1. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
2. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
3. Contact ICE to determine their level of functionality and whether data has been lost.
4. Contact Campus IT group to access the ability use the VPN to connect to SSH servers in Utah
5. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
6. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR
7. Contact IT to assess level of functionality in SOLAR, if not sufficient refer to the WCSR



**For Each Critical Function in Your Department/Unit,
Complete Forms 2 Through 4.**

2 Critical Function Definition

DEPARTMENT/UNIT : Admissions and Records

MANAGER NAME AND TITLE: Assistant Director, Admissions and Records; and Associate Director, Systems

CRITICAL FUNCTION DESCRIPTION: Veterans Certification

All functions of Admissions and Records (A&R) are dependent upon campus Information Technology. Once Information Technology (IT) is functional, and the Portal and SOLAR are up and running A&R staff can work either on campus or from home.

Once IT has successfully reestablished functionality of SOLAR, A&R may resume work. Procedure manuals are located on Google Docs.

Additionally, procedure manuals are stored on USB drives held by the Director, the Associate Director of Systems and the Associate Director of Operations.

Admissions and Records cannot process student records manually – all processes must be entered through SOLAR.

Functions required for Admissions and Records to resume operations:

SOLAR: (IT) Proprietary Oracle system used by the CSU for all student information

Campus Portal: (IT) The system used by A&R employees access and update student data

Equipment Required:

computer workstations, printers and supplies

3 Key Information

1. Student completes and submits the “Local Certification Request Form” and turns a paper copy to the Veterans Office in Admissions and Records. The form is on the Admissions and Records forms page or a paper copy may be received in the A&R Veterans office.

Resources Required:

IT – Restore Student Portal for applicants’ access
Paper copy- of Local Certification Request Form
A&R Veterans staff (1) – Review forms

2. Determine eligibility for certification
 - a. determine enrollment
 - b. determine program
 - c. determine residence
 - d. review enrollment for applicability to degree

Resources Required:

IT – Restore Student Portal for applicants’ access
IT – Restore SOLAR access
A&R Veterans staff (1) –review forms and eligibility requirements

3. Submit Certification to Veterans Administration

Resources Required:

IT – Restore WEB access
IT – Restore SOLAR access
Veteran’s Federal System access – GI Bill.gov - VAONCE
A&R Veterans staff (1) – Review forms and submit to Veterans Administration

4. Receive “Materials and Services” fees from Veterans Administration, determine accuracy and forward to Student Accounting.

Resources Required:

A&R Veterans staff (1) – submit student information to Federal Government - GI Bill.gov - VAONCE
Campus Postal Services – Deliver mail to A&R
University Cash Services – Accept checks from A&R Veterans staff

LINE OF SUCCESSION: Who are those responsible for this function and can act as the key point of contact about this function for the Cabinet and the Emergency Operations Center during and following a critical incident?

Staff from multiple units is required to perform the Veterans funding.

Management staff
A&R Veterans staff
Systems staff

Has the line of succession been defined in the Emergency Action Plan? Yes No

If Yes, do not define the line of succession in this document.

SUCCESSION PASSAGE: How will control/oversight of this function pass from one person in the line of succession to another?

If Director is unavailable, managers will meet to determine succession passage.

Has the process for transferring authority using the line of succession been defined in the Emergency Action Plan?

Yes No

If Yes, do not define the method for succession in this document.

UPSTREAM DEPENDENCIES: What other campus units or campus systems, outside this unit's control, or partners external to CSUN must be operational for the unit to perform this critical function?

SOLAR (IT), Campus Portal (IT), WEB access Veteran's Federal System access – GI Bill.gov - VAONCE

DOWNSTREAM DEPENDENCIES: What campus units, campus systems, or partners/constituents external to CSUN will be affected by failure of this critical function?

If student is not certified to the Veterans Administration, student fees may not be paid by the Federal Government.

PERIODS OF PEAK NEED OR ACTIVITY: Indicate high activity periods for this critical function or periods when the need for it is essential. Examples might be the annual fiscal closing and course-registration.

This function has *no* peak-period months.

This function has the following peak-period month(s). Select as many months as needed.

<input checked="" type="checkbox"/>	Jan	<input checked="" type="checkbox"/>	Mar	<input checked="" type="checkbox"/>	May	<input checked="" type="checkbox"/>	July	<input checked="" type="checkbox"/>	Sept.	<input checked="" type="checkbox"/>	Nov.
<input checked="" type="checkbox"/>	Feb	<input checked="" type="checkbox"/>	April	<input checked="" type="checkbox"/>	June	<input checked="" type="checkbox"/>	Aug.	<input checked="" type="checkbox"/>	Oct.	<input checked="" type="checkbox"/>	Dec.

Enter explanation, if necessary: Peak demand for these services coincides with the start of each semester.

This function has *no* peak period within the month.

This function has one or more peak periods within the month. Enter week(s) or day(s) of month.

Enter explanation, if needed.

CAMPUS INFORMATION TECHNOLOGY NEED--Identify all campus technology systems that are critical to this function.

Campus Wide Systems:

- Campus Phones/Voice Mail Internet Access Campus Portal File Shares
 Data Center Email SOLAR HR/Fin/Student Administration Other(s), list:

Local Systems:

Please list: ID Works, anrsq server

Inter-Campus Relationships:

Identify any relationships with the Chancellor's Office other CSU campuses that support the recovery of this critical business function (i.e. Memoranda of Understanding).

In addition, include any commitments that CSUN has to support recoveries originating from crises at other campuses.

N/A

Contact: _____ Email or Phone Number: _____

4 Recovery Approach

How will this critical function be continued or resumed at sufficient levels to sustain the university in the event of a critical incident? The unit may have no or limited access to one or more key resources for days, weeks, or months. Use this as a guideline:

We will restart or continue critical functions related to campus instruction, research, and key services at sufficient levels as quickly as possible, no matter what the conditions.

If functionality has not been recovered to an adequate level by any of the Interdivisional or external resources, refer to the Worst Case Scenario Recovery Plan (WCSR)

Each Recovery Approach tracks back to an item in the Key Information list.

The Recovery Plan in the case of Veterans Certification is done under the assumption that classes will be resumed in a reasonable period of time. If the campus were to be closed for an entire term VA Benefits would not apply and the function would not be necessary. Students that were already certified would need to be withdrawn (this could be done solely via the web).

1. Retrieve paper forms from campus. Contact Veterans via email of alternative method of submitting "Request for Certification", if not done prior

2. Contact IT to assess level of functionality in SOLAR to determination of status can be made via the University Catalog and records within the Veterans Office on campus
3. Contact Federal Government - GI Bill.gov - VAONCE - Submission of information the Veterans Administration is done via the web and could be done via resources off campus if necessary.
4. Contact Campus Postal Services to establish alternative method of receiving US Mail and contact Student Financials for transfer

Worst Case Scenario Recovery Plan

Historic Reference

In 1994, CSU, Northridge as a campus was impacted by the Northridge Earthquake. The Admission and Records office was not suitable for occupancy. The A&R management team assembled to discuss and modify critical functions so that we could move forward. Functions were restored to sufficient levels within two weeks. A&R will follow the same process in the event of similar future events.

Functions modified in 1994

1. First Time Freshman Admissions
2. Transfer Admission
3. Return Readmit
4. Graduate Admission
5. Athlete Admission
6. International Admission
7. Reporting (ERSA)
8. Sevis Reporting
9. Manage Test Score Results
10. Incoming transcript Evaluation
11. Transcripts Outgoing
12. Scheduling of Classes
13. Veterans Funding
14. Class registration
15. Grade Processing
16. Report to NSC
17. Reporting (ERSA)
18. Graduation Clearing (triaged)
19. Verify Degree & send file to NSC
20. Degree Audit Needed for clearing (batch process)
21. Reporting (ERSD)
22. Photo ID

Future plan

- A&R is dependent upon IT establishing network connections. As soon as we have access to the necessary applications, A&R can begin to resume operations.
- IT has an established MOU (Memorandum of Understanding) with two sister campuses, Fresno State and CSU Channel Islands.
 - In the event that Northridge is unable to regain functionality on campus, and/or experiences a loss of servers, Fresno and Channel Islands will assist with resuming normal operations.
- If campus is not suitable for occupancy, staff may work from their home computer and telephone.
 - A&R telecommuter agreement attached.

- All telecommuting staff will have access to procedures.
- VPN instructions for SOLAR will be provided to telecommuting staff.

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EMERGENCY PROCEDURES MANUAL

Revised by Marianne Afifi, Library Associate Dean
Last Updated: February 24, 2014

In case of an emergency, the safety of people is paramount. If an emergency occurs, remain calm, exercise sound judgment and refer to this document as needed for the correct procedure. The senior employee at the site, together with a building marshal has the prerogative of making the appropriate decision as to what response ought to be made to an emergency (see Library Chain of Command). Follow instructions issued in accordance with that decision, and help yourself and others to safety.

This manual is designed to help you understand what to do in different types of emergency situations. **Your responsibility as a person who works in the Library is to be familiar with general and library- specific procedures.** A copy of each of the documents listed is to be kept readily available at each service point in every department, and on the Library’s Intranet.

- the procedures in this manual;
- the Campus Emergency Procedures, (<http://www-admn.csun.edu/publicsafety/emergency/>);

- with the Emergency Operations Desk Reference for Faculty (<http://www-admn.csun.edu/publicsafety/emergency/ppt/faculty/html/index.htm>) if you are a Faculty Member;
- or with the Emergency Operations Desk Reference for Staff (<http://www-admn.csun.edu/publicsafety/emergency/ppt/staff/html/index.htm>) if you are a Staff Member or staff report to you;
- or with the Emergency Operations Desk Reference for Students (<http://www-admn.csun.edu/publicsafety/emergency/ppt/students/html/index.htm>) if you are a student.
- A list of employees with phone numbers where they can be reached during the day (other than office numbers).

EMERGENCY COMMUNICATIONS

- **Connect-ED – Mass Communication System**
CSUN has a mass emergency communication system that can send messages to all faculty, staff and students. The Connect-ED system allows Cal State Northridge administration or emergency response personnel the ability to send all students, staff and faculty time- sensitive information about unforeseen events and emergencies using voice, email and text-messaging. The system can be used to broadcast pertinent information and provide details on appropriate response.
- **Campus Carillon – Outdoor Public Broadcast System**
The Carillon is an outdoor public broadcast system. It is intended to alert persons who are outdoors and is not designed to be heard inside buildings. Real-time messages and emergency instructions can be broadcast.
- **CSUN Home Page**
Another source for emergency information is the CSUN home page: <http://www.csun.edu>. During a critical incident or emergency, information will be prominently displayed on the home page.
- **CISCO IP Phone Alert**
The campus CISCO IP telephones allow CSU Northridge administration and emergency response personnel the ability to simultaneously send an audio and text message to office phones.
- **Emergency Signage**
Emergency signage may be placed along the campus perimeter and within the campus to alert you to campus evacuation, closure, partial closure or testing of emergency communications.
The signs include the LED message boards, the electronic marquee on Zelzah and laminated signs on sandwich boards strategically placed around the campus.

- **CSUN Campus Status Information**

You may check the [CSUN web site](#), the [CSUN Emergency site](#) and call the toll free numbers during a campus emergency or critical incident for information on the status of the campus, i.e., **Emergency Signage**, if the campus is closed, if classes have been cancelled, or other announcements.

Useful Emergency Telephone Numbers at CSUN:

- Toll free Campus Status Number (Faculty) 1-866-535-2786: Faculty/Staff
- Toll free Campus Status Number 1-866-515-2786: Students/Community Members
- 24-hour Emergency (CSUN Police, Fire or Medical) 911 or 1-818-677-2111
- 24-hour Non-Emergency 1-818-677-2111
- Amber Light Program (Vehicle jumpstarts or Key Lock Out Assistance) 1-818-677-2157 or 1-818-677-2111
- Emergency Preparedness 1-818-677-5973
- CSUN Threat Management Unit 1-818-677-3901
- Office of the Chief of Police 1-818-677-2201
- Crime Prevention Unit 1-818-677-5042 or 1-818-677-5048
-
- Matador Patrol (Personal Safety Escorts) 1-818-677-5042 or 1-818-677-5048 or 1-818-677-2111
- Environmental Health and Safety 1-818-677-2401
- Klotz Student Health Center 1-818-677-3666
- Physical Plant Management 1-818-677-2222

Within the Oviatt Library, as within many individual campus buildings, the emergency signals are:

- A continuous siren.
- Flashing strobe lights in all locations.
- The sounding of an electronic bell.
- A public address voice announcement giving instructions in case of emergency.

In order to ensure your own safety as well as that of other employees, you must:

- Report all emergencies. Act quickly and never wait to pursue a chain of command.
- **Call x2111 or (9)911 immediately, then notify Guest Services at x2274 or Administration at x2271.**
- Become familiar with the evacuation plan for your area, including primary and secondary evacuation routes, and the primary and secondary Library Assembly areas.

- Provide assistance during an emergency as you are able.
- Become familiar with emergency phone numbers.
- Stay CALM during an emergency, and help others to do the same.

PHONE TREES

Each Department/Unit will maintain a current phone tree for emergency communications. The phone tree should be updated when employees join or leave the department. The phone tree will be activated by a call from the Dean or Associate Dean.

EMERGENCY ROUTES

Refer to the building map on the Library web site <http://library.csun.edu/About/BuildingInformation> and included at the end of this manual to plan emergency evacuation routes. You are responsible for knowing the most direct emergency route out of your regular work area, as well as an alternate route. Familiarize yourself with other routes out of the building in the event you are not at your desk at the time of emergency. Always take your most important personal items with you, including car keys, cellular phones, and purses.

EMERGENCY SUPPLIES

- **Personal Supplies:** You should have a personal emergency kit at your desk. This should include a working flashlight (preferably one that you can hand-crank to charge, a portable radio, a quart or half gallon of bottled water and a few food items (such as nutrition bars) a sweater, and comfortable walking shoes. Remember that battery operated devices need fresh batteries once a year.
- **Department Supplies:** Department supplies for emergencies and first aid are kept in central locations and replenished regularly. The locations of the supplies are noted on the Library emergency map.
- **All-Library supplies:** An inventory of Library emergency supplies including locations is kept as a separate document on the Library's Intranet

DISRUPTION & LIBRARY EMERGENCY PROCEDURES

(See "Library Line of Succession" posted on the Library's Intranet
https://library.csun.edu/intranet/admin/Line_of_Succession.doc)

Monday - Friday, 8:00 a.m. - 5:00 p.m.: Call Library Administration x2271. Speak with the Dean or Associate Dean of the Oviatt Library, or the acting administrator in charge of the Oviatt Library. Explain the situation and follow instructions. If these individuals are not available, or if you can make only one call, notify Guest Services at x2274. All other times the Library is open: Call Guest Services x2274. Explain the problem to the staff member on duty (not a student assistant), who will also contact the Reference

Desk and speak with the reference librarian (s) on duty x6671. Together they will instruct others in the Library as to what response to take, using sound overall judgment. They will also follow the general direction of the Dean or, if unavailable, the Associate Dean or Academic Vice President, and consult with the Campus Police, PPM and building marshals as needed via telephone.

The building marshal, and/or employee in charge of Guest Services and/or the Reference librarian on duty at the time will contact the following:

- Dean of Oviatt Library, Room 373, West Wing, 3rd Floor or cell phone 619-300-7349
- Associate Dean of Oviatt Library, Room 373, West Wing, 3rd Floor or cell phone 310-869-2288
- Facilities Manager, Room 373, West Wing, 3rd Floor or cell phone
- Campus Police, x2111
- Oviatt Library Building Marshals (see list on the Library's Intranet)

Contact the following if the area listed is affected:

- Ferman Presentation Room, Garden Level-contact RIOS -1-818-677-2277 (or call Sarah Sayeed (818) 677-7629)
- Teacher Curriculum Center (TCC), Garden Level – 1-818-677-2501
- Interlibrary Loan (ILL) (1st Floor, Core) – 1-818- 677-2294
- Learning Commons Technologies (LCT) 1st Floor, Core & Sierra Hall Computer Lab Rm. 392- 1-818- 677-6304
- Media Commons (formerly Friends Book Store) 1st Floor, West Wing- 1-818-677-3595 (current contact) Contact RIOS 1-818-677-2277 starting summer 2014.
- Reference, Instruction and Outreach Services (RIOS), 1st Floor, Room 102A- 1-818-677-2277
- Music & Media (M&M) 2nd Floor, East Wing- 1-818- 677-2211
- Special Collections and Archives (SC/A), 2nd Floor, West Wing- 1-818- 677-2832
- Learning Resource Center (LRC) 3rd Floor, East Wing - 1-818- 677-2033
- Library Administration, Personnel & Finance (West Wing, 3rd Floor)- 1-818- 677-2205
- Reserve, Periodicals & Microform (RPM) 4th Floor, East Wing – 1-818- 677-3282
- Collection Access and Management Services (CAMS) , 4th Floor, West Wing, - 1-818- 677-2261 or 2265
- Universal Design Center (UDC) Garden Level , Rm. 5 – 1-818-677-5898
- University Archives, Garden Level, Rm. 4- 1-818-677-4277

PANIC BUTTONS

In emergency situations where calling Campus Police is not an option, panic buttons should be used for an immediate police response. Panic buttons are available at the following service desks: Teacher Curriculum Center, Reference, Special Collections, Music & Media, and Reserves-Periodicals-Microform. Please familiarize yourself with their locations under the counter; there may be more than one panic button per area. To activate the button, squeeze the device from the sides between the thumb and forefinger. The panic button activates a silent alarm in the area and two audio alarms; one at Campus Police and the other at the Guest Services Desk. Campus Police are instructed to call the alarmed area to gather information for the responding officers. Be advised that Campus Police are required to report to the area, regardless if phone contact is made or if the alarm happens to be false. Guest Services will respond in person upon alarm activation.

EVACUATION OF THE LIBRARY

Evacuation of the building is the normal response to fire, earthquake, or an extended power outage. The usual signal for an evacuation will be the building fire alarm (horn/siren plus blinking strobe lights). A series of voice messages will announce the evacuation after an alarm is sounded. In the case of extended power outage or earthquake, the Building Marshal or senior person present will pull a fire alarm to initiate evacuation. **Once begun, an evacuation must be completed.** Allowing people to return to the building while others are still trying to leave causes great confusion and may contribute to injuries. Even a false alarm should be treated seriously, and the building evacuation completed.

BUILDING MARSHALS

Principal building marshals and building marshals are the main contacts throughout an evacuation. The list of current building marshals with floor assignments is available on the Library Intranet. Because there is always a possibility that not all of them will be present when an emergency occurs, student assistants from Guest Services may act as backup building marshals in an attempt to evacuate the building. Student assistants are not required to do so and their supervisors need their consent before asking them to assist in an evacuation. Please keep the list handy so that you can know whom to contact and familiarize yourself with the marshals on your floor.

EVACUATE!

Marshals or their alternates must immediately begin the evacuation of the building. Do not wait to see if there is an actual emergency. Such delays can cause life threatening time loss in the event the alarm is real. Never assume that an alarm is false. Do not wait until you see staff or police or fire responding. If the alarm goes off, it doesn't matter if it is real or not.

Everyone helping to conduct an evacuation should use a loud voice to tell patrons to "take your personal belongings and leave the building."

STOP WORK!

The safety of life is the primary concern during an evacuation. Work will wait!

FOLLOW DIRECTIONS!

If marshals, fire or police personnel give you directions, follow them. See the building map for evacuation routes and locations of emergency supplies and fire extinguishers.

TAKE ONLY WHAT YOU NEED!

Only take keys for home, office, and car; cell phone; wallets or purses. Do not stop to pack your briefcase or take other materials. You will lose valuable time, and possibly cause an evacuation hazard.

USE STAIRWELLS ONLY!

Never use elevators or moving escalators during an evacuation unless that is absolutely the only way out. The escalators in the Oviatt stop when the alarm is activated, and the doors close to form a fireproof area. You may walk downstairs using this exit, but it is easier to go down any of the numerous stairways located on all sides of the building. Stay in the center of whichever stairwell you use. Please familiarize yourself with the nearest stairwell to your workplace and direct others to rear stairwells to disburse crowding.

REMAIN CALM. DO NOT PANIC!

Try to reassure others as well. The evacuation needs to be completed as quickly as possible.

GET OUT OF THE BUILDING!

What may seem safe at the moment could become a trap very quickly. Get away from the building, off the portico, and away from the stairs. You could be in danger by remaining that close. Also you could be hampering any ongoing rescue attempt. In rare instances you may be asked to shelter in place. Please follow directions of Campus police, senior employees or Building Marshals.

GO TO THE ASSEMBLY AREA!

Go to the assembly area to be checked in. See the map indicating the primary and secondary assembly areas. The primary area is to the west of the building under the trees south of Bayramian Hall. The RIOS, CAMS Secretaries and the Administration Receptionist have employee lists and need to account for faculty and staff in their areas. If these employees are not available, the department chairs or Administrators will provide a list and designate alternate roll takers. Area and department supervisors must account

for their student employees. They should have up-to-date lists available for this purpose. Each department should keep a list of student employees with a schedule in an easily accessible place so that it can be taken to the assembly area.

DO NOT RE-ENTER UNTIL AUTHORIZED!

During normal working hours, marshals will proceed to evacuate their areas according to the emergency plan. Other employees should assist the marshals in the areas in which they find themselves. See employee assembly map for the assigned locations of building marshals after the building has been evacuated. Only the Dean, Associate Dean, Administrator-in-Charge, or on evenings and weekends the Guest Services staff member on duty may authorize the re-entry into the building.

In an evacuation, our primary concern is preservation of life. All exits, including alarmed exits should be used if they are passable. No effort should be made to inspect personal belongings at the exits. Materials which are supposed to stay in the Library can be received at the Guest Services desk. Before using a stairwell, check the door visually and by touch to avoid opening it into a burning stairwell. In case of earthquake, falling debris may dictate that the safest route from the building is through the TCC and exiting either by the North door or the South doors.

Guest Services will accomplish the following actions under normal circumstances. If Guest Services staff are unable to complete these tasks, the building marshal or senior person in charge of the emergency, will delegate the tasks to available staff.

IMMEDIATELY:

1. The principal building marshal or acting building marshal should station him/herself at the front of the lobby or, if building is unsafe, near the base of the west ramp about 100 feet from the building and assign personnel to ensure that the following actions are taken.
2. Pull the fire alarm, if it is not already sounding.
3. Use P.A. microphone behind the Guest Services Desk to announce: "The emergency alarm is sounding. Please exit the building immediately and take your personal belongings with you.
4. Locate the source of alarm as indicated by enunciator panels on the wall next to the Guest Services Desk in the lobby or in the hallway behind the Library Dean's office. Check the area indicated on the panel for the cause of the alarm (alarm box pulled, or smoke detector with red indicator light on). Report the findings to building marshal. Press the appropriate button as indicated to acknowledge alarm.
5. Call Campus Police at x2111 immediately to report alarm activation and to update them on the existence of a real fire or evidence of a false alarm, based on above investigation.
6. Open stanchion ropes at exit.

7. Stop the ascending escalators with red button at each floor – this allows them to be used as descending stairs.
8. Call the elevators in west, east, and core locations to main floor; stop and lock them using emergency stop switches. **Do not ride elevators in an emergency under any circumstances!**
9. Close hallway, stair and elevator doors to inhibit spread of fire and smoke. Most doors will close automatically when alarm goes off, but close any that are not closed.
10. Alert users in disabled study rooms on the first floor, west wing; aid them in exiting safely. **Persons in wheelchairs should not be carried down the escalator or stairs unless by police or emergency personnel.** In an extended power outage, a non-emergency alarm sounding, or a drill, an assisting person should be assigned to stay upstairs with a disabled person. If a disabled person must be carried downstairs due to power failure, Campus Police (x2111) should be called to assist. They should obtain permission and ask for specific instructions as to how to carry the person and will abandon the wheelchair if necessary. Immediate evacuation for a non-ambulatory person should only be attempted if a life-threatening situation is imminent. If you cannot locate help, move the non-ambulatory person inside an exit stairwell and report the location to emergency personnel. Exit stairwells are fireproof and provide the greatest safety inside the building until help can arrive (see [“Disabled Persons”](#) in the next section).
11. Designate staff/student assistants wearing orange vests to tell people to clear the porches and wait on the lawn or the sidewalk well clear of the building until the building is declared safe for reentry. Use yellow “do not cross” tape to rope off the porch in front, keeping people off of the Grand Stair as well as the east and west stairs. Other staff should walk around the porch on all sides of the building to clear people off of the porches and well away from the building. Staff clearing the Garden Level of the building should be moving people away from the building in both the front and the rear. Library employees must assemble at the designated area (see map) on the sidewalk and under the trees west of the Library and south of Bayramian Hall.
12. A runner will be designated to find the Campus Emergency Operations Center and to relay information from the EOC to the Library Employees and vice versa.
13. Evacuation is complete when all floors are reported cleared and people are clear of the porches. In case of earthquake they should be far enough away from all buildings so that falling debris will not harm them. The center of the quad and the center of the lawn west of the Library should be safe places.

14. The building may not be reoccupied until ordered by the Dean, the Administrator in Charge, building marshal or Guest Services employee in charge of the building on evenings and weekends. This will generally be after the building marshal and police agree it is safe to do so, the evacuation has been completed, and the alarm has been reset. The alarm reset must be performed by PPM staff.

PROCEDURES FOR EVENINGS AND WEEKENDS

On evenings and weekends when the Library is minimally staffed, all employees present, including student employees must undertake a calm and orderly evacuation. In the absence of a building marshal, the acting building marshal may be any staff or faculty employee present, but most likely the Guest Services employee in charge of the building. The building marshal or acting building marshal should call campus police at x2111 to ask for assistance with building evacuation. The acting building marshal will ask all personnel to evacuate the floors and move away from the building using the Library's intercom. After evacuation, all employees, including students will go to the assembly area. One employee will take roll of all employees assembled in that area or a student employee may be assigned to this task.

DISABLED PERSONS EVACUATION PROCEDURES

The assigned marshal will check and clear the four Assistive Technology Rooms, located in the first floor of the West Wing. Library employees may offer to accompany patrons with disabilities during the evacuation.

Disabled and patrons needing assistance will be directed to go to either the core east stairwell landing or escalator platform on each floor. These areas will always be checked during an evacuation, and the people there assisted appropriately.

VISUALLY IMPAIRED PERSONS

Most visually impaired persons will be familiar with the immediate area they are in. In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her (this is the preferred method when acting as a "Sighted Guide"). As you walk, tell the person where you are and advise of any obstacles. When you have reached the designated Evacuation Area, orient the person to where he/she is, and ask if any further assistance is needed or desired.

HEARING IMPAIRED PERSONS

The Library is equipped with strobe lights to serve as visual evacuation alarms. Offer assistance and accompany the individual out of the building, if needed.

PERSONS USING CRUTCHES, CANES, OR WALKERS

Such persons should be treated as if they were injured for evacuation purposes. Carrying options include using a two-person lock-arm position, or having the person sit in a sturdy

chair, preferably with arms. Discuss with the individual how best to evacuate him/her expeditiously.

NON-AMBULATORY PERSONS

Seek the assistance of a marshal (orange vest) when attempting to evacuate a non-ambulatory person from a multi-story building. Immediate evacuation for a non-ambulatory person should only be attempted if a life-threatening situation is imminent. Some people in wheelchairs may have electric artificial respirators attached. They should be given priority assistance if there is smoke or fumes as their ability to breathe is seriously in jeopardy. The exit stairwells are good locations for speedy removal from smoke and fumes. If you cannot locate a marshal, move the non-ambulatory person inside an exit stairwell and report the location to emergency personnel (Police/Fire Department). The needs and preferences of non-ambulatory persons will vary. If a person **MUST** be removed from a wheel chair, **ALWAYS** consult with the person to determine his or her preference regarding:

- Ways of being removed from a wheel chair.
- Whether to extend or move extremities when lifting because of pain, catheter leg bags, spasticity, braces, etc.
- After-care if removed from the wheelchair (i.e., is a stretcher needed, chair with cushion pad, car seat, perhaps even paramedic assistance).

Additional Considerations:

- Wheelchairs have many movable or weak parts which were not constructed to withstand the stress of lifting, such as the seat bar, foot plates, wheels, movable arm rests.
- If a wheelchair is left behind, do not leave it in an exit path or a doorway.
- If attempting to move a power wheelchair, remove the batteries. Make sure the foot rests are locked and the motor is off.
- If a seat belt is available, secure the person in the chair.

EARTHQUAKE

- During the quake: Keep calm, take cover under a table or desk and hold on. Remember to keep away from glass. Try to quiet anyone nearby who panics, screams, or tries to run out of the building. After the quake stops keep patrons calm. If the quake was small and did little or no damage (up to a few books on the floor), continue as usual. If it was more serious, take the following steps:
- Prevent panic – calm people – tell them the immediate danger is past and not to rush or panic. Have patrons remain under cover in case of aftershocks while staff inspects building.
- If there is a power failure, see the section “**Power Failure**”.

- Inspect the building for broken utility lines, report immediately call the Call Center, x2222 or Campus Police, x2111. Evacuate if there is immediate danger, fire, gas leak, major structural damage, and/or if instructed by building marshal, or if building fire alarm or boiler plant whistle is sounded.
- Look for injured or trapped people. Aid them using basic first aid kits available in each department. If any appear seriously injured, following the “Medical Emergency” procedure in the Campus Emergency Operations Desk Reference. NOTE: In a major disaster when medical help is unlikely to come promptly, do NOT start CPR. Library personnel with CERT training are prepared to do triage and light search and rescue. See page, “**People With Training in Emergency Response Skills**”.
- When occupants are calmed down and adequate light is available, evacuate the building only if any of the following conditions exist:
 - More than a few books per aisle have fallen on the floor.
 - There is a power failure lasting for longer than five minutes.
 - There are broken light fixtures, broken windows or obvious new cracks in the walls.
- During an evacuation, tell people to go to open areas on campus, away from buildings. Refer to the Campus Emergency Procedures section on “Earthquake,” for further details. **Beware of aftershocks!**
- During evacuation, keep people away from windows and stacks and in safe areas in case of aftershocks. Use west wing, east wing and northwest central stairwell doors in Oviatt to exit, if possible, so as to avoid walking under windows.
- Do not allow people back in the building until told to do so by the Dean of Oviatt Library, the Associate Dean, the building marshal or person designated as in charge of the building.

FIRE & SMOKE

The building alarm only sounds in the building and at the Campus Police dispatcher’s station. During normal working hours, the Campus Police will investigate for a false alarm before calling in the Fire Department. In case of a serious fire, call (9)911 immediately to summon firefighters without delay.

- If you see or smell smoke, immediately call x2111 for emergency help. Give the location of the smoke or fire. If you see flames, immediately pull the nearest fire alarm box. Evacuate the building. Tell the Building Marshal as you leave where the fire is located. The fire alarm enunciator panel will tell firefighters which alarm box was pulled.
- If there is a general fire burning the building walls, floor, ceiling, or in a utility room, or a well-established fire in the stacks or furniture, notify key emergency personnel.

- evacuate the building, in accordance with the section entitled “Evacuation of the Library,”
- Close doors to contain the fire in as small an area as possible
- turn off the lights if the fire is in the ceiling
- Stay low to the floor and move to a safe area near an exit.
- Feel closed doors for heat before opening them. If the door feels hot, the fire may be on the other side.

FIGHTING FIRES

- If you aren’t certain you can control the fire or confident you can extinguish it completely, don’t try to fight it: **Evacuate!**
- For small fires of wood or paper (Class A), use the red multipurpose dry powder (Class A, B, C) extinguishers mounted in wall niches throughout all floors and individual departments. **Familiarize yourself with their locations in your work area.** Break the glass to access the extinguishers, unless you have easy access to a key, located in all departments where these boxes are located. All keys fit all boxes on all floors in the wings. To use: Pull the pin, aim at base of flames from 6 to 8 feet away, squeeze lever. Small fires can also be smothered.
- For electrical fires contained inside a machine, turn it off or pull the plug if at all possible. This may be all that is needed. Do not open the machine or attempt to use it again until it is inspected by a qualified repair person. If flames are present, use the red multipurpose dry powder (Class A, B, C) or CO2 (Class B, C) extinguishers mounted in areas with electrical equipment. Direct nozzle at base of flame from about 6 to 8 feet. These can also be used on flaming liquids.
- Report any fire, no matter how minor, on an incident report.
- Report any fire extinguisher you use, or notice missing or without a full charge to Library Administration, x2271; they will notify PPM for recharge or replacement.
- **Know where the fire extinguishers in your area are located,** and how to access them in an emergency. Be familiar with the fire extinguishers in your area by type, type of fire for appropriate use, and how to use the fire extinguisher. From time to time fire extinguisher training will be offered. Take advantage of this opportunity. The Facilities Manager (Jason Billick) will insure that the fire extinguishers are regularly inspected.

POWER FAILURE

- Keep people calm and avoid panic or rushing for the exits. Remind people of all stairwell exits, including those on the north sides of the Library core and in the east and west wings.
- Monday through Friday, 8:00 a.m. to 5:00 p.m., notify the Call Center, x2222. At other hours, notify Campus Police, x2111.
- In the Oviatt Library, an automatic emergency generator will provide light. Lanterns will be kept for use in completely dark areas should this occur. All building marshals and staff should have flashlights as well.

- If power failure lasts for more than five minutes, evacuate the building as described in the section “Evacuation of the Library,” Evacuation is necessary due to the short life of the building emergency lights.

MEDICAL EMERGENCY

Summon emergency help by calling Campus Police at x2111. Say that you have a medical emergency in the Oviatt Library and follow instructions. Police officers will be dispatched and an ambulance requested. One person should stay with the victim while another calls for help. First aid kits are available at the following locations:

- 1st floor Guest Services
- 3rd floor West Wing Administration
- Garden Level TCC
- 4th floor East Wing, Reserve, Periodicals & Microform service desk
- 4th floor West Wing Technical Services

People with Training in Emergency Response Skills:

The following Library personnel have some level of First Aid and CPR training:

- Dean Arnold, CPR by the American Red Cross
- Jason Billick (life guard)
- Laura Clary, CPR and basic first aid, certification expired
- Felicia Cousin, some CPR skills
- Colleen Garcia, CPR and First Aid Certified by American Heart Association. Certified as a 24 hour emergency responder, HAZWOPER 40 hour & 8 hour and search and rescue.
- Kate Gurewitz, CPR certification not current but was a paramedic with LAFD for 17 years
- Charissa Jefferson, CPR, First Aid and AED as of March 1, 2014
- Bruce McDonald, CERT Level 1 and 2 trained. CPR and First Aid certificates are out of date
- Darnesa Morris, ILL CPR and First Aid certified.
- Mike Villalobos, CPR

Immediately summon the nearest of these people if someone is bleeding heavily or not breathing. Also, have someone call Campus Police at x2111.

If there is a serious injury or illness occurs, remain calm and proceed as follows:

1. Call University Police at 911 from a campus phone or 677-2111 from a cell phone.
2. Give your name.
3. Describe the nature and severity of the medical problem.
4. Give the campus location of the victim.
5. Provide an estimated age and gender of the victim.
6. Describe whether or not the victim is conscious and breathing.
7. Look for emergency medical ID and give all information to the Police.

8. Administer first aid to the extent possible based on our level of training or summon the nearest of the people in the preceding list.

Note: All University Police Officers are trained in basic first aid, CPR and AED. During normal working hours (8-5) Monday through Friday, a nurse and/or a doctor from the Klotz Student Health Center will also be summoned.

1. In case of minor injury or illness, an injured person may go to the Klotz Student Health Center. If in doubt, contact University Police!
2. All injuries must be reported to supervisors.
3. A Supervisor's Accident Investigation Report (DH&S Form 620) must be completed and sent to Human Resources within 24 hours for ALL employee injuries.

AUTOMATIC DEFIBRILLATOR

An automatic defibrillator is located on the first floor of the Library on the West wall near the core elevators. Several Guest Services staff members are trained in the use of the device.

BUILDING SECURITY

Security is monitored by the Guest Services desk on a limited basis. Cameras are installed throughout the library to ensure the protection of state property but are not monitored regularly. Camera footage is recorded and may be viewed by Guest Services staff, Library Administration, and Campus Police for investigative purposes only. Guest Services Floor Assistants patrol the library for suspicious activity, disruptive patrons and general misconduct. They also ensure that patrons are abiding by the Library Rules of Behavior and University Code of Conduct. They are instructed to notify Guest Services staff of any problems and the staff will respond accordingly or notify Campus Police for further assistance.

PROBLEM PATRON OR OTHER NEED FOR ASSISTANCE

When an urgent or disruptive situation arises, contact your immediate supervisor, if available, and also call Guest Services at x2274, **ask for the supervisor in charge** and explain the situation. The staff member in charge of Guest Services will send help as needed and/or provide further instructions. Guest Services will also notify Library Administration during normal weekday hours or at other times via cell phone if necessary. You must file an incident report in all cases in which you are involved. You may be asked to contribute information to an incident report if you were a witness. In cases when there is no time to call Guest Services, dial Campus Police directly at x2111. If that is not possible, dial 911 for help if you are using a cell phone; (9)911 if you are using a campus phone. In the absence of other information, always assume that no

one has summoned the police. Campus Police assure us that they would rather have multiple calls on the same incident than none at all. If you cannot get to the phone, try to move to an area where there is a phone or other people. Ask the person to come with you and try to get to the nearest service desk, where you can get assistance. Do not hesitate to do what is necessary to summon assistance.

Departmental personnel who work at a service point should establish an agreed-upon and universally understood emergency signal, whether it is a word, a number, or a gesture. When in distress, say the word or number (e.g., “pickle” or “five”), or make the gesture (for instance, picking up the desk manual and putting it in an agreed-upon location). Those working with you can act upon this signal and phone the police and/or Guest Services.

Panic buttons are located at the Reference Desk on the 1st floor, at service desks on the 2nd, 3rd, and 4th floors of the East Wing, in Special Collections & Archives, 2nd floor, West Wing, and at the TCC service desk on the lower level.

Please familiarize yourself with their locations under the counter (2 at each counter). In case of emergency or other uncomfortable situation, especially when working alone, set off a panic button. Squeeze the device between the thumb and forefinger. The panic button is wired to the Campus Police and also sounds at the Guest Services Desk, alerting staff there. Help will be on the way without your having to give away that you are signaling for help. Please do not use the panic buttons if you find it is possible to call the Campus Police or Guest Services when you need non-emergency assistance, however. Practice drills should be arranged twice yearly with the Guest Services Supervisor and coordinated with Campus Police.

If you must manage a situation directly while waiting for help to arrive, **NEVER TAKE ANY PERSONAL SAFETY RISKS!** Do not attempt to restrain or confine an individual, and do not attempt to touch someone who is being disruptive. If it is possible to get his/her attention, you can speak to them in a calm and quiet voice and assure him/her that you are there to assist. Let them talk, if they have a story they want to communicate. Be sure that while you are doing this, however, help is on the way. When confronting abusive or loud patrons who refuse to cooperate with instructions from Library personnel or other officials, state calmly that Library policy prohibits disruptive behavior, and that if they do not cease their disruptive behavior (and state what it is), you will call the police. Follow through and call the police if the disruptive person does not obey.

Your primary concern should be to assure that help is summoned. The safety of all persons in the building is paramount. You may be dealing with a variety of volatile unknowns in any situation of duress, including drug overdose or failure to take prescribed maintenance medication. You do not need to diagnose or treat the problem, and you do not have to put up with or manage a dangerous, loud, or abusive visitor. Your responsibility is to notify those at Guest Services and/or Campus Police who will resolve the situation and bring needed help.

Please do not hesitate to call Guest Services, even for less serious problems such as no break relief, or being uneasy about a patron loitering with no apparent purpose. Night

desk workers, when working alone in isolated areas, are urged to use this procedure freely. All staff are urged to contact Guest Services for assistance if calling the Police or following some other emergency procedure does not make sense, or seems too drastic for the situation. This procedure is designed to get help for workers in uncomfortable situations.

BOMB THREAT

Immediately notify campus police at x2111 and also Library Administration at x2271. The police will give the evacuation order, which is almost always likely in a bomb threat situation. Complete the following checklist as thoroughly as possible. If another person is nearby, that person should notify campus police at 911 and the Dean or administrator in charge of the Library, sharing details as recorded by the call taker.

BOMB THREAT CHECKLIST

Person's Exact Words:

Questions To Ask, If Possible:

Where exactly is the bomb? _____

When will it go off? _____

What does it look like? _____

What will prevent you from doing this? _____

Why was the bomb placed? _____

Who placed it? _____

SEX: male female

AGE: young old middle

ACCENT: (describe) _____

SPEECH: slurred distinct clearing throat slow rapid loud

soft crackling laughing crying voice nasal raspy other

TONE OF VOICE:

calm excited nervous angry, irate

BACKGROUND SOUNDS: _____

FAMILIAR VOICE? If so, who? _____

Person taking call: _____

Person witnessing/monitoring: _____

Date/time received: _____

Time call ended: _____

If not already informed, immediately call Campus Police at x2111 and Library Administration at x2271. To avoid rumors and confusion, do not discuss the call with anyone other than the Campus Police and Library Administration.

OTHER THREATS

- Use the bomb threat checklist to ask similar questions.
- Report any suspicious packages to Campus Police immediately. Do not move or touch a suspicious package.
- The offices surrounding the immediate area of the package must be evacuated.
- When receiving a threat in the mail, limit the number of persons who touch the letter to an absolute minimum. Report the mail threat immediately. This will help to preserve the item as evidence so it can be processed for fingerprints, etc.

- When receiving a threat in person, activate a nearby panic alarm. If no such alarm is available, call Campus Police at x2111. See Problem Patron, p. 21.

DEMONSTRATION

The grand stairs in front of the Oviatt have become a favorite campus meeting place. A student demonstration on or near the Oviatt steps or portico may occur. It may be planned or spontaneous. In the case of a planned demonstration, prior approvals and notifications will have been given, and Campus Police will already be present to keep order and to guarantee a safe and clear path in and out of the Library. In the event of a spontaneous demonstration, Campus Police need to be notified.

If you see a demonstration forming or in progress on the Oviatt lawn, steps, or portico, call Library Administration at x2271. Library Administration will notify the Campus Police if needed. Please do not attempt to interfere with a demonstration. Campus Police will be in charge.

OTHER TYPES OF FACILITIES EMERGENCIES

Other types of facilities emergencies include: broken doors or windows; broken locks; stuck elevators with people trapped inside them and ringing the alarm bell; overflowing sanitary facilities; exposed power lines; raw sewage leaks or spills; gas leaks; chemical spills; and water leaking onto books, carpeting, equipment, furniture, or people. For all other facilities emergencies, call the Call Center at x2222 and state the emergency. Also notify the Guest Services Desk, x2274. Some emergencies, such as hazardous materials, may require a decision from the Administrator or Librarian in charge about whether the building needs to be evacuated.

TELEPHONE FAILURE OR BUSY LINE TO CAMPUS POLICE DURING EMERGENCY

If telephone communication fails, send a student assistant on foot to Campus Police if you need to contact them. The Campus Police Station is located at the S.E. corner of Darby Ave. and Prairie St. In a major emergency, police radio cars will be located around campus. An alternative communication method is to use cellphones. Seek volunteers with phones from staff, administrators, or others nearby.

RESPONSE TO ELEVATOR SMOKE DETECTION SYSTEM ACTIVATION

Smoke detectors located near the ceiling between the elevator doors on each floor of the core Library building will cause the elevators to go directly to the lower level and stay there if smoke activates them.

If an actual fire is found, follow the emergency Fire & Smoke procedures. If a false alarm has occurred, phone either the PPM Call Center at x2222 Monday through Friday, 8:00

a.m. - 5:00 p.m. or the Campus Police at x2111 during other hours. They will arrange to have the system reset as soon as possible so elevator service can be restored. If a lack of elevator service has stranded any disabled patrons on upper floors, explain the situation to them, and make sure the personnel working on restoring service are aware of the disabled patron's problem. If the patron needs to leave the building before the elevators are returned to service, contact Campus Police for assistance. See "Disabled Persons", page 13.

TURNING OFF THE BUILDING EMERGENCY ALARM

The PPM Call Center, x2222, should be notified immediately if the alarm needs to be turned off. On evening hours and weekends, call Campus Police at x2111. Any time the alarm goes off, it must be reset by PPM.

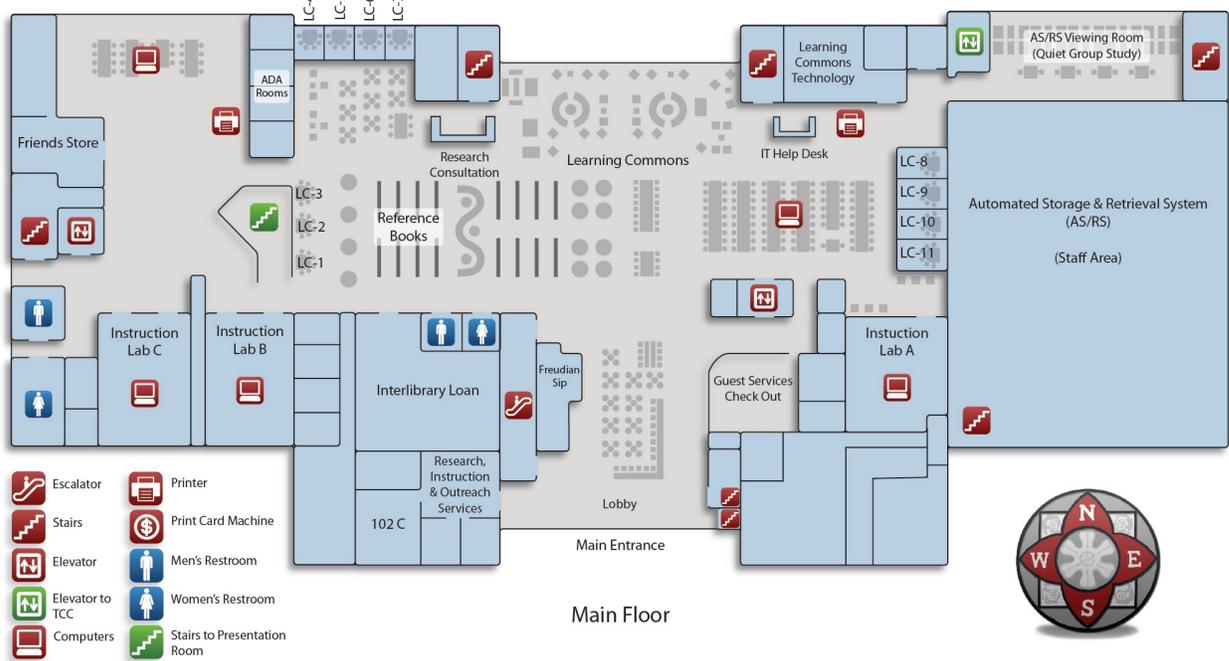
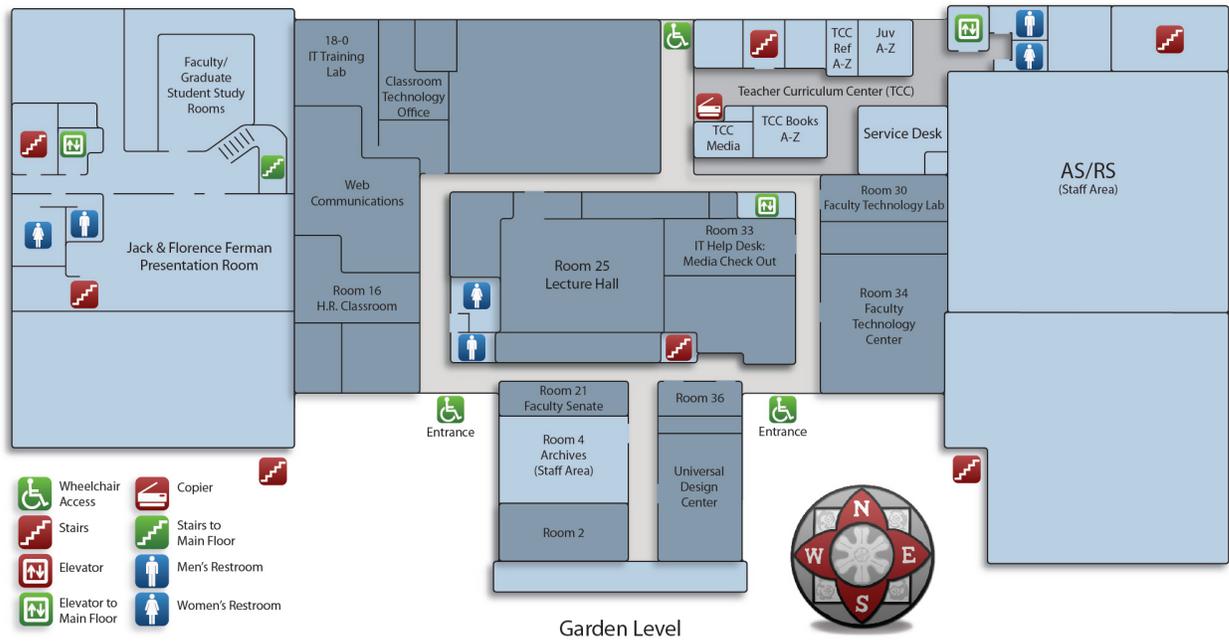
If an individual alarm box in the Library was pulled, it must be reset, and then the alarm turned off and reset at the main control panel at Guest Services. Contact the Guest Services Staff member on duty at x2274.

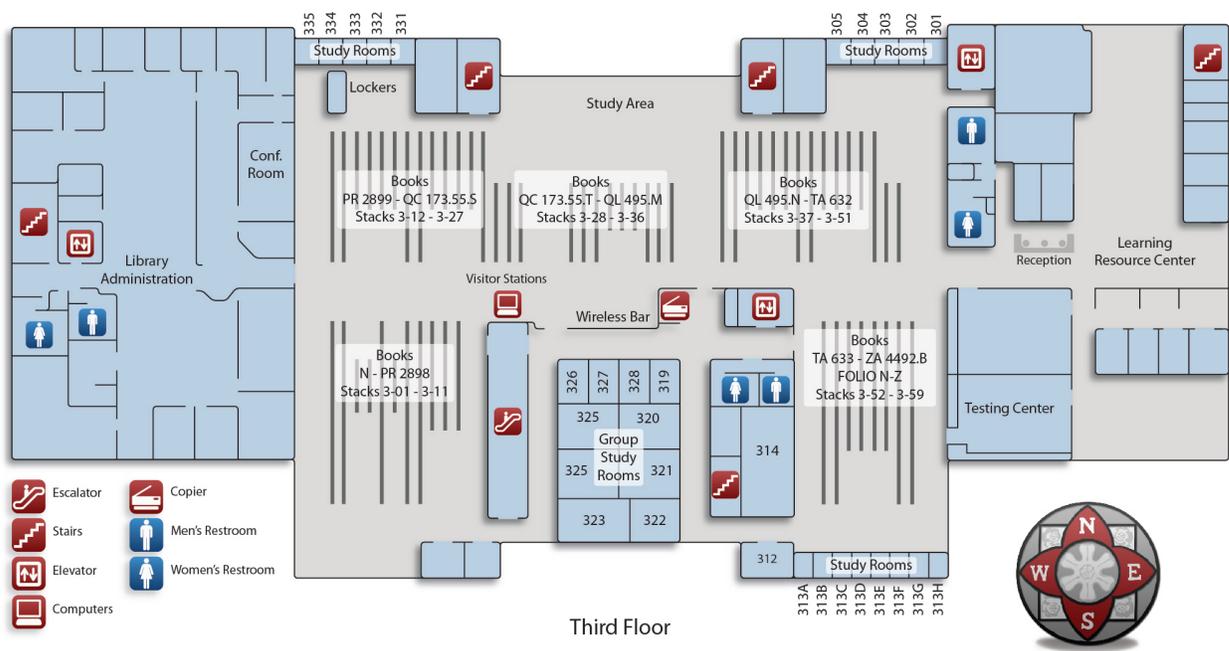
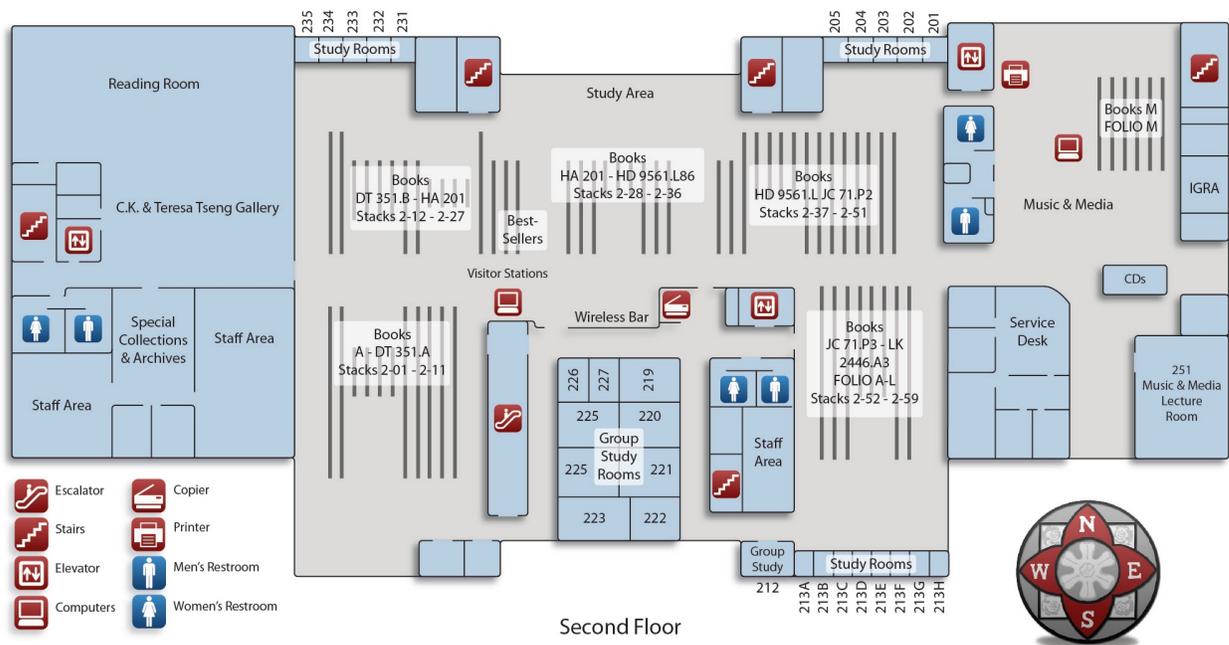
INCIDENT REPORT

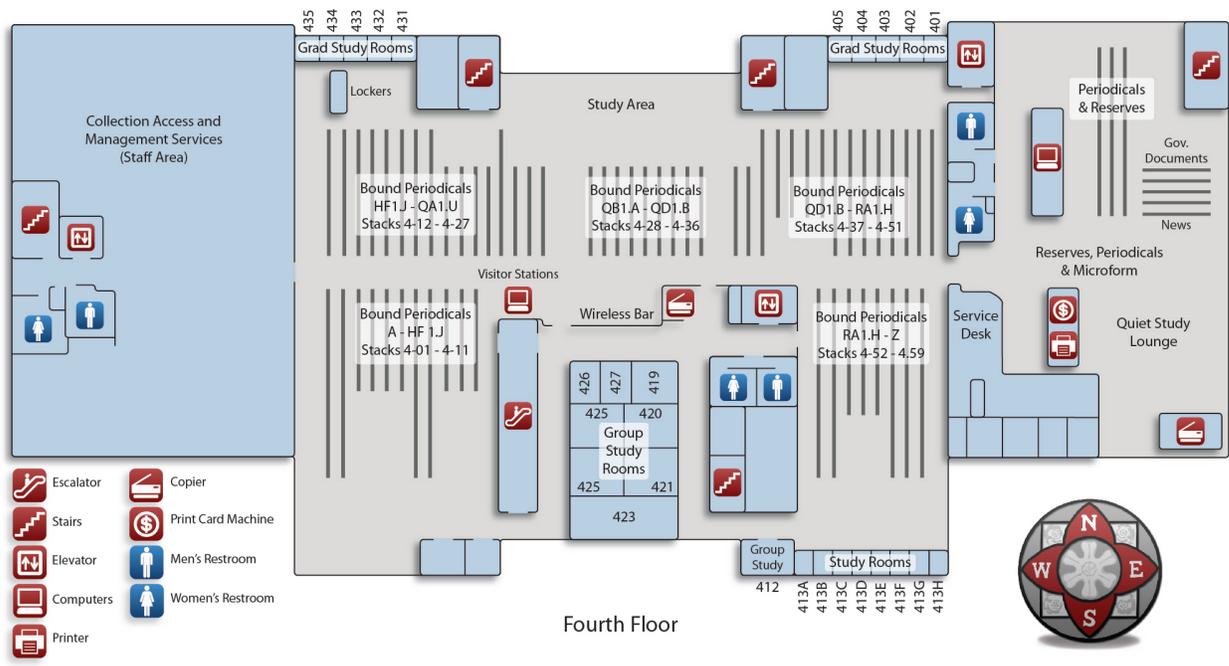
An incident report must be completed and submitted for reporting injury or illness, property damage, problem patron, theft, indecent exposure, unlocked door or window, or other incidents as needed. The Incident report form is available on the Library's Intranet (<https://library.csun.edu/intranet/emergencies/incidentrept.pdf>)

FLOOR PLANS

All Library Floor Plans / Layouts can be found below at:
<http://library.csun.edu/About/BuildingInformation>







**Business Continuity Plan
Attachment - Narrative (Classroom Instruction)**

Organizational Unit: The Tseng College
Planning Responsibility: John Binkley, Associate Dean
Critical Function: Classroom Instructions
Vulnerability: Continue to deliver classes

Date: January 26, 2014



Planned Response:

The Tseng College provides credit degree and certificate programs to mid-career professionals. These programs are created and taught in collaboration with the academic departments of CSUN's other colleges. Therefore, we rely heavily on our partnering colleges to have a sound business continuity plan. At Tseng College, the emergency management team consists of Dean Joyce Feuchit-Haviar, John Binkley and Lih Wu with the support of the rest of the senior team.

In an emergency such as earthquake or fire, civil disturbance, or Hazard Materials spills, our first duty is to contact provost's office and follow the campus business continuity plan. We will first assess the damage, including the network internet access and physical the access to buildings, offices, and classrooms. We will contact our staff, faculty, students and business partners, begin disseminate information through the internet and telephone while simultaneously executing the emergency action plan. See Template A

Classroom Instructions

Tseng College offers class on-campus, off-campus, and online.

1) Staff:

We have taken steps to gather alternate personal email addresses, home phone numbers, and personal cell phone numbers of all our staff. This information will be stored in the Box (cloud storage) location and saved on a flash drive as well as shared with all members of the senior team.

2) Faculty:

All of our faculty's information is stored in the Solar system. Program directors as well as each program manager/coordinator is asked to keep a copy of the adjunct faculty's contract information in their respective areas stored in the Box (cloud storage) and on a flash drive stored off-campus site.

3) Students:

All of our student's records are stored in the Solar system which backed up remotely on a regular basis. We assume, via Campus continuity plan, that we will have access to Moodle and web-site to post announcements and inform our students.

4) Business Partners:

Each program director is responsible for keeping and updating the contact information in their respective area on a flash drive, and then uploading this information at least once per quarter to the Box (cloud storage).

How will instructions continue? If the physical space can accommodate holding classes, the program directors will contact and instruct all program managers/coordinators to contact their faculty and students informing them that class will continue. The program managers/coordinators will communicate via email as well as phone. As mentioned above we assume, via Campus continuity plan, that we will have access to Moodle to post announcements and inform our students for our online classes in addition to the above mentioned communication.

If the physical space is damaged forcing a different mode of learning, we will engage our instructional designers to help support faculty shifting to the online format. At this point, the majority of our face-to-face courses use Moodle to post syllabi and other course information so instructors have a basic knowledge of the Learning Management Software.

If an alternative location is required for classes, the program directors will contact and instruct all program managers/coordinators to contact their faculty and students of the information required for this alternate location. No specialized equipment is needed to plan for an alternative location.

If the faculty member is not available, the program manager/coordinator will contact the program director who will intern communicate with our academic partner (academic lead) to provide an alternative instructor for the course.

The program directors store copies of key department documents in the Box (cloud storage) and on a flash drive stored off-campus site.

TEMPLATE A

Organizational Unit: Tseng College of Extended Learning (2014)
Critical Function: Communications with Staff, Faculty, and Students
Directions: Complete the following to identify information and procedures for communicating with staff and faculty

Type	Name of Vital Record	Responsible Person (Realist Name)	Record Location	Preventative Action to Avoid Loss
• Communications with Staff	Staff and student assistants home and phone information	HR Specialist and Executive Director of Operation	USB drives to all members of senior team	USB drive for senior team to be kept off campus, flash drive for HR Specialist to be kept in office. USB drive to be returned upon resignation
•	Semi-annually, HR specialist will send emails to the entire college to remind staff to update their records in SOLAR. An information card with the home phone and cell phone numbers of the senior team and the designated emergency marshalls for college is given to all senior team members.	HR Specialist and Executive Director of Operation	With each senior team member	periodically redistribute
•	Encourage staff to exchange personal cell, home phone, and personal email addresses with at least 3 co-workers.	Individual	Individual	
• Department Operation	All critical records; e.g. student records, faculty records, financial records, course schedule, program related information, etc.	Senior team, System Group, and Finance	SOLAR	All responsible parties have computer set up with VPN to work remotely
• Contractual agreements	Contracts with Central Contract administration, i.e. Purchasing department	Purchasing department & E&L executive director	Central Contract, Adm/Purchasing	Contractual provisions will prevent any financial loss, such as indemnification clause etc.
• Department Communication to Staff	alternate personal email address, home phone numbers, and personal cell phone numbers of all our staff	Program Directors (Director of Graduate and Professional Education Programs and Services & Director of Global Programs)	stored in the Box (cloud storage) and on a USB drive	USB drive for program directors stored at an office campus location
• Department Communication to Faculty	copy of the adjunct faculty's contract information	Program Directors (see above) & Program Manager/Program Coordinators	stored in the Box (cloud storage) and on a USB drive	USB drive for program directors stored at an office campus location
• Department Communication to Students	Student Contact Information	Program Directors (see above) & Program Manager/Program Coordinators	SOLAR	All responsible parties have computer set up with VPN to work remotely
• Department Communication to Clients	Client Contact Information	Program Directors (see above) & Program Manager/Program Coordinators	stored in the Box (cloud storage) and on a USB drive	USB drive for program directors stored at an office campus location
•				
•				

Verification of Plan

- **Plan Review and Approval:** By signing below, each unit's senior level manager acknowledges that they have read the plan and understand responsibilities have been clearly communicated should a disruption occur.
 - **Plan Communication:** Review the plan with your Administrative Council at least once per year. Distribute printed copies of the plan to appropriate unit leaders/managers.
 - **Plan Updates:** Update the plan after census of each term. Conduct a test of this critical function at least once per term. For example, conduct an exercise to check that unit staff have Emergency Pooles Cards within vidge reach, etc.
- Approved: Lib W Date: 1/27/2014
 • Print Name: Lib W Title: Executive Director

TEMPLATE B

Organizational Unit: Tseng College of Extended Learning (2014)
Critical Function: Protection from loss of electronic data and paper files
Directions: Complete the following for critical data, records, and/or files that will be needed to continue instruction and administrative operations

Type	Name of Vital Record	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
Back-up of and Access to Data/Records/Files	All records are kept in SOLAR. Working files are stored in the shared drive ; X or U drive	Central IT	Central IT, Cloud sites, and mirrored sites	Refer to Central IT
Back-up of and Access to Data/Records/files (Program related)	All records are kept in SOLAR. Working files are stored in the shared drive ; X or U drive	Central IT	Central IT, Cloud sites, and mirrored sites	Refer to Central IT
Back-up of and Access to Data/Records/files (Program related)	Staff are reminded not to save relevant data on the desktop. USB drive is given to staff to save working files as needed, though this is strongly discouraged.	System group	With individual staff member. This item is to be returned upon resignation (part of the departure clearance)	On the Departure clearance list
•				
•				
•				

Verification of Plan

- **Plan Review and Approval:** By signing below, each unit's senior level manager acknowledges that they have read the plan and understand responsibilities have been clearly communicated should a disruption occur.
- **Plan Communication:** Review the plan with your Administrative Council at least once per year. Distribute printed copies of the plan to appropriate unit leaders/managers.
- **Plan Updates:** Update the plan after census of each term. Conduct a test of this critical function at least once per term. For example, test recovery of a critical function application or server; test recovery of documents from back-up locations, etc.

• **Approved:** Lib W Date: 1/27/2014
 • **Print Name:** Lib W Title: Exec. Director

TEMPLATE D

Organizational Unit: Tseng College of Extended Learning (2014)

Critical Function: Class Scheduling (SOC worksheet, class rosters, APDB, course syllabi and materials, etc.)

Directions: Complete the following for critical data, records, and/or files that will be needed for class scheduling.

Type	Name of Vital Record	Responsible Person (Position Name)	Record Location	Preventative Action to Avoid Loss
Class Scheduling (SOC worksheet; class rosters; APDB, course syllabi and materials)	All records are kept in SOLAR. Working files are stored in the shared drive ; X or U drive	Central IT	Central IT, Cloud sites, and mirrored sites	Refer to Central IT
•				
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Verification of Plan

- **Plan Review and Approval:** By signing below, each unit's senior level manager acknowledges that they have read the plan and understand responsibilities have been clearly communicated should a disruption occur.
- **Plan Communication:** Review the plan with your Administrative Council at least once per year. Distribute printed copies of the plan to appropriate unit leaders/managers.
- **Plan Updates:** Update the plan after census of each term. Conduct a test of this critical function at least once per term. For example, conduct an exercise to test recovery of documents from back-up locations, etc.

• **Approved:** *[Signature]* Date 1/27/2014
 • **Print Name:** L. G. W. Title: Exec. Director

