

Navigating the BIA: 2. Creating a new Local Process

What is a Local Process?

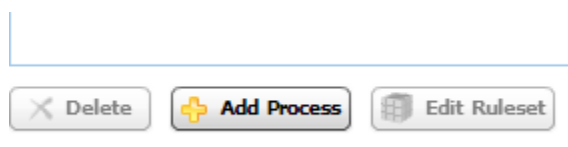
BIA information is stored in the form of Local Processes. A Process can be a business function; an IT system; a third-party vendor or partner; or any other process that is critical to the functioning of your organization.

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**:

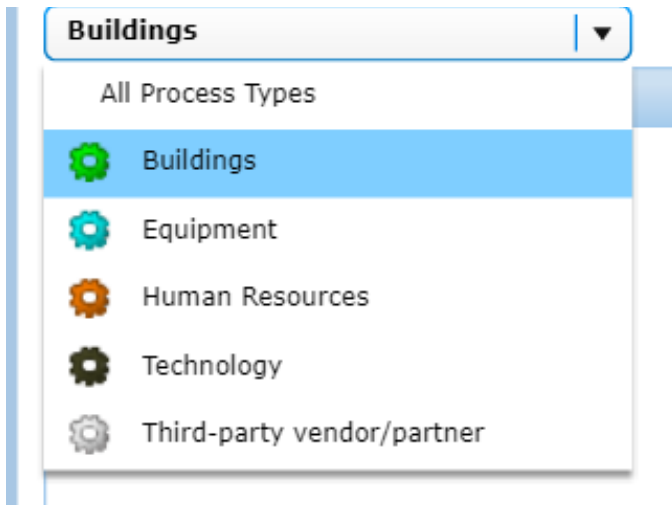


3. Enter the **name** of the new process in the Local Process Name field:



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

Navigating the BIA: 2. Creating a new Local Process

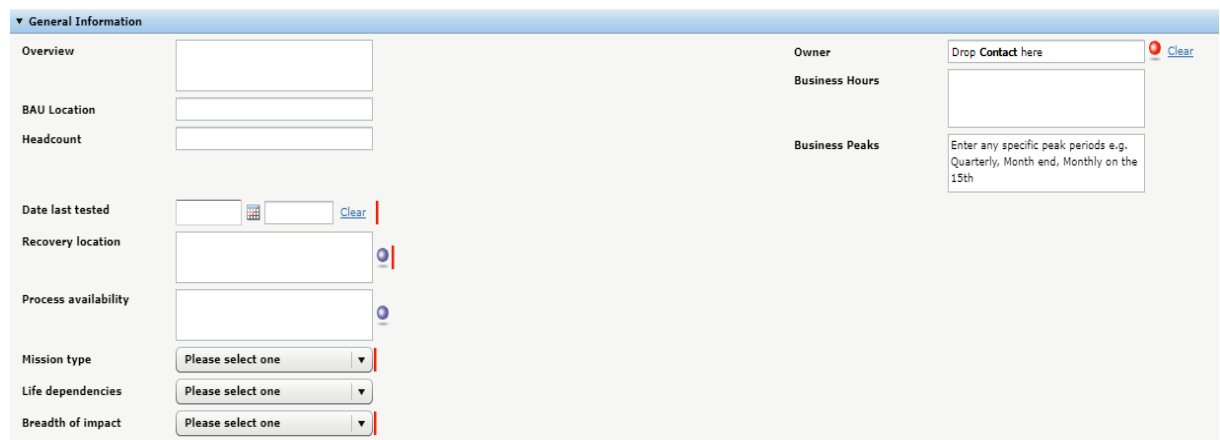


The screenshot shows a dropdown menu with the title 'Buildings' and a downward arrow. Below the title, there is a list of process types, each with a gear icon: 'All Process Types', 'Buildings' (highlighted in blue), 'Equipment', 'Human Resources', 'Technology', and 'Third-party vendor/partner'.

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.

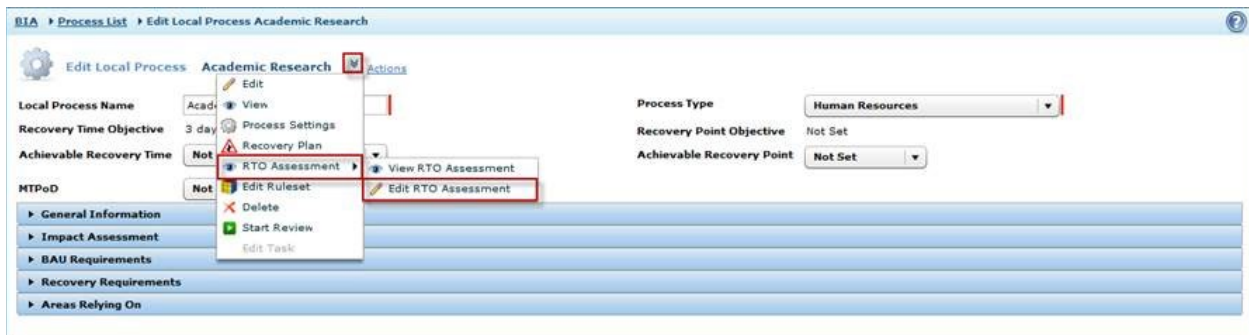
Once a Process type is selected, the other fields will become visible in the General Information tab:



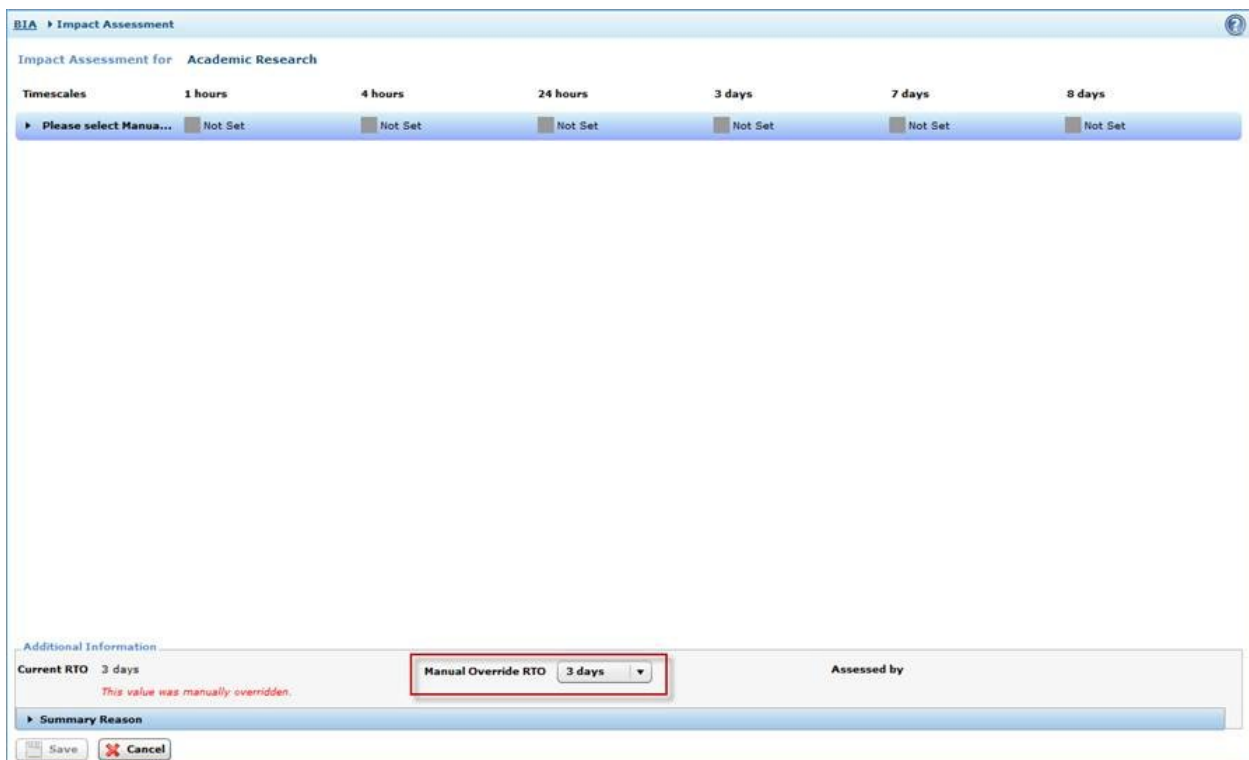
The screenshot shows the 'General Information' tab of a software interface. The tab is expanded, revealing several fields for data entry. On the left side, there are fields for 'Overview', 'BAU Location', 'Headcount', 'Date last tested' (with a calendar icon and a 'Clear' button), 'Recovery location', 'Process availability', 'Mission type', 'Life dependencies', and 'Breadth of impact'. On the right side, there are fields for 'Owner' (with a 'Drop Contact here' button and a 'Clear' button), 'Business Hours', and 'Business Peaks' (with a text box containing the instruction: 'Enter any specific peak periods e.g. Quarterly, Month end, Monthly on the 15th').

Navigating the BIA: 2. Creating a new Local Process

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 |
|-------------------------------|----------------|
|-------------------------------|----------------|

Navigating the BIA: 2. Creating a new Local Process

| | |
|----------------------------|---|
| Less than 1 hour | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Significant impact on critical processes • Large number of dependent processes or systems • Significant disruption to operations • Limited ability for workarounds |
| Up to 1 day | <ul style="list-style-type: none"> • Frequent usage/large user base • Important time-based constraint • Limited ability for workarounds |
| Up to 3 days | <ul style="list-style-type: none"> • Some workarounds available • Moderate number of transactions • Limited user base |
| Up to 1 week | <ul style="list-style-type: none"> • Process or system with limited scope • Not time sensitive • Workarounds available |
| Greater than 1 week | <ul style="list-style-type: none"> • 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.

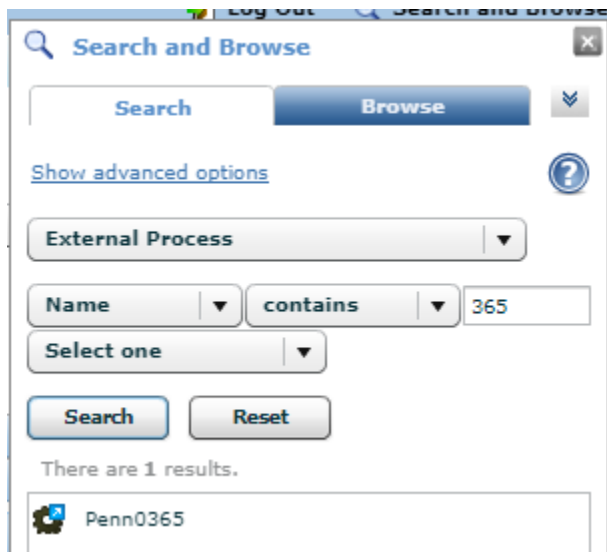
The screenshot shows the 'Edit Local Process' page for 'Academic Research'. The 'Local Process Name' is 'Academic Research'. The 'Process Type' is 'Human Resources'. The 'Recovery Time Objective' is 'Not Set'. The 'Recovery Point Objective' is 'Not Set'. The 'Achievable Recovery Time' is 'Not Set'. The 'Achievable Recovery Point' is 'Not Set'. The 'MTPoD' is 'Not Set'. Below these fields are four expandable tabs: 'General Information', 'BAU Requirements', 'Recovery Requirements', and 'Areas Relying On'.

Open the tab called BAU Requirements.

Navigating the BIA: 2. Creating a new Local Process

| ▶ 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.



Search and Browse

Search Browse

Show advanced options


External Process

Name contains 365



Select one

Search Reset

There are 1 results.

 Penn0365

Drag and drop that IT system name into BAU Requirements.

| ▶ General Information | | | | | | | |
|---|-------------------|----------------|--------------|---------|--------------|-----|-------------|
| ▼ BAU Requirements | | | | | | | |
| Name | Provider | Owner | RTO Required | ART | RPO Required | ARP | Description |
|  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.

Navigating the BIA: 2. Creating a new Local Process

BAU Requirements for Penn0365

Please describe your reliance on Penn0365

Enter your required RTO for Penn0365

Not Set



(ART = 8 days)

Enter your required RPO for Penn0365

N/A



(ARP = 1 hours)



Enter any manual workaround solutions you can adopt if Penn0365 was unavailable

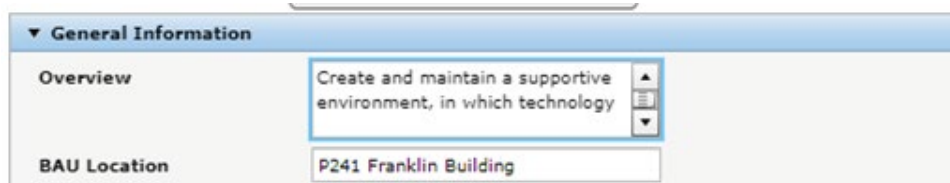
 Save

 Cancel

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

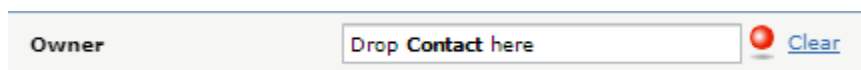
Creating a Local Process Part 2

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.



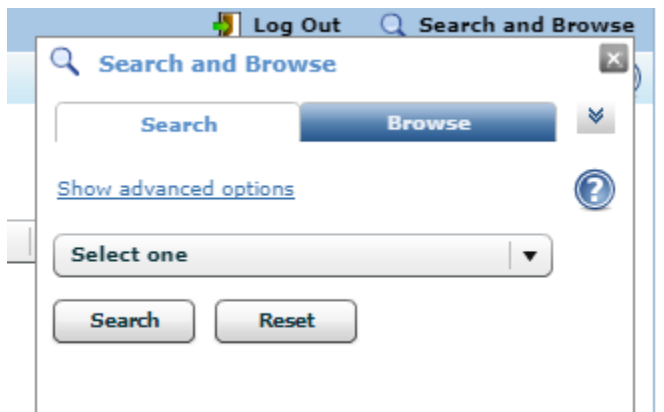
The screenshot shows a 'General Information' tab with two fields. The 'Overview' field is highlighted with a blue border and contains the text 'Create and maintain a supportive environment, in which technology'. The 'BAU Location' field contains the text 'P241 Franklin Building'.

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



The screenshot shows an 'Owner' field with a placeholder text 'Drop Contact here' and a 'Clear' button with a red circle icon.

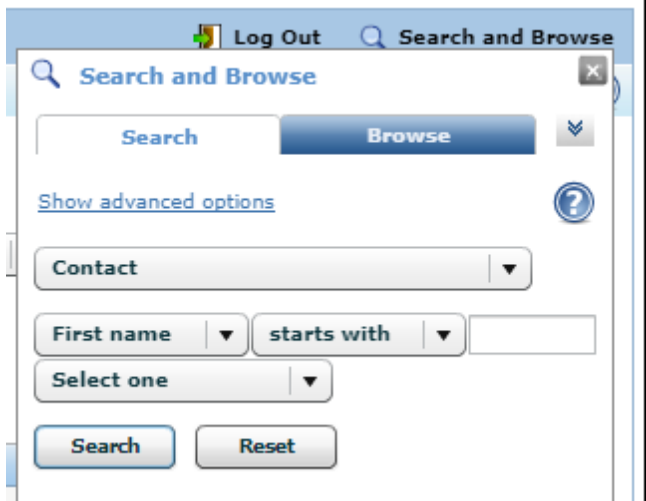
To enter a person's name, go to Search and Browse.



The screenshot shows a 'Search and Browse' dialog box. It has a 'Search' button and a 'Browse' button. Below the buttons is a 'Show advanced options' link and a 'Select one' dropdown menu. At the bottom are 'Search' and 'Reset' buttons.

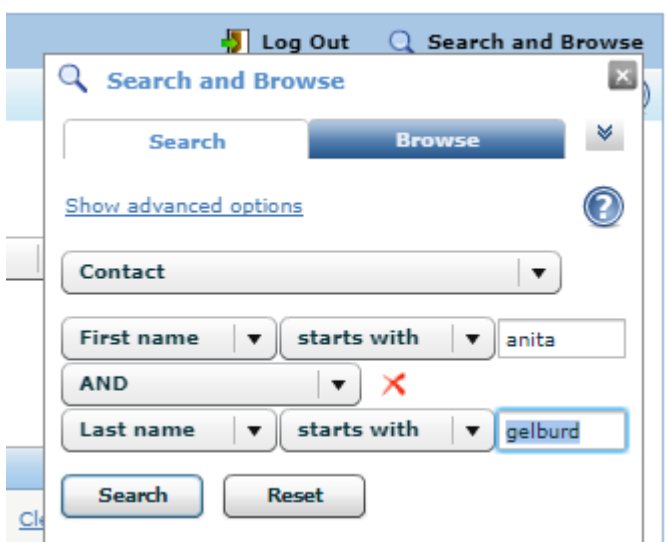
From the drop-down called Select one, select Contact.

Creating a Local Process Part 2



The screenshot shows a web interface titled "Search and Browse". At the top, there are links for "Log Out" and "Search and Browse". Below the title, there are two buttons: "Search" and "Browse". A link "Show advanced options" is visible. The main search area includes a dropdown menu set to "Contact", a "First name" dropdown, a "starts with" dropdown, and a text input field. Below these is a "Select one" dropdown menu. At the bottom of the search area are "Search" and "Reset" buttons.

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.



The screenshot shows the same "Search and Browse" interface. The "First name" dropdown is now set to "First name" and the text input field contains "anita". The "Select one" dropdown is now set to "AND", and a new field has appeared with a red "X" icon. The new field has a dropdown set to "Last name" and a text input field containing "gelburd". The "Search" and "Reset" buttons are still visible at the bottom.

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

Creating a Local Process Part 2

Process Type

Recovery Point Objective N/A

Achievable Recovery Point N/A

Owner

Search and Browse

[Show advanced options](#)

AND

There are 1 results.

ANITA F GELBURD

- 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.

Search and Browse

[Show advanced options](#)

There are 3 results.

- Franklin Building
- Franklin Building Annex
- Franklin Field

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

Creating a Local Process Part 2

▼ General Information

Overview Provides IT support for University clients

BAU Location Franklin Building Annex

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.

Business Hours 8 AM - 6 PM

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.

Date last tested 2017-11-16

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

Date last tested 2017-11-16 0:00:00

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."

Recovery location Work remotely

Creating a Local Process Part 2

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.

| | |
|-----------------------------|--|
| Process availability | Available during normal business hours |
|-----------------------------|--|

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

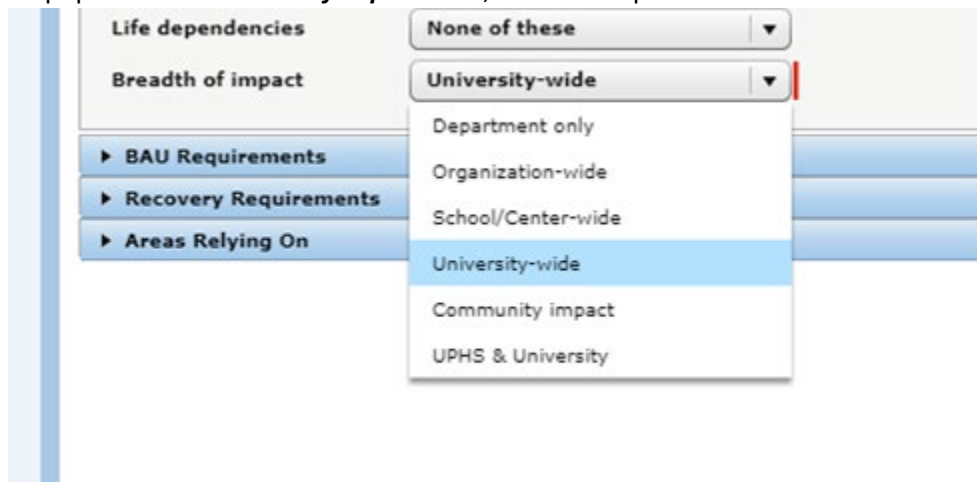
| | |
|--------------------------|--------------------|
| Mission type | Operations/Admin |
| Life dependencies | Education/Teaching |
| Breadth of impact | Research |
| | Service |
| | Clinical |
| ▶ BAU Requirements | Operations/Admin |
| ▶ Recovery Requirements | |
| ▶ Areas Relying On | |

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

| | |
|--------------------------|----------------------|
| Mission type | Operations/Admin |
| Life dependencies | None of these |
| Breadth of impact | Human subjects |
| | Animals |
| | Specimens |
| | Plants |
| | Patients |
| ▶ BAU Requirements | None of these |
| ▶ Recovery Requirements | More than 1 of these |
| ▶ Areas Relying On | |

Creating a Local Process Part 2

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



The image shows a web form with a sidebar on the left and a main content area on the right. The sidebar contains three expandable sections: 'BAU Requirements', 'Recovery Requirements', and 'Areas Relying On'. The main content area has two rows of fields. The first row is 'Life dependencies' with a dropdown menu set to 'None of these'. The second row is 'Breadth of impact' with a dropdown menu set to 'University-wide'. The dropdown menu is open, showing a list of options: 'Department only', 'Organization-wide', 'School/Center-wide', 'University-wide' (highlighted in blue), 'Community impact', and 'UPHS & University'.

| | |
|-------------------------|-----------------|
| Life dependencies | None of these |
| Breadth of impact | University-wide |
| ▶ BAU Requirements | |
| ▶ Recovery Requirements | |
| ▶ Areas Relying On | |

- Department only
- Organization-wide
- School/Center-wide
- University-wide
- Community impact
- UPHS & University