Navigating the BIA: 2. Creating a new Local Process

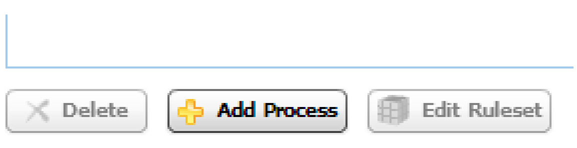
What is a Local Process?

BIA information is stored in the form of Local Processes. A Process can be a business function; an IT system; a third-party vendor or partner; or any other process that is critical to the functioning of your organization.

Creating a new Local Process

1. To create a new process, go to the list of current processes. It will look something like this:

2. Click on the button at the bottom of the screen named ***Add Process***:



3. Enter the ***name*** of the new process in the Local Process Name field:

4. To select a ***Process type***, go to the drop-down list, which will look like this:

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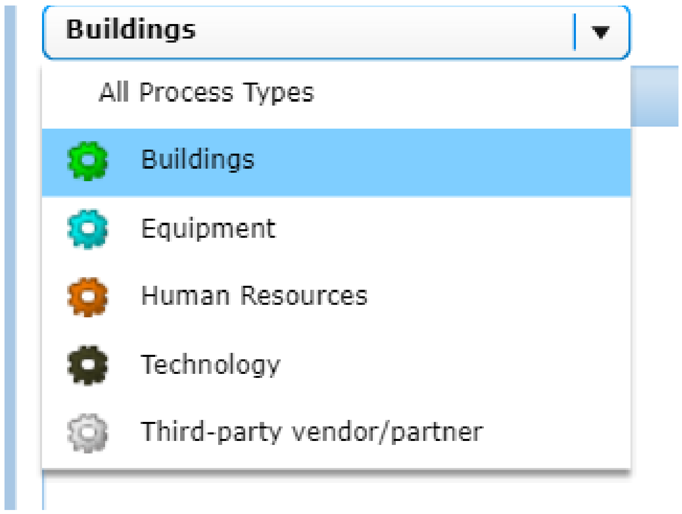
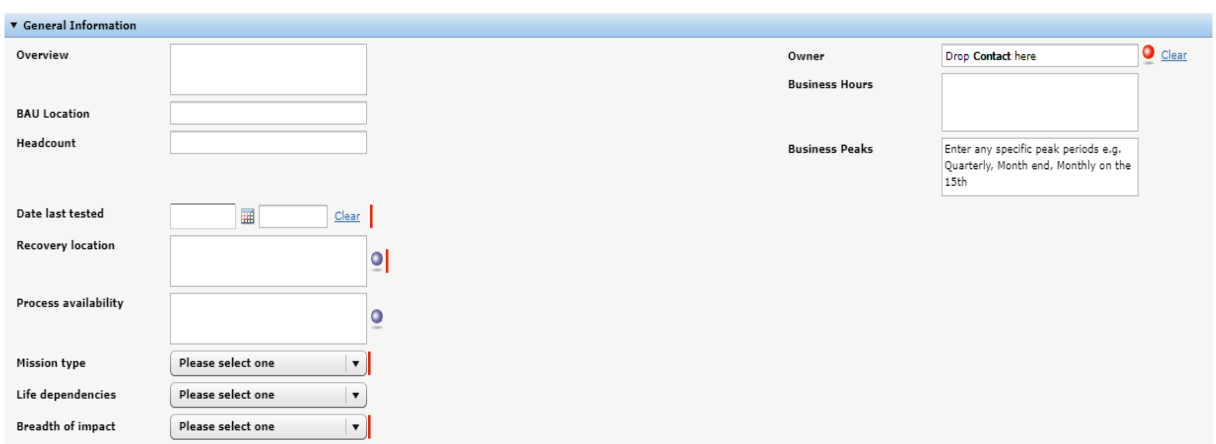


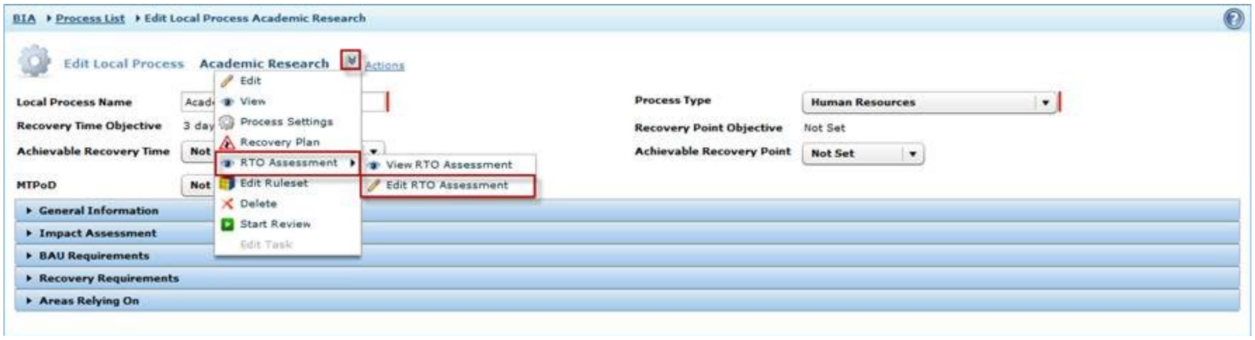
Examples of typical processes in each of these types include:

- ***Buildings***: the name of a particular facility, such as the Franklin Building
- ***Equipment***: examples include Lab equipment or Transportation vehicles. Also, hard-copy documents are considered Equipment
- ***Human Resources***: includes labor-based processes, such as Financial processing; Teaching; Conducting research
- ***Technology***: includes both software and hardware **owned by your organization**. If it is a piece of technology owned by another organization in the University and your organization uses it, you do NOT enter it as a separate process; you will connect any processes that depend upon that technology to a Resource with the name of that technology (see instructions #4, *Creating a dependency*, for instructions)
- ***Third-party vendor/partner***: the name of a particular vendor, such as XYZ Supplies, Inc.

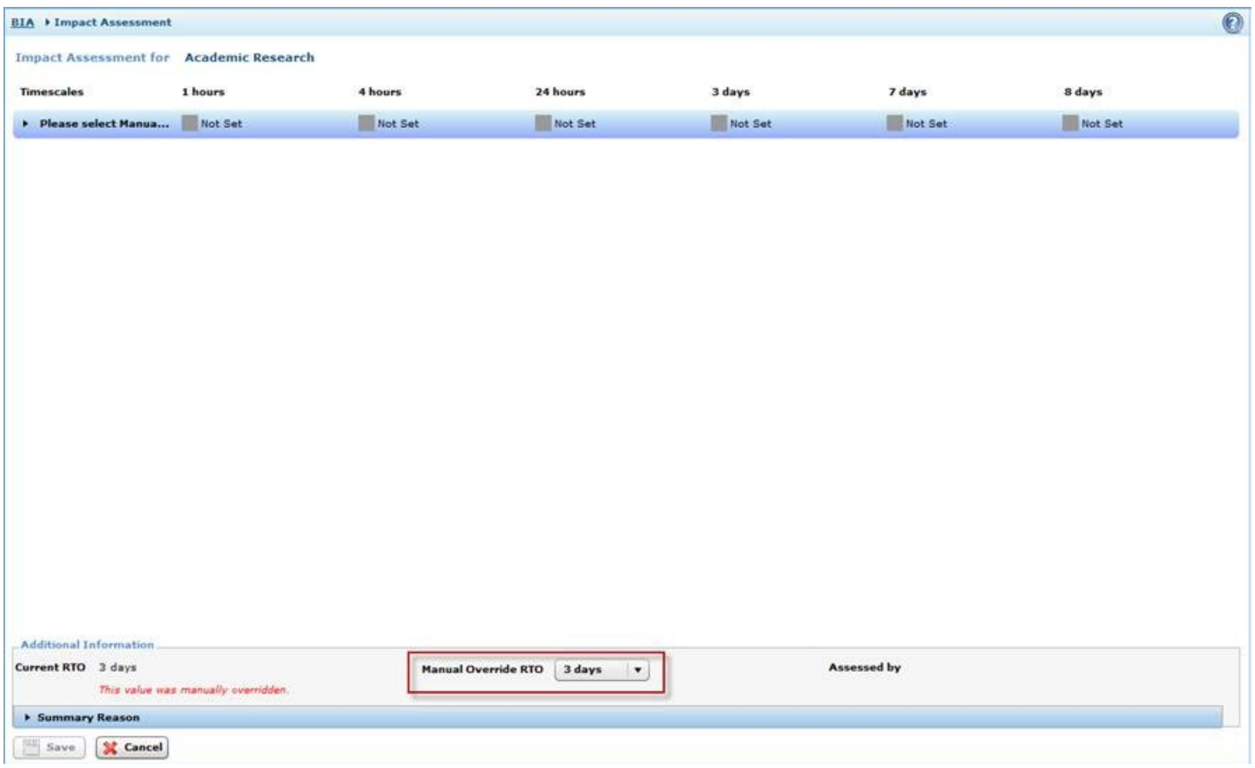
Once a Process type is selected, the other fields will become visible in the General Information tab:



5. The ***Recovery Time Objective (RTO)*** asks the question: how long can we go without this functions, system or process? For example, if you listed Penn 0365 as a critical Technology system, how long can you continue critical functions and processes without e-mail? To update the RTO, go to the name of the process at the top of the screen. Click on the down arrow next to the name. In the drop-down list, select RTO Assessment and then select 'Edit RTO Assessment'.



This will open the RTO Assessment page. At the bottom of the screen, click the button marked Manual Override RTO, and select one of the options from the drop-down list.



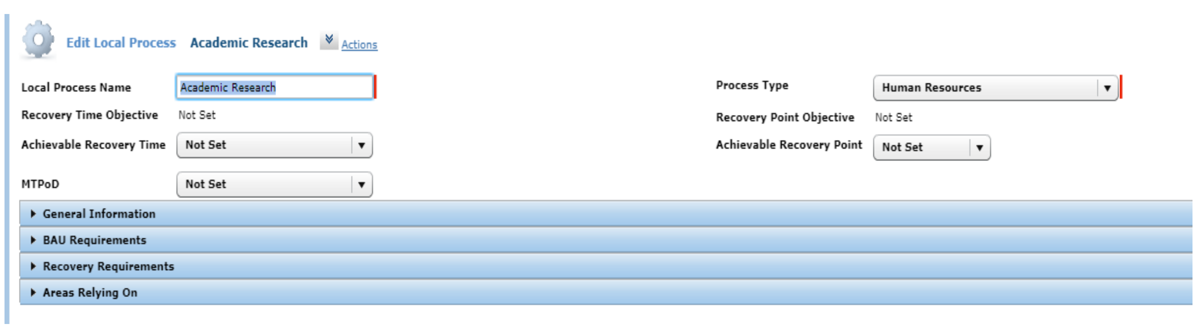
Here is some guidance for determining which option to select:

Recovery Time Objective (RTO)	Considerations

Less than 1 hour	• Health and human safety in jeopardy • Significant financial impact/cost • Significant research impact • Large number of transactions • Date/time highly sensitive • No ability for workarounds
Up to 4 hours	• Significant impact on critical processes • Large number of dependent processes or systems • Significant disruption to operations • Limited ability for workarounds
Up to 1 day	• Frequent usage/large user base • Important time-based constraint • Limited ability for workarounds
Up to 3 days	• Some workarounds available • Moderate number of transactions • Limited user base
Up to 1 week	• Process or system with limited scope • Not time sensitive • Workarounds available
Greater than 1 week	• Process or system with few or no dependencies • Workarounds easily available • Infrequent occurrence

6. The ***Recovery Point Objective (RPO)*** reflects how much data you can afford to lose in an IT system as a result of an outage or disruption. **NOTE: RPO is only used for Technology items a process depends upon.**

   To update the RPO, open one of your Local processes.



   Open the tab called BAU Requirements.

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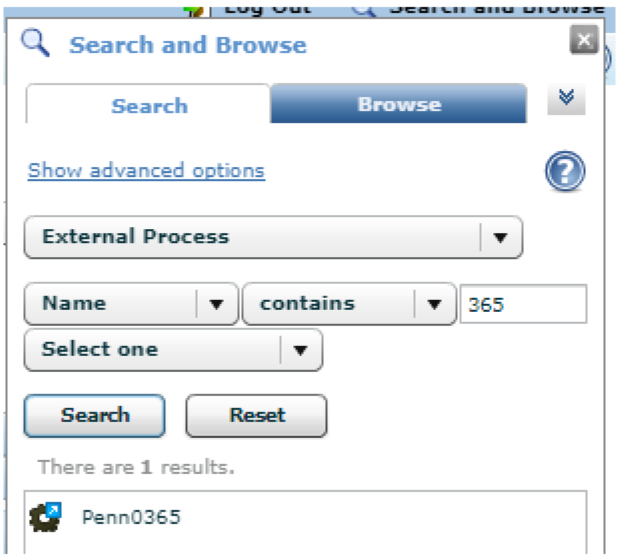
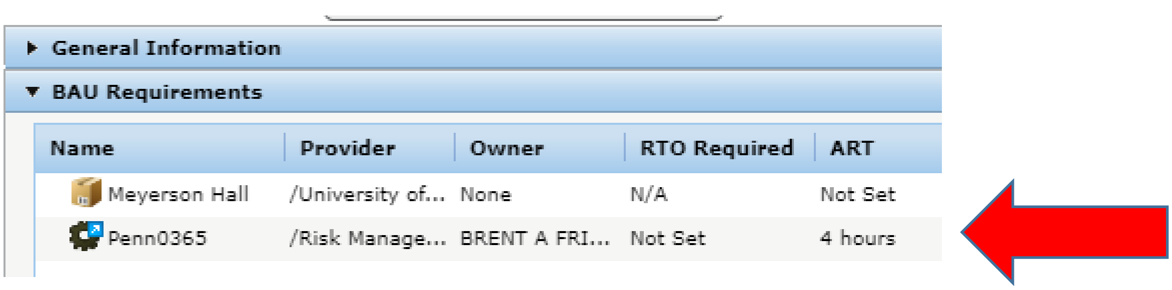
General Information
BAU Requirements

Name	Provider	Owner	RTO Required	ART	RPO Required	ARP	Description
Meyerson Hall	/University of...	None	N/A	Not Set	N/A	N/A	Main SOD building

Go to Search and Browse, and search for the name of the IT system on which this process depends, and for which you want to set the RPO. Using Select one, select External Process, then use Name and contains, to find the IT system on which this process depends.

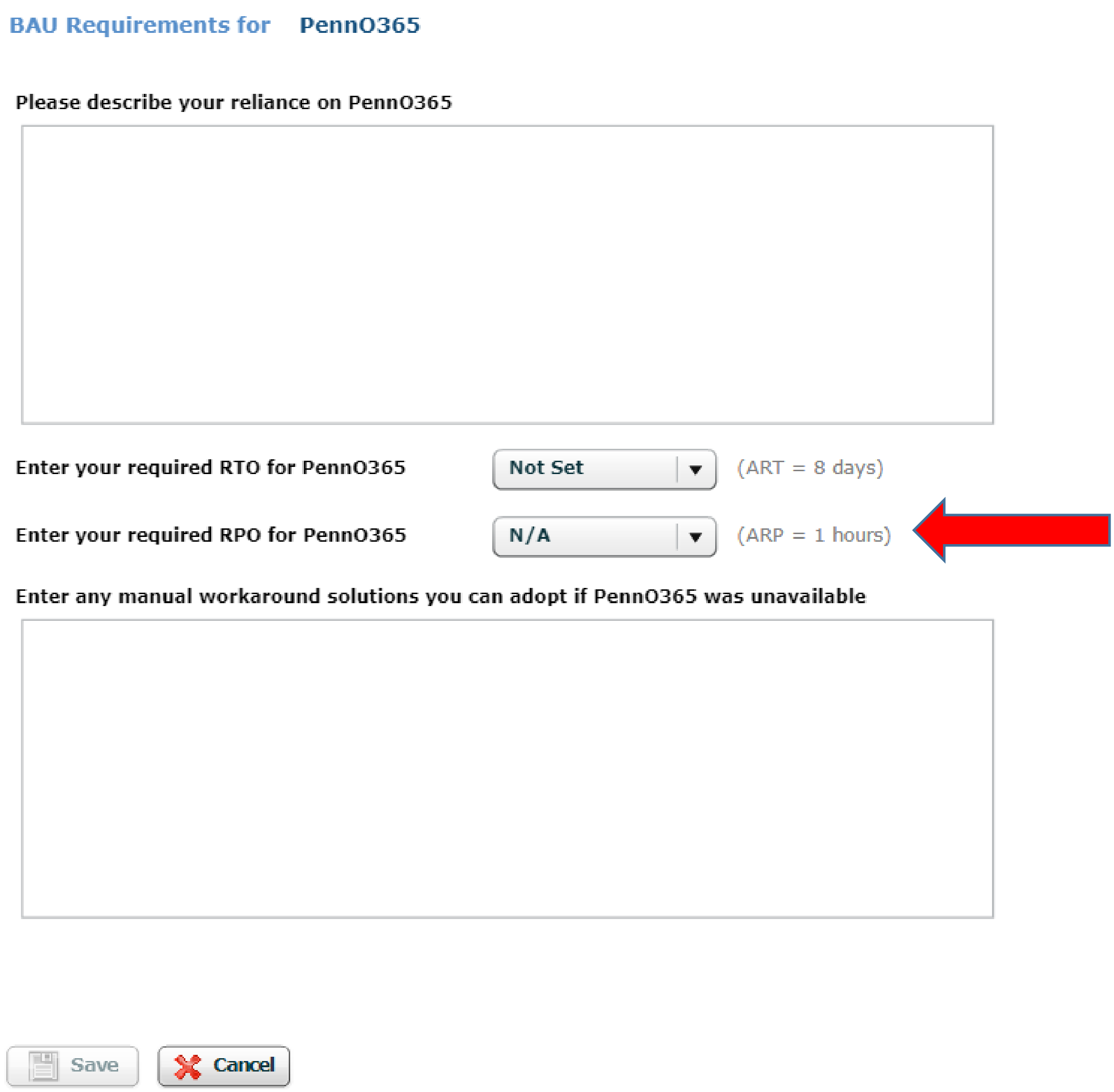


Drag and drop that IT system name into BAU Requirements.


General Information
BAU Requirements

Name	Provider	Owner	RTO Required	ART
Meyerson Hall	/University of...	None	N/A	Not Set
Penn0365	/Risk Manage...	BRENT A FRI...	Not Set	4 hours

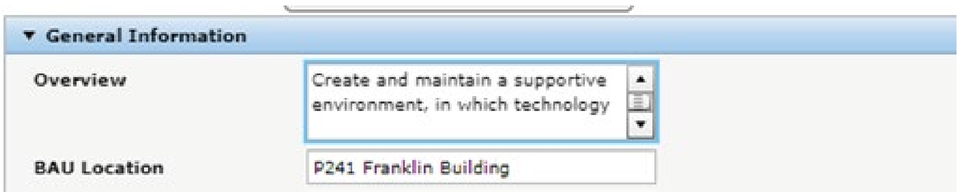
A pop-up box will appear. Go to the option named, Enter your required RPO, and select an item from the drop-down list.



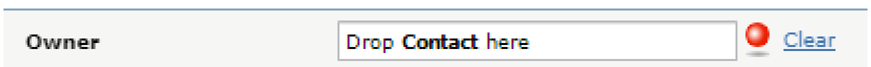
Be sure to Save before leaving the pop-up page, and then Save again before leaving the Local process screen.

Creating a Local Process
Part 2

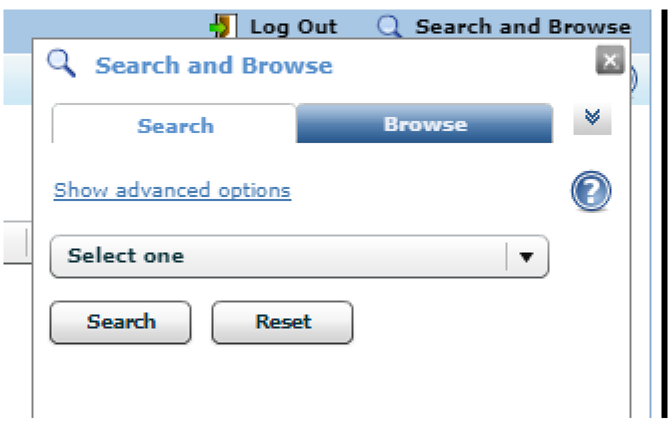
1. To create the ***Overview*** field, click on the General Information tab, then click in the Overview field and enter new information. This is a free text field; you may enter up to 4,000 characters.



2. The ***Owner*** field must contain the name of a specific member of the Penn community.



To enter a person's name, go to Search and Browse.



From the drop-down called Select one, select Contact.

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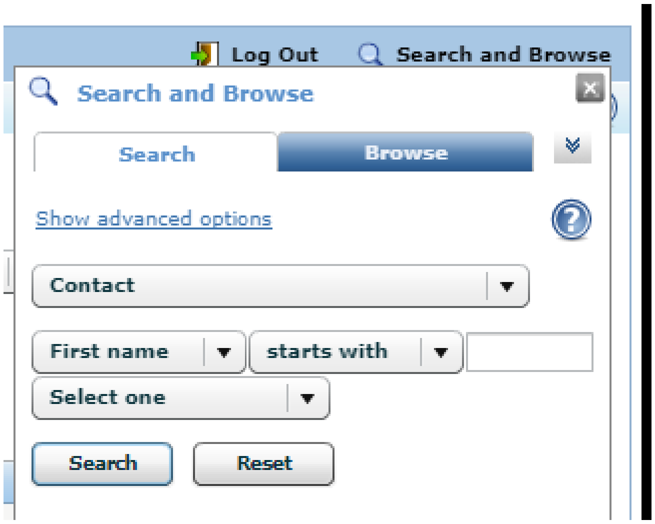
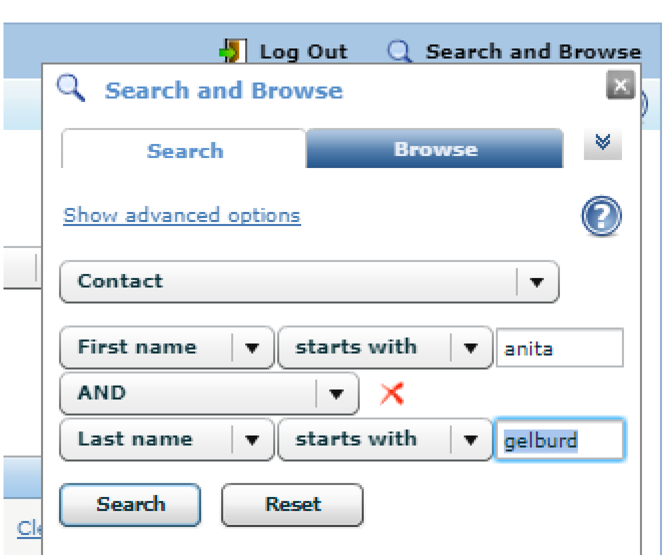


In the First name field, enter a person's first name. From the Select one field below First name, select AND. When a new field appears, from the drop-down list, select Last name.



Click Search. When the person's name appears, drag it and drop it into the ***Owner*** field.

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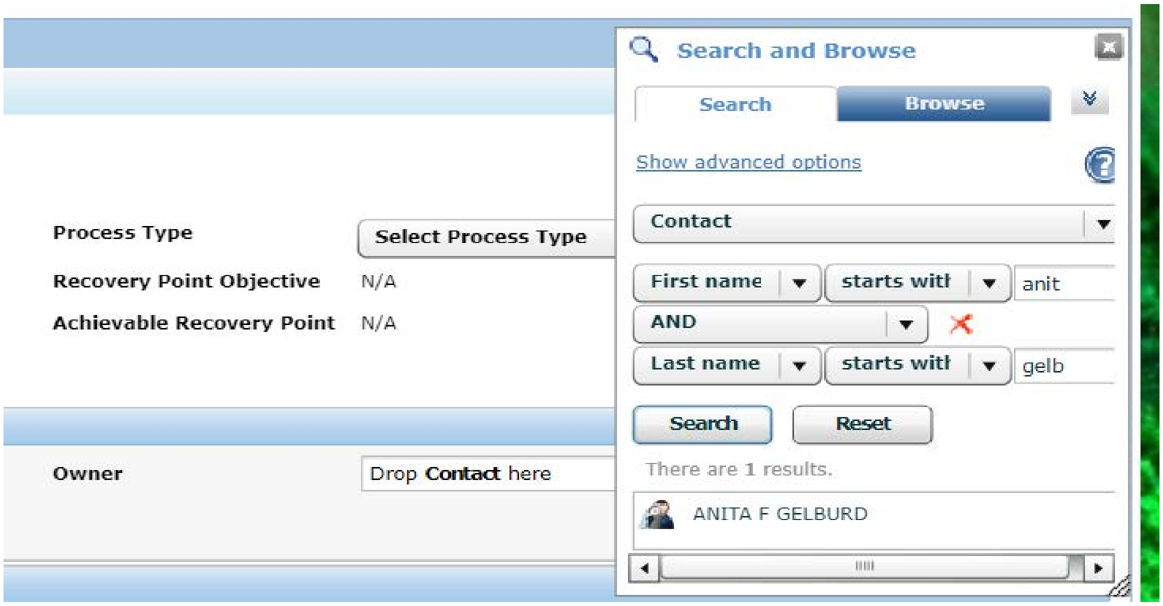
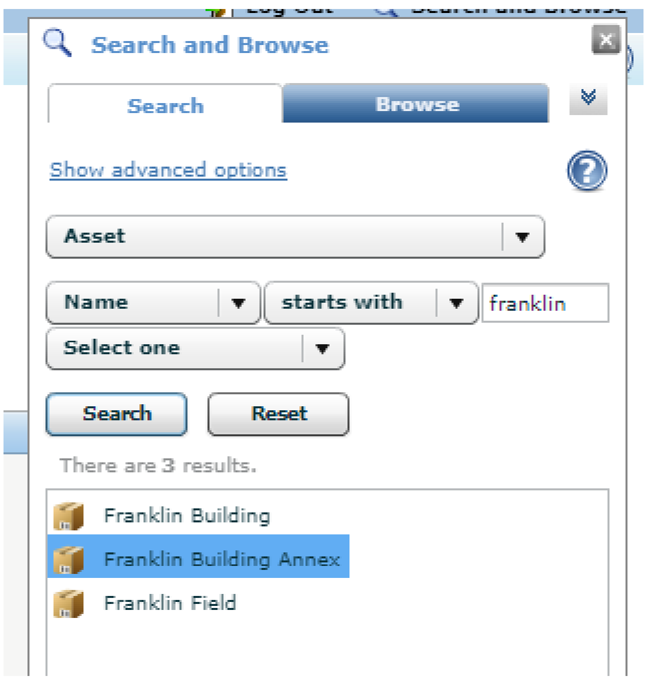


3. The ***BAU location*** field (BAU stands for Business as usual) should be populated consistently with the Building Assets list in Shadow-Planner. Using Search and Browse (see above), from the Select one drop-down, select Asset. Then search on the name of the building.



In the BAU Location field, enter the name of the building as it appears in the Asset list.

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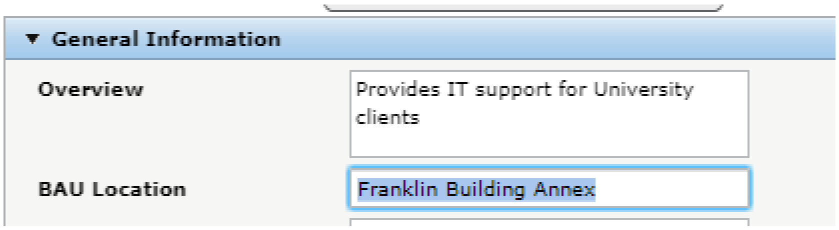
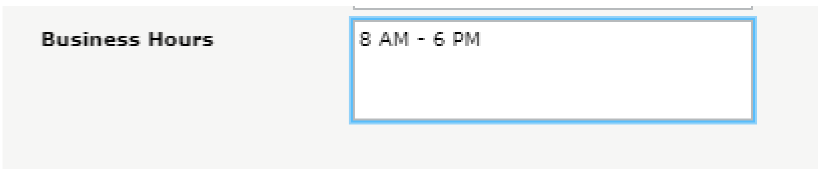


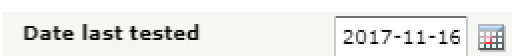
4. To populate the ***Business hours*** field, click in the field and enter new information. This is a free text field; you may enter up to 250 characters.



5. To populate the ***Business peaks*** field, click in the field and enter new information. Please enter one of the following items:
   - Specific time of week
   - Specific time of month
   - Specific time of year
   - More than 1 of these
   - None of these

"None of these" is for processes that are steady throughout the year.

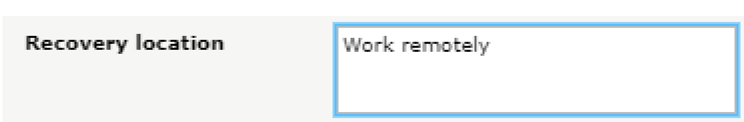
6. To populate the ***Date last tested*** field, use the calendar to select the date of your organization's most recent tabletop or disaster recovery exercise.



The field for the time on that date may be left blank.

7. Like the BAU location field, the ***Recovery location*** field should be populated consistently with the Building Assets list in Shadow-Planner, if the recovery location is an on-campus facility (see above for instructions).

   If not, since this is a free text field (character limit: 4,000), you may enter the name of an off-campus location, or other text such as, “Work remotely.”



Creating a Local Process
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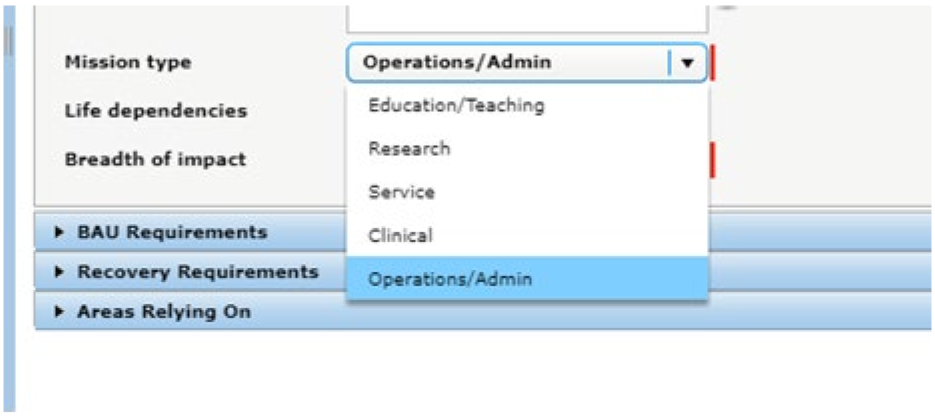
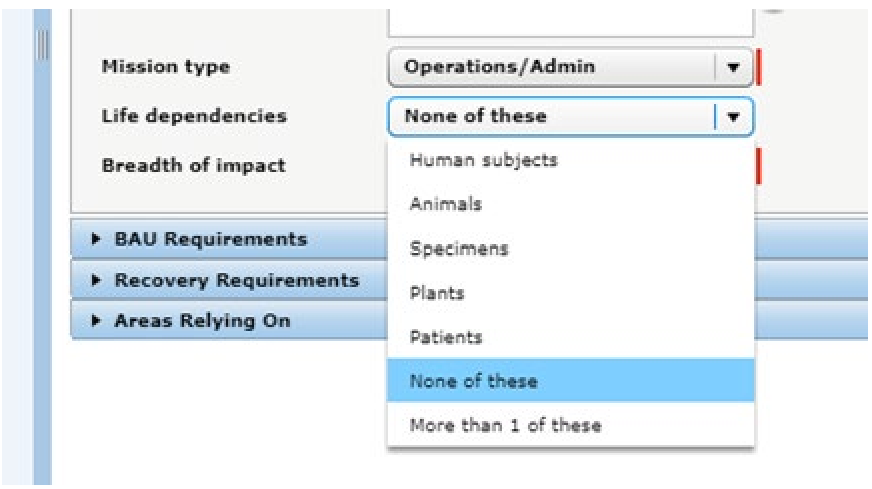
8. To populate the ***Process availability*** field, click in the field and enter new information. This is a free text field; you may enter up to 4,000 characters.

9. To populate the ***Mission type*** field, use the drop-down list to select one of the items.



10. To populate the ***Life dependencies*** field, use the drop-down list to select one of the items.



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11. To populate the ***Breadth of impact*** field, use the drop-down list to select one of the items.