Mission Continuity Program
Association of Business Administrators

September 21, 2018
How we got here

• Mission Continuity Program: 10 years
• Originally, focus on Business Continuity plans (BCP)
• University-wide tabletop exercises (TTX): 6 years
  • FY2018: 67 TTXs, 769 participants across campus
  • ISC, FRES, DPS reps attended all TTXs
• FY 2018: Business Impact Analysis (BIA) became focus of Institutional Risk Committee (IRC)
• Leadership decision to evolve MCP
Business Continuity Planning (BCP)

• How we continue operations following an outage or disruption

• Foundation plan elements include:
  • Call lists
  • Vital documents (equipment)
  • Building/facility information
  • Key vendor information
  • Business processes and owners

• BETH3 model (loss of buildings, equipment, technology, human resources, 3rd-party vendors/partners)
Business Impact Analysis (BIA) Initiative

• Institutional Risk Committee determined BIA to be a high priority
• Risks identified in Audits noting Disaster Recovery and BIA needs
• Mission Continuity to evolve to include BIA
• Understand Penn’s critical priorities and risks that allow us to accomplish our mission
• Identify most critical assets, resources, and functions
• Determine priorities and dependencies
All 12 Schools
President Center and Offices
Provost Center and Offices
EVP Divisions and Offices
86 Organizations
1900+ rows of data
~50,000 data elements
Over 200 active database users
Current Activities and On-Going Progress

• Rank order list of top 2-4 critical IT systems
  – 66 worksheets collected and in process of being consolidated (some Schools and Centers sent aggregated priorities)
• KnowledgeLink training module on BIA available; current BCP users must take training to gain access
• Ensure Disaster Recovery (DR) plans are up-to-date and within the Shadow-Planner BCP module (then linked to the BIA report)
• Schools/Centers to schedule FY 2019 cyberattack TTX between October 1 and December 19, 2018
• Continue to maintain and update BCP and BIA information
• Cyberattack selected to challenge how we and our systems keep the institution operating
• Connects the BCP and the BIA in the reporting and in the scenario questions
• Probes the issue of and need for manual work-arounds and fallbacks
• Causes Schools and Centers to understand the importance and order of their technical priorities and dependencies