

BUSINESS CONTINUITY PLAN (BCP) 2024

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DR Memo Distribution List

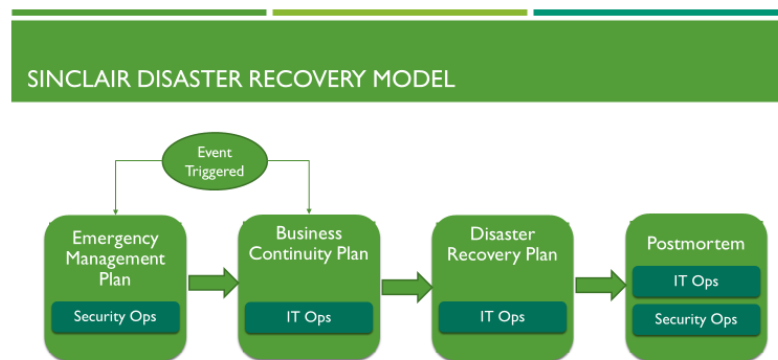
Department	Contact
Academic Advising	Karla Knepper
Academic Affairs	Dr. Anthony Ponder
Accessibility Services	Lorrie Spivey
Accounting Services/Bursar	Cindy Ryan
Business Services	Paul Murphy
Centerville	Latonia Peak-Brown
Counseling Services	Eric Henderson
Courseview Campus Center	Christopher Hubbard
Enrollment Operations	Charity Lomax
Facilities Management	Yolanda Junior
Financial Aid & Scholarships	Matt Moore
Financial Planning & Analysis	Kevin Locker
Grants Development	Steven Bright
Human Resources	Nathaniel Newman
Information Security	Dan O'Callaghan
Information Technology	Scott McCollum
Integrated Student Services Center	Charity Lomax
Library	Debra Oswald
Military Family Education Center	Becky Jones
Office of the President	Melissa Tolle
Payroll	John Lee
Registration & Student Records	Tina Hummons
Research, Analytics & Reporting	Karl Konsdorf

Sinclair Conference Center	Kelsey Whipp
Sinclair Police	Tom Thompson
Student Affairs	Alicia Schroeder
Student and Community	Christine Yancey
Student Support Services Program	Simon Stone
Tutoring and Learning Center	Alexandria Hawley
Unmanned Aerial Systems	Andrew Shepherd
Workforce Solutions	Dr. Kathleen Cleary

Emergency Management Plan

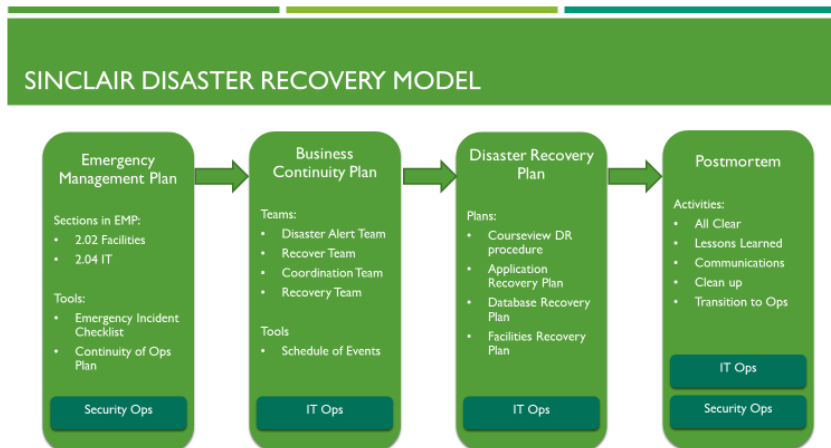
Summary

Sinclair IT Operations' Business Continuity Plan, BCP, directly supports Sinclair's Emergency Management Plan. The details pertaining to the execution of Sinclair's IT Business Continuity and Disaster Recovery Plans are separate from the Emergency Management Plan itself. From 30 feet, Sinclair's Disaster Recovery Model can be thought of as four distinct modules which cascade from the first (or second, depending on the scenario) to the fourth module.



An event can be declared a disaster by either Security Operations or by IT Operations. From an IT perspective, an event which leads to five (5) days or greater without service is considered a disaster and should flow through the model above. Events with less than five days outage can either be a *Critical Incident* or a *Disaster* depending on their severity and who is impacted.

IT Operations plays a part in several key components within each module of the model. The chart below shows some of the key areas IT Ops play a part in. Work flows and Process Maps later in this document outline other areas, as well as call out the details pertaining to the teams, tools and processes used in each module.



Business Continuity Plan (BCP) Preface 2024

Summary

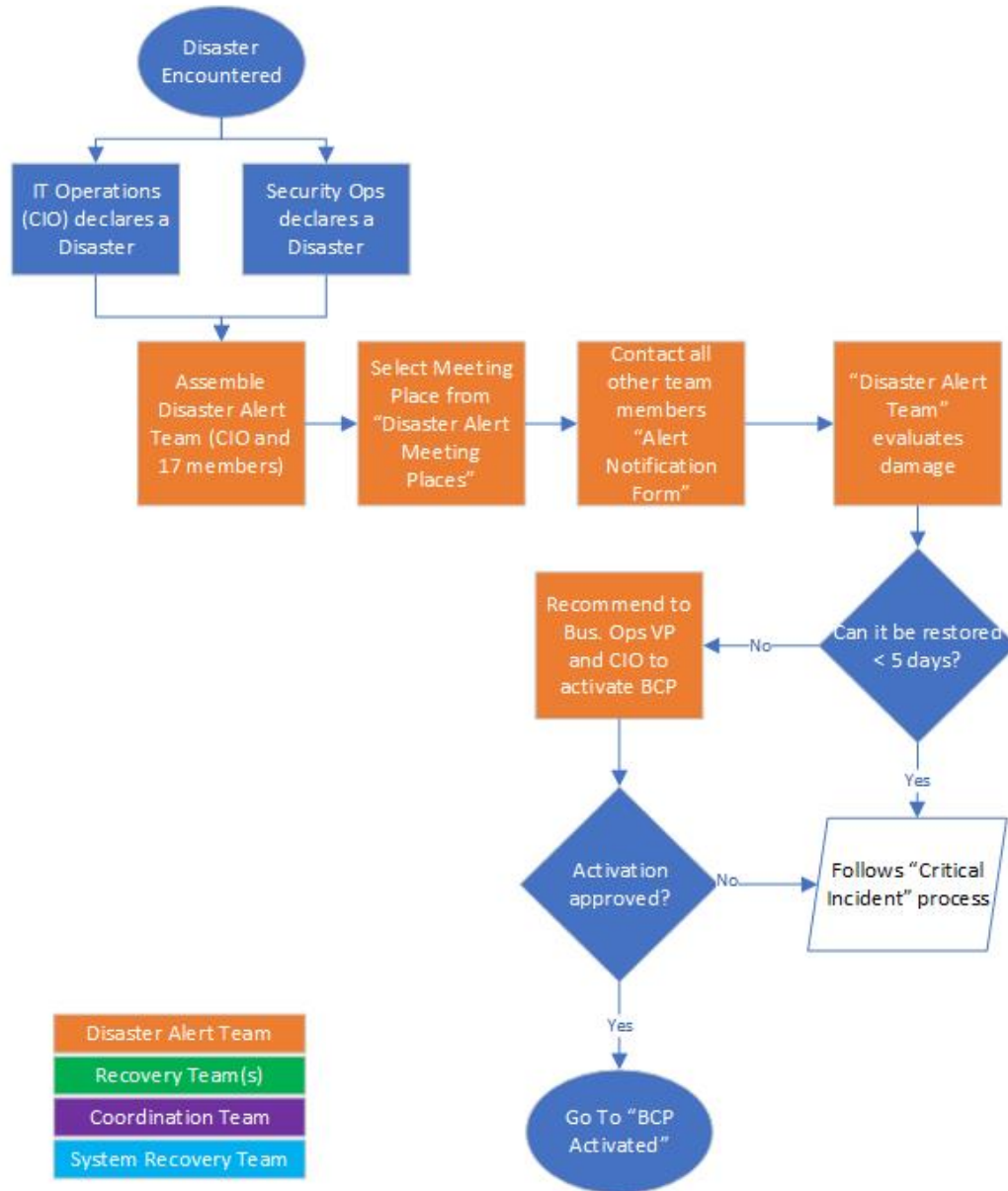
This preface outlines general information related to the Business Continuity Plan.

The Business Continuity Plan

The BCP assumes that an incident or emergency has occurred that has made all or part of the computer system unavailable for a period of time. This could be due to air conditioning failures, power failures, or a system failure or other types of emergencies. This plan assumes it will take 2-5 days to recover.

This plan may also apply, in part, during any event that limits user access to the operating systems (i.e., minimal amount of processing time and/or concurrent sessions).

Sinclair – Business Continuity Plan Overview



Recovery Objectives

The main objective of this plan is to ensure that those systems and applications which are critical to the survival of Sinclair Community College will be recovered, and processing able to continue, within five (5) working days of a major disaster. In order to facilitate this objective, the following routine objectives have been established.

- Each "Recovery Team" will be fully functional within 12 hours of the disaster.

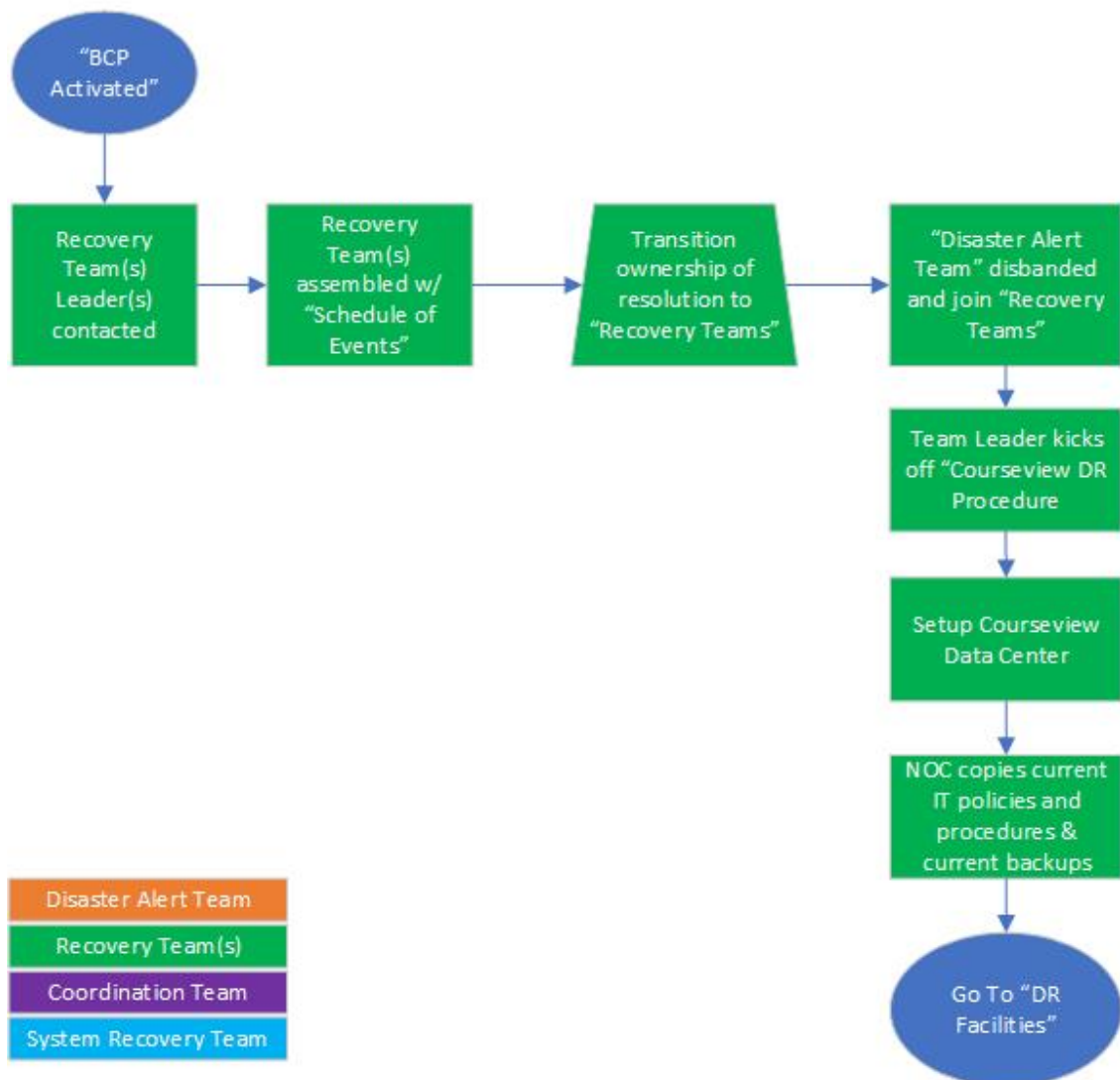
Executive Responsibilities

The following information delineates executive responsibilities during activation and implementation of the BCP.

Activation

The decision to activate the BCP will rest with the Chief Information Officer of Sinclair Community College.

Business Continuity Plan Activated



Overall Responsibility

The Chief Information Officer assumes total responsibility for implementation of the BCP.

Team Responsibility

The "Team Leader" assumes total responsibility for the functions and objectives of each "Recovery Team."

Unresolved priorities between user groups and the CIO will be resolved through consultation with the President's Council.

News Media

The Director of Public Relations will be responsible for all releases to the news media.

Prioritization and Justifications of Applications and Software Recovery

Summary

For prioritization to have any meaning, it's imperative that businesses have a clear objective. Sinclair Community Colleges' core objective for the "IT Disaster Recovery Plan" was to outline a strategy for replicating critical information systems and infrastructure at an alternative location.

The overall consensus of all the Sinclair Community College Departments comes down to the network and connectivity across the organization, which we know is the foundation for any organization.

Prioritization and justifications were based on the military's' CARVER method (*Scale 1-5*):

- Overview
 - Criticality – What is the level of significance for the system? What would be the internal and external consequences if the systems are not up? How important is it? A high score means the system is more critical.

- **Accessibility** – Does it make sense to do this task now, especially when considered in relation to other situational elements? A high score means that completing the task soon is desirable.
- **Return** – What is the value of the system? How do you measure the value of the completed task? A high score means there are significant gains in store for completing the task.
- **Vulnerability** – How much work/time/effort will you have to expend to get the system functional? Will you be able to complete it without investing significant time/money? A high score means the task requires little effort/investment to accomplish.
- **Effect** – What impact will the completed task have on the business? A high score means the task can precipitate a desirable outcome once completed.
- **Recognizability** – Is it possible to complete the task effectively with the information/tools/resources you have available to you? Will you be able to complete it without locating specific information you currently do not have?

Table Legend

- **Critical** = 26 < = As soon as possible
- **High** = 21-25 = 24 hours
- **Medium** = 16-20 = May wait 2 – 3 days
- **Low** = Less than 15 = As time Permits

Prioritize Systems: Deliverables Inside of Sinclair IT

The following Matrix outlines the areas of responsibility that are “In” scope of Sinclair Community College IT responsibility.

Table 1 – In-Scope Applications

Applications/Systems “In-Scope” of Sinclair Community College IT infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
Active Directory – ADFS	Y		CRITICAL	30
Coldfusion	Y		CRITICAL	30
Colleague	Y	N	CRITICAL	30
Netbackup	Y	N	CRITICAL	30
Office 365 (Mail, Teams, OneDrive)	N	Y	CRITICAL	30
OPSRAMP	N	Y	CRITICAL	30
Veeam	Y	N	CRITICAL	30
Internal Websites	Y	Y	CRITICAL	28
Shared Network Drives	Y	Future	CRITICAL	28
Single Sign-On (my.sinclair.edu)	Y	N	CRITICAL	28

Applications/Systems "In-Scope" of Sinclair Community College IT Infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
Virtual Application	Y	N	CRITICAL	28
SCCM	Y		CRITICAL	27
VoIP	Y	N	CRITICAL	26
JAMS	Y	N	CRITICAL	26
VSPHERE	Y	N	CRITICAL	26
Zoom	N	Y	CRITICAL	25
LOGSTASH	Y		HIGH	24
JENKINS	Y	Future	HIGH	23
Server Configuration Manager (SCM)	Y	N	HIGH	23
AngularJS	Y		HIGH	22
Atlassian Confluence	Y		HIGH	22
Citrix	Y		HIGH	22
Ivanti	N	Y	HIGH	22
Mitel Phone/PC Application			HIGH	22
MyPC	N	N	HIGH	22
PaperCut	Y	N	HIGH	22
Alerts.sinclair.edu	Y		MEDIUM	20
Api.sinclair.edu	Y		MEDIUM	20
Appdepot.sinclair.edu	Y		MEDIUM	20
Apply.sinclair.edu	Y		MEDIUM	20
Apps.sinclair.edu	Y		MEDIUM	20
Mobile Apps	Y		MEDIUM	20
SAS – Enterprise Guide	Y		MEDIUM	20
Selfservice.sinclair.edu	N	Y	MEDIUM	20
Appointment Manager			MEDIUM	19
MAP Maker (Electronic Academic Planning Tool)			LOW	16

Outside of Sinclair IT

Within Sinclair (outside of IT)

The following Matrix outlines the areas of responsibility that are "Out-of-Scope" for IT, but still are systems managed within Sinclair.

Table 2 – Out of Scope/Inside of Sinclair Infrastructure

Applications/Systems "Out-of-Scope" of Sinclair Community College IT Infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
APOGEE – Building Automation System (BAS)			CRITICAL	30
Lutron			CRITICAL	29

Applications/Systems "Out-of-Scope" of Sinclair Community College IT Infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
D2L	Y	Y	CRITICAL	27
Mobile Communications			CRITICAL	27
eCampus	Y	N	CRITICAL	26
Civitas			HIGH	23
Cybersource (Credit Card Validation)			HIGH	23
Fuel System (PetroVend)			HIGH	23
HVAC/Siemens BACKNET	Y	N	HIGH	23
Milestone Care Plus Security Camera Software System			HIGH	23
Simplex Andover (Alarms, DVR's, Camera, Clock) Systems (MILESTONE)			HIGH	23
Bosch (Interview Recording System)			MEDIUM	20
CyberTech			MEDIUM	20
Sierra – Library System			MEDIUM	20
OPATA			MEDIUM	19
Parking System			MEDIUM	19
Onity Lock System			MEDIUM	17
Reach Digital Signage		Y	LOW	13
EMS (Clinical Reporting)			LOW	13
QuickBooks			LOW	13
Radiology			LOW	13
Rainbird Irrigation Control System			LOW	13

Outside of Sinclair (outside of IT)

The following Matrix outlines the areas of responsibility that are "Out-of-Scope" for IT and are managed outside of Sinclair.

Table 3- Out of Scope/Outside Sinclair Infrastructure

Applications/Systems "Out-of-Scope" & Outside of Sinclair Community College IT Infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
Accuplacer			CRITICAL	30
LEADS (Law Enforcement Automated Data)			CRITICAL	30
Remote Access (VPN)			HIGH	22
Ohio Board of Regents			HIGH	21
Automated CE Dataload			MEDIUM	19
CVENT – Online Enrollment System			MEDIUM	17
Emergency Management Authority			MEDIUM	16
Joblink			MEDIUM	16

Applications/Systems "Out-of-Scope" & Outside of Sinclair Community College IT Infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
Sspos.sinclair.edu/sspp-platform (Enrollment Operations, Advising)			MEDIUM	16
Student Success Planning Software (SSP)			MEDIUM	16
5/3 Security Software			LOW	13
AIM Accessibility Services Software			LOW	12
Attorney General Website			LOW	12
Best Keystone 600N			LOW	12
CSO			LOW	12
CoVideo			LOW	12
Ensemble			LOW	12
Internet Banking System			LOW	12
Altavian Flare			LOW	6
Cable TV			LOW	6
Fusion360			LOW	6
GeoSLAM Hub			LOW	6
Internship/Apprenticeship Database (WBL)			LOW	6
Mission Planner			LOW	6
Pix4d			LOW	6
Q Ground Control			LOW	6
Radius			LOW	6
RealFlight			LOW	6
RegFox (WFD)			LOW	6
Report Exec			LOW	6
SalesForce			LOW	6
SenseFLY eMotion			LOW	6
Simlat (IMPACT, COSMOS, INTER)			LOW	6
Systems Tool Kit			LOW	6
YouScience (WBL)			LOW	6
Weather Alert Radio			LOW	6
WuFoo (WFD)			LOW	6

Business Continuity Plan Overview

Summary

This chapter provides an overview of the BCP including Disaster Notification Procedure and Recovery Teams. An outline of all recovery teams can be found in Appendix A.

Disaster Notification

This section outlines the notification procedures to be followed in the event of a disaster.

Disaster Alert Team

Disaster Notification will begin with IT Operations or Security personnel notifying a member of the Disaster Alert Team. A list of these teams is provided below.

TEAM LEADER:

Chief Information Officer

TEAM MEMBERS:

Chief Information Security Officer, IT
Assistant Director, IT Operations
Assistant Director, IT Systems
Assistant Director, IT Applications
Manager, Network Operations Center
Manager, Server Based Computing
Manager, Telecommunications
Manager, Application Administration
Registrar, Registration and Student Records
Director, Financial Aid and Scholarships
Director, Accounting Services
Director, Business Services
Bursar, Bursar
Manager, Campus Store
Assistant Manager, Campus Store
Director/Chief of Police
Director, Facilities Management
Assistant Director, Facilities Planning & Construction
Chief of Staff

WARNING!

In the event a member of this, or any team, cannot be reached directly, DO NOT mention the disaster. In this instance ask where the member may be reached and/or request that they call back. There is always the possibility that the team member is involved in the disaster.

1. Upon being notified by IT Operations or Campus Police personnel, this member of the Disaster Alert Team will select a meeting place based upon their knowledge of the extent of the damage (see Disaster Alert Team Meeting Places).
2. Utilizing the "Alert Team Notification Form" in Appendix A, this member of the Disaster Alert Team will contact all other team members, instructing them to meet at the selected location.
3. The Disaster Alert Team will evaluate the damage to the Data Center facility utilizing whatever resources are available. These "resources" include, but are not limited to the following:
 - Visual inspection of the facility
 - Reports from Campus Police personnel
 - Reports from Facilities Management personnel
 - Local News Media
4. If, in the opinion of the Team Leader, the systems cannot be restored to 100 percent capacity within five (5) days, a recommendation will be made to the Senior Vice President, Administration and Chief Information Officer to activate the BCP. Upon approval, the Team Leader will activate the BCP by contacting the Team Leader for each "Recovery Team." These Team Leaders will in turn contact each member of their team in accordance with their corresponding "Schedule of Events."
5. At this point, the Disaster Alert Team will disband and assume their appropriate "Recovery Team" roles.

Business Continuity Plan Manuals

BCP manuals shall not be accumulated at one location for the purpose of update, review, or audit. Each member of the Disaster Alert Team will be responsible for maintaining a complete and updated manual at a secure location other than the Sinclair Community College campus.

Business Continuity Plan Recovery Teams

This section outlines the main focus of each “Recovery Team” and provides detailed information in regard to team members, responsibilities and schedule of events. An outline of all recovery teams can be found in Appendix A.

Coordination Team

Summary

This section provides detailed information in regard to the Coordination Team including Members and Responsibilities and Schedule of Events.

Responsibilities

The main focus of this team is to oversee implementation of the Disaster Recovery Plan and to facilitate the activities of all other teams through specific logistical tasks. This team is also responsible for the development and maintenance of the Business Continuity Plan (BCP).

Team Leader:

Chief Information Officer

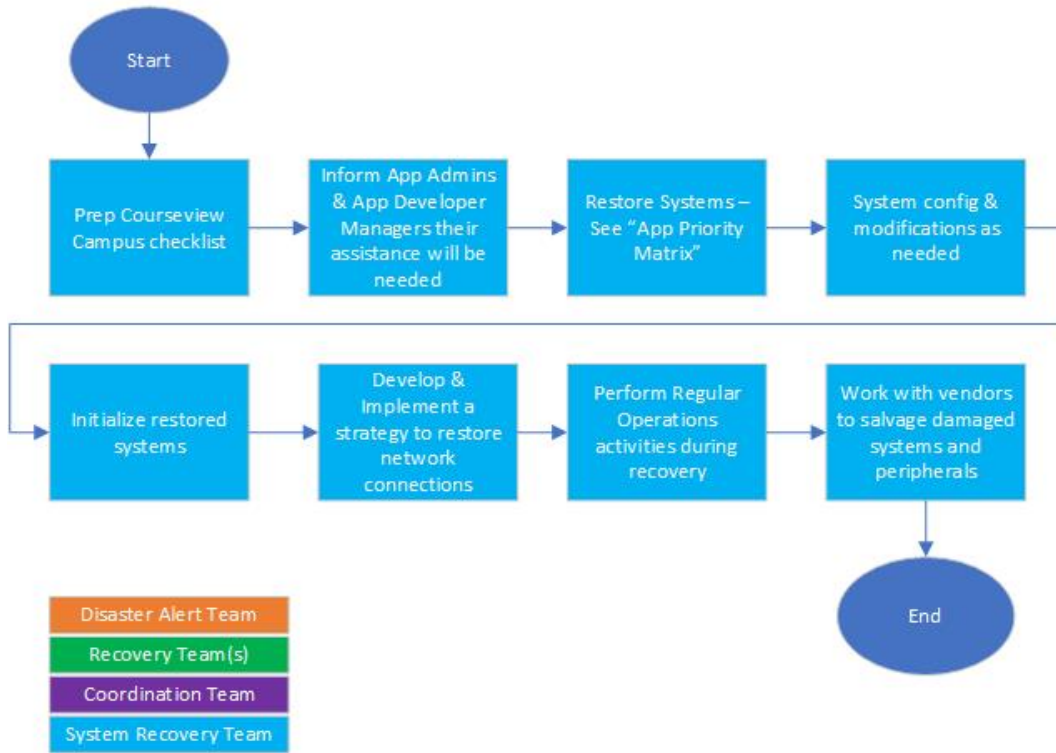
Team Members:

Assistant Director, IT Operations
Assistant Director, IT Systems
Assistant Director, IT Applications
Director, Business Services
Director, Accounting Services
Director/Chief of Campus Police

Schedule of Events

This section outlines the schedule of events or activities performed by the Coordination Team.

Disaster Recovery - Mainframes



1. Upon activation of the BCP, the Team Leader will initiate Courseview Disaster Recovery Procedures converting Courseview's Datacenter into Sinclair's Primary Datacenter.
2. Team Leader will immediately contact the Team Leaders of the Facilities Recovery Team and System Recovery Team requesting immediate set up of the Courseview Data Center.
3. Immediately upon activation of the Business Continuity Plan, NOC personnel will ensure the following.
 - a. Ensure copies of the IT Departmental Policies and Procedures Manuals and other documentation is accessible via ([\\exagridSCC\DRShare](#) or [\\exagridCV\DRShare](#)).
 - b. Ensure the most current Backups are available on the Courseview Data Domain backup appliance via the Exagrid backup server.
4. Evaluate the need to purchase additional supplies and infrastructure equipment. Upon delivery, arrange to have the

equipment moved to the Courseview campus and/or the appropriate storage facilities.

5. Process requests from each Recovery Team for the purchasing and delivery of equipment and supplies. Upon delivery, arrange to have these supplies and equipment delivered to the appropriate location.
6. Obtain expense money for all Recovery Teams.
7. Maintain a record of all expenses incurred during the recovery process including salvaging expenses.
8. Coordinate the resolution of all unresolved problems related to implementation of the Business Continuity Plan (BCP).

System Recovery Team

Summary

This section provides detailed information in regard to the System Recovery Team including Members and Responsibilities and Schedule of Events. A summary of all BCP Teams can be found in Appendix A.

Responsibilities

The main focus of this team is to assist in the relocation, installation, and restoration of the replacement systems to the Courseview Datacenter. Restoring all applications to their backup state.

Team Leader:

Assistant Director, IT Systems

Team Members:

Manager, Network Operations Center
Network Engineers
Network Operations Center Engineers
Network Operations Center Technicians

Vendor Engineers as Needed (EMC, HP, Dell, Extreme, Mitel)

Schedule of Events

This section outlines the schedule of events or activities performed by the System Recovery Team.

1. Prep Courseview campus; verify the location, and operability, of the network cabling. Confirm BGP Router Configuration has switched appropriately forcing all Internet traffic out the Courseview AltaFiber connection.
2. Alert Application Administration and Application Development Managers that their assistance will be required for configuration and testing.
3. Upon prep of Courseview campus, oversee installation of these systems, providing technical expertise as the need arises.
4. Restore Systems in Order of Importance according to the Application Priority Matrix. For more information see: Prioritization and Justifications of Applications and Software Recovery
5. Perform any required modifications to the system configuration files.
6. Oversee initialization of these systems.
7. As time permits, develop and implement a strategy for restoring network connections. This activity is dependent upon the extent of the disaster and may include a combination of the following:
 - a. Restore network infrastructure where applicable.
 - b. Restore connections from the Courseview campus to the appropriate user departments. **Please Note: Redundant network connections (AltaFiber, Spectrum) are currently in place for this purpose.**
 - c. Provide remote connectivity where appropriate.

- d. Ensure Learning Centers can access resources as needed (Remote Learning Centers)
 - e. Provide temporary network connectivity where appropriate utilizing PCs located in the Courseview Computer Lab.
7. This team is to continue to perform regular operational activities during the course of the recovery process.
 8. Upon completion of this recovery process, this team will interface with vendor support (HP, Dell, EMC, Extreme, Mitel) in regard to the salvaging of the damaged systems and peripheral devices.

Application Recovery Team

Summary

This section provides detailed information in regard to the Application Recovery Team including Members and Responsibilities and Schedule of Events. A summary of all BCP Teams can be found in Appendix A.

Responsibilities

The main focus of this team is to initiate and coordinate **User Recovery Procedures** in order to recover database applications from their backup state to a current status. This team also provides for user notification and interfaces with the user community regarding the status of the recovery. Help Desk staff will assist with these functions where appropriate.

Team Leader:

Assistant Director, IT Applications

Team Members:

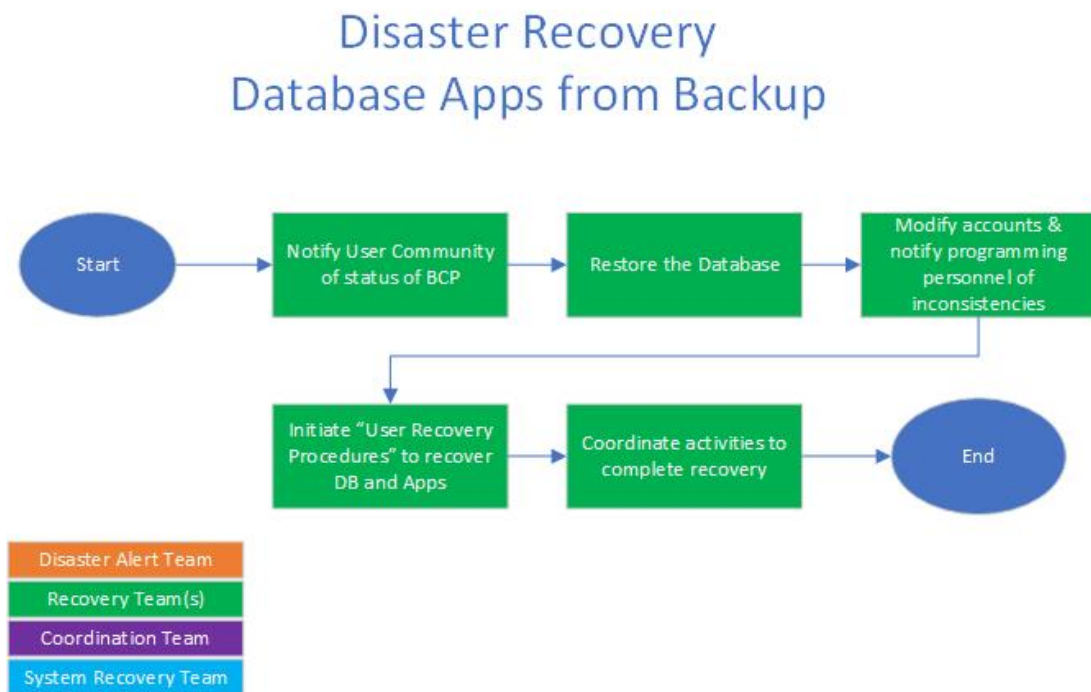
Enterprise Applications Administrator Programmers/Analysts
Help Desk Coordinator
Manager, Application Administrative
Manager, Server Based Computing
Manager, Systems and Network Administration

Systems Engineers
Systems Programmers/Analysts

Schedule of Events

This section outlines the schedule of events or activities performed by the Application Recovery Team.

Application Recovery Team



1. Notify and interface with the user community regarding the status of the BCP.
2. Upon completion of the database restores, the Enterprise Applications Administrator will perform any required modifications to the user accounts. This includes verifying the status of Programs, Dictionary Items, and VOCs previously copied from the TEST Account to the LIVE Account, notifying appropriate programming personnel regarding inconsistencies that may require modifications to these items, and then recopying these items.

3. At this point the Team Leader will initiate **User Recovery Procedures** in order to recover the database and applications to a current status.
4. Coordinate the activities of all user departments in completing this recovery.

Facilities Recovery Team

Summary

This section provides detailed information regarding the Facilities Recovery Team including Members and Responsibilities and Schedule of Events. A summary of all BCP Teams can be found in Appendix A.

Responsibilities

Initially, the focus of this team is to ensure that the Courseview Data Center is configured and setup. When this has been accomplished the focus of the team shifts to repairing the damaged datacenter or the building of a new facility.

Team Leader:

Assistant Director, IT Operations

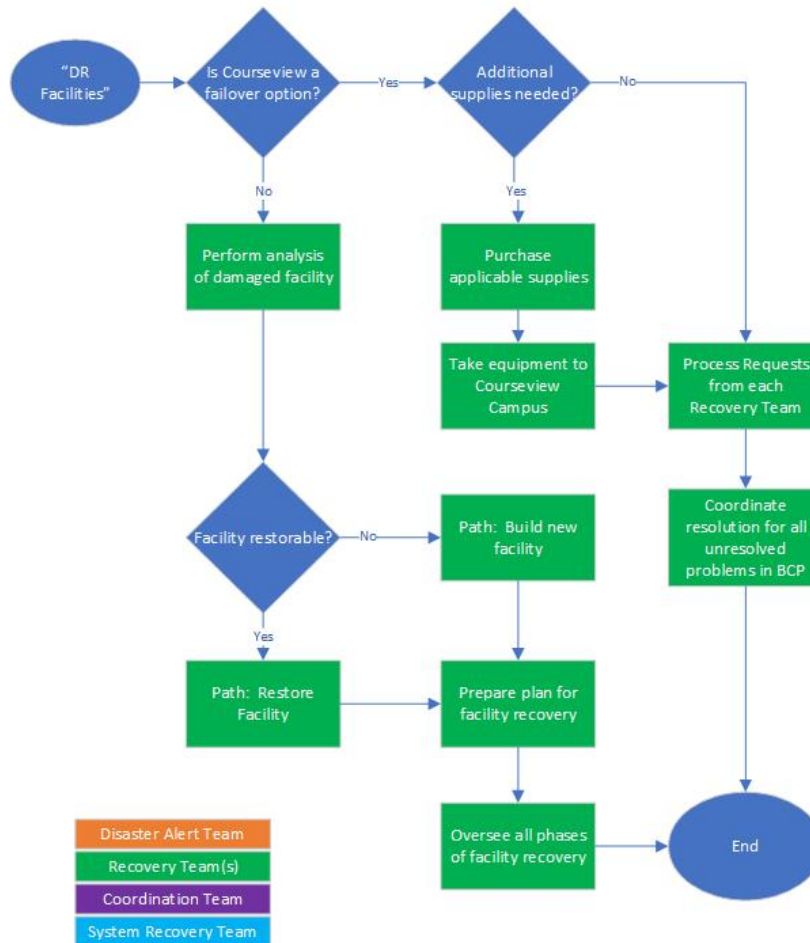
Team Members:

Assistant Director, IT Operations
Assistant Director, Facilities Planning & Construction
Director, Business Services (if Insurance claim)
Director, Facilities Management
Director, Financial Planning and Analysis

Schedule of Events

This section outlines the schedule of events or activities performed by the Facilities Recovery Team.

Disaster Recovery - Facilities



1. Upon activation of the BCP, immediately assemble appropriate personnel in order to set up the data center at the Courseview campus.
2. Perform a detailed analysis of the damaged facility. This analysis will then be presented to all team members. At this point the Team Leader will make a determination regarding facility recovery (restoration of facility or the building of a new facility).
3. Prepare a detailed plan and time schedule for facility recovery. This plan/schedule, including cost estimates, will then be presented to all other team members. At this point the Team Leader will make any required adjustments.

4. Oversee all phases of facility recovery. This includes maintaining a record of all costs incurred in salvaging and replacing equipment as well as interfacing with the insurance company.

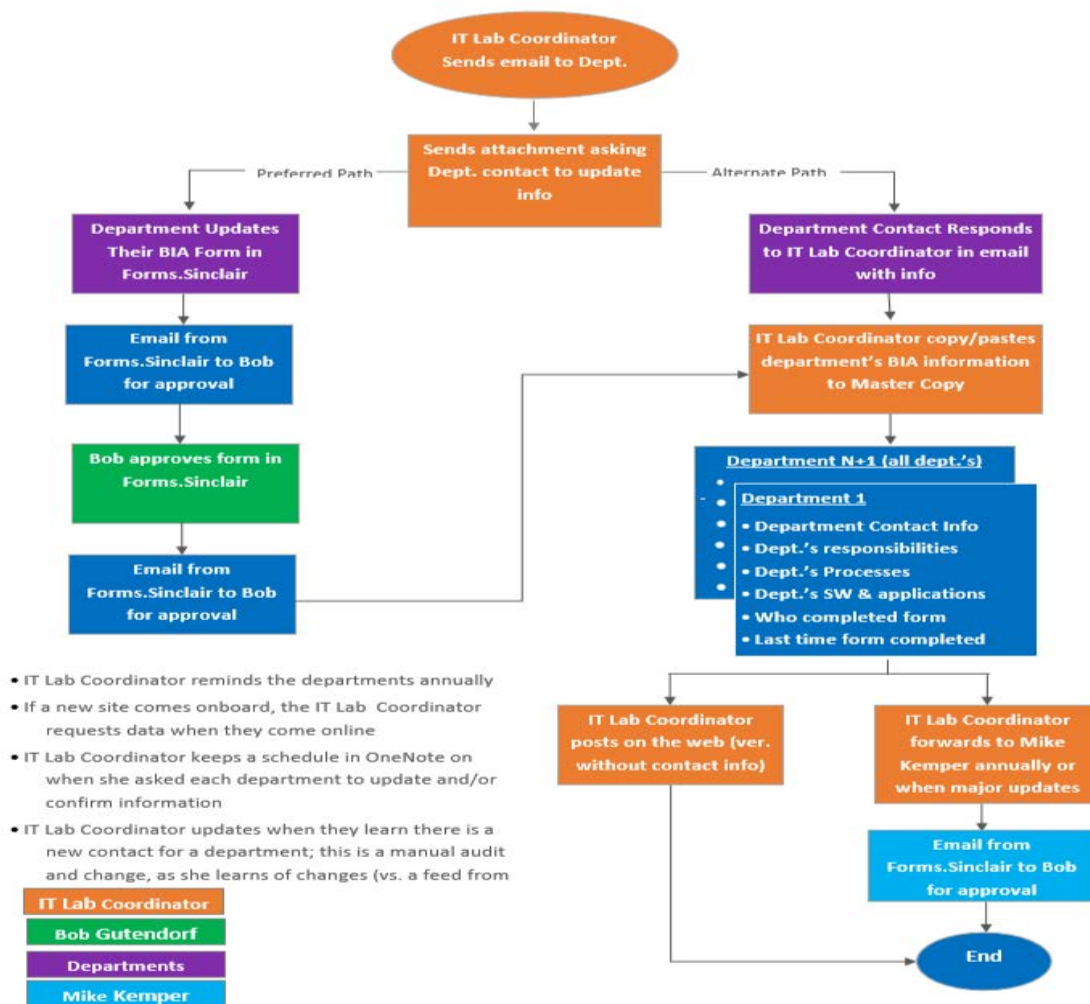
User Recovery – Business Impact Analysis

Summary

This next section provides detailed information regarding the *User Recovery Procedures List* which has been obtained through interviews and the Business Impact Analysis Questionnaire. A summary of all BCP Teams can be found in Appendix A.

In the event of an incident or emergency the Business Continuity Plan assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Business Impact Analysis



Objective

The purpose of the business impact analysis questionnaire is to identify what department processes are essential to maintain business operations in the event of an emergency.

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/19/2024

Summary

In the event of an incident or emergency, the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	Academic Advising	Department Location	10-301; 10-302 (Dayton)
Contact Name	Karla Knepper	Alternate Contact	Jenny Bagwell
Phone Number	937-512-4561	Phone Number	937-512-2545

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

Holistically support all Sinclair students through academic, personal, career and financial challenges throughout their Sinclair experience. This happens through a mix of virtual and face-to-face appointments and interactions. The Academic Advising Center facilitates approximately 35,000 1:1 student interactions per year. Additionally, advisors support students through e-mail and phone calls and support the college through a variety of initiatives, outreach methods, committees, and projects.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Holistically support students via appointments/drop-ins

Your Department's Second Priority:

Development of Guided Pathways/MAP Templates for all academic programs.

Your Department's Third Priority:

Provide communication, nudges, and interventions at various intervals throughout the year.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Colleague

- a. Website
- b. All staff
- c. Daily/all day
- d. Currently being used

SSPOS

- a. Website
- b. All staff
- c. Daily/all day
- d. Currently being used

Appointment Manager/e2e
Advise

- a. Website
- b. All staff
- c. Daily/all day
- d. Currently being used

Focus2

- a. Website
- b. Career Advising Staff
- c. Weekly
- d. Recently

Completed by:

Karla Knepper

Date:

3/15/2024

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/23/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	<input type="text" value="Instructional Division"/>	Department Location	<input type="text" value="Dayton Campus"/>
Contact Name	<input type="text" value="Anthony Ponder"/>	Alternate Contact	<input type="text"/>
Phone Number	<input type="text" value="937-512-2522"/>	Phone Number	<input type="text"/>

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

Academic Affairs oversees academic instruction at Sinclair and the development of the college's academic programs and policies. Academic Affairs is also responsible for the implementation of state-of-the-art technology in classrooms and the day-to-day operations of Sinclair's academic divisions: Health Sciences; Business and Public Services; Liberal Arts, Communication, and Social Sciences; and Science, Mathematics, and Engineering.

Academic Affairs is also responsible for faculty hiring, promotion, and tenure; Library resources; the Center for Teaching and Learning; school partnerships; the assessment of academic programs; and the accreditation of the college through the Higher Learning Commission.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Maintaining educational instruction in academic courses and programs for both in-person and online students.

Your Department's Second Priority:

Maintaining Academic Advising, Library, School Partnerships, and Center for Teaching and Learning services.

Your Department's Third Priority:

Higher Learning Commission accreditation.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)

- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

eLearn

Website
 All academic divisions
 Daily.
 Today

Colleague

Website
 All academic divisions
 Daily.
 Today

Microsoft Office Suite

Local installation
 All academic divisions
 Daily.
 Today

Map Maker (Electronic Academic Planning Tool)

Local installation
 Academic Advising
 Daily.
 Today

Shared Network Drives

Network
 All academic divisions
 Daily.
 Today

Zoom

Local installation
 All academic divisions
 Daily.
 Today

Teams

Local installation
 All academic divisions
 Daily.
 Today

Respondus Monitor

Local installation
 All academic divisions
 Daily.
 Today

Virtual Apps (AppV)

Local installation
 All academic divisions
 Daily.
 Today

VOIP (phone system)

Local installation
 All academic divisions
 Daily.
 Today

Curriculum Management Tool (CMT)

Website
 All academic divisions
 Daily.
 Today

Ally

Local installation
 eLearning
 Daily.
 Today

Turnitin

Local installation
eLearning
Daily.
Today

Canva

Local installation
School Partnerships
Daily.
Today

Infogram

Local installation
School Partnerships
Daily.
Today

Adobe

Local installation
School Partnerships
Daily.
Today

EMS (event planning software)

Local installation
All Academic Divisions
Daily.
Today

Papercut

Local installation
All Academic Divisions
Daily.
Today

Completed by:

Jared Cutler

Date:

04/23/2024

Accessibility Services

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/23/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	Accessibility Services	Department Location	10-424N
Contact Name	Lorrie Spivey	Alternate Contact	Tony Bryan
Phone Number	937-512-3400	Phone Number	937-512-3465

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

The department provides reasonable and appropriate accommodations to students with disabilities who are eligible to receive services. In addition, the department provides educational and advocacy support and ensures compliance with federal and local law to meet the needs of the community that it serves.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Providing accommodations to ensure accessible courses, programs, and services.

Your Department's Second Priority:

Ensuring compliance and offering educational assistance to programs within the college related to accessibility needs and services

Your Department's Third Priority:

Educational counseling, crisis management

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Accessible Information Management System-

- a. website
- b. all staff
- c. daily

Read Write-

- a. app
- b. technology specialist and students
- c. daily

Text help-

- a. website and app
- b. program specialist and technology specialist and students
- c. weekly

Colleague-

- a. my.sinclair
- b. counselors and program specialist
- c. daily

SSP-

- a. my.sinclair
- b. all staff
- c. periodically

Appointment manager-

- a. website
- b. all staff
- c. daily

Completed by:

Lorrie Spivey

Date:

04/23/2024

Accounting Services, Bursar, Grants
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 3/25/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

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DEPARTMENT CONTACT INFORMATION

Department Name	Accounting Services	Department Location	Bldg 7 and Bldg 10
Contact Name	Cindy Ryan	Alternate Contact	Katrina Williams
Phone Number	937-512-4650	Phone Number	937-512-2535

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department’s responsibilities and processes:

Accounting Services - Paying vendors/reimbursing employees, investments, financial record keeping, financial statements, travel

Bursar – Student accounts and cashier, 3rd party student billing, student disbursements, AR general ledger reconciling, account certification to OAG, and CCP state billing

Grants Accounting – ensuring departments comply with grant requirements, filings as needed per grant

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Accounting Services – managing investments (can be performed manually, access to GL and Bank are preferred, but we could survive 2-5 days)

Bursar – accepting payments on accounts (receipts can be handwritten, deposits made to bank, payments to accounts would not post) – can be performed manually but only for a few days; more than a few days could have large impact on several things.

Grants Accounting – compliance with Federal, State and local agencies as well as private foundations. (Information for compliance reports could be produced out of DAWN since there is a time lag of information date and reporting date).

Your Department's Second Priority:

Accounting Services – paying vendors and employees timely (can only print checks out of Colleague. Also, need to upload file to Chase for check to be able to be cashed). Most payments are now made through AvidXchange and will be transitioning to Finexio. However, we still need to be able to access Informer/Colleague to download vouchers to be paid as well as upload to Avid/Finexio.

Bursar – reconciling receipts on account to GL and "cash" received (would not be able to do manually, however, as soon as the system was up and running, the information could be entered. It would require extra time and deregistration for non-payment may need to be postponed).

Grants Accounting – monthly draw downs (could produce if able to use Excel and Word as well as DAWN).

Your Department's Third Priority:

Accounting Services – Proper financial record keeping (cannot be done manually, if down for 2-5 days, it would require long days to make up the time, dependent on Colleague).

Bursar – billing students, 3rd party sponsor billing, CCP state billing, student disbursements, and OAG certification (cannot be done manually, if down for 2-5 days, it would require long days to make up the time, dependent on Colleague and other needed systems).

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Accounting Services:

Colleague – Accessed via web. Everyone utilizes this software all day long.

Dawn/Informer – Accessed via web. Utilized multiple times per week.

Email (Outlook) – Accessed via web. Utilized multiple times daily.

VOIP phone – Accessed via telephone, forwarding to cell/home phone, Mitel app, etc. Utilized multiple times daily.

Shared Drives/H Drives/OneDrive – Accessed via network. Utilized multiple times daily.

Internal websites (my.sinclair) – Accessed via web. Utilized daily.

Papercut – accessed multiple times weekly for printing.

VPN for remote access – utilized daily.

Dynamic Forms – Accessed via web. Utilized daily.

Unimarket – Accessed via web. Utilized daily.

Concur – Accessed via web. Utilized daily.

Various websites including Chase, Key Bank, Fifth Third, PNC, state sales tax, AvidXchange/Finexio – accessed via web. Utilized at least weekly.

Blackbaud (Financial Edge) – access via web. Utilized daily.

Cash Transfer form/Expense Transfer tool – access via web. Utilized daily.

Filezilla – accessed via app. Utilized multiple times weekly.

Microsoft Office (Excel, Word, PowerPoint) – access via application. Utilized daily.

Adobe Acrobat – used by most in all departments via local installation.

Bursar:

Some of the same as listed above for Accounting Services plus the below

Attorney General Office – accessed via web for certifying past due student accounts and accessing payments the AG collected (3rd party vendor).

BMTX Inc. – accessed via web for student disbursements (3rd party vendor)

TouchNet – accessed via web as Payment Gateway for online payments (Visa, MasterCard, and ACH) and payment plans (3rd party vendor).

Fiserv / Key Merchants – Payment processor/merchant provider

ECSI – accessed via web for issuing students annual 1098T's (3rd party vendor)

Brushfire/Square – accessed via web for Box Office tickets and payments (3rd party vendor)

State of Ohio & ODDEX – accessed via web for College Credit Plus billing and reporting (3rd party vendor)

Several 3rd party sponsor billing sites – accessed via web for invoicing students accounts for payment from the sponsors (i.e., Amazon, VA, Edcor, Guild, AmeriCorps, military, etc.).

5/3rd Business Track – accessed via web for depositing/reviewing checks processed through check scanner and to pull needed reports for daily cash receipt reconciling.

Grants Accounting:

Quickbooks Online – accessed via web, however very limited now as this has been transitioned to another department.

Completed by:

Date:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/10/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Business Services	Department Location	7324
Contact Name	Paul Murphy	Alternate Contact	Tim Borchers
Phone Number	937-512-2477	Phone Number	937-512-2361

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department's responsibilities and processes:

- **Business Services:** Handles insurance, manages properties, leases, contract negotiation and is responsible for the following departments: Purchasing, Mail Center, and Auxiliaries (Campus Store, Food Services, Parking & Duplicating), see below:
- **Purchasing:** Processes purchase orders, manages P-card program and interfaces with Ohio entities regarding state construction projects.
- **Mail Center:** Handles all shipping and receiving duties, processes mass mailings, and completes internal deliveries at the Dayton campus and satellite campuses (Centerville, Courseview, and WPAFB).
- **Campus Store:** Buys college merchandise, course supplies, and electronics for sale in the Campus Store.
- **Food Service:** Contracted vendor handles all catering requirements for the college and conference center.
- **Parking:** Monitors parking lots, provides security personnel and snow removal.
- **Duplicating:** Contracted Vendor provides duplicating services for the College.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Business Services: Insurance, incident reports and legal matters can be conducted via telephone, available email and /or Zoom.

Purchasing: Can continue purchasing activities using P-cards and Check Requests for emergency purchases as well as all PO's can be created electronically while staff work remotely using the UniMarket Software platform.

Mail Center: The software for tracking packages, Qtrak, cannot operate without an internet connection. A manual log will be used to track all packages. This includes student book orders from eCampus. All packages stored in the Qtrak locker systems at Dayton, Centerville and Mason will be manually removed from the lockers and books will be delivered at those locations using a written log. For eCampus orders at the Dayton campus, the tracking numbers will be scanned into Excel and the recipient's name will be

typed into a log. This information will be transferred to the Campus Store using a thumb drive.

The postage accounting system, G2, does not require an internet connection to store data. If it is not functional, postage will be manually recorded on the charge ticket provided by the departments. Internet is required to download postage to the meter base. If necessary, the meter can be taken to IMS of Dayton for use there. Bulk Mailings cannot be completed without internet connection. The Move Update process and the submission of postage statements are required and are transacted online.

The Mail Center would continue to coordinate pick-up of surplus equipment that has been sold on govdeals. The Mail Center would have handwritten records of the buyer picking up the equipment that they purchased. Colleague and ARCHIBUS would be updated when the computer system is restored.

Campus Store: Provided we have internet access, if school systems and Colleague are down and the Smart Suite servers are working, the Campus Store will be able to process cash, checks under \$100, and credit cards only. The Campus Store will be unable to process financial aid and funded charges.

If both the school systems and the Smart Suite servers are down, provided we have internet access, the Campus Store will be able to process transactions with cash, checks under \$100, and credit cards. Credit cards would be processed as Bank Card Downs, and we would verify them through the handheld.

Parking: All lots will be 'open access' and parking passes will be collected as necessary. Handheld credit card readers could be utilized if needed.

Your Department's Second Priority:

Mail Center: Mail sorting is a manual process. A paper directory, printed quarterly, will be used for sorting, and finding department contact information. UPS/FedEx outgoing packages will continue to be processed. Departments need to provide a postage charge ticket with the package. FedEx/UPS do not allow for a manual label. Packages shipping via FedEx/UPS will be taken to the FedEx location for processing.

Duplicating Services: Manual tickets will be used to enter duplicating jobs and department charges.

Food Services: Sales can be conducted using cash and credit card transactions (if internet is available) for non-perishable items and vending operations.

Your Department's Third Priority:

Purchasing: Purchase Order maintenance and P-Card reviews will resume upon restoration of power. Depending upon the length of the emergency situation, extra assistance may be needed to accomplish these tasks in order to restore normal operations.

Mail Center: Manual records for the G2 postage system and Qtrak package tracking system that were manually captured during the 'down' time will be entered upon restoration of power. Any Bulk Mailings that were 'on hold' pending resumption of services will be completed. Extra assistance may be needed to restore records and resume normal operations.

Campus Store: Transactions will flow through to the Smart Suite server when servers are restored (inventory will automatically be adjusted at that point as well as sales totals).

Duplicating Services: Reconciliation of vendor charges will be accomplished using manual tickets.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

UniMarket – Purchasing

ARCHIBUS – Mailroom

QTrak – Mailroom

SmartSuite – Campus Store

WebCRD – Duplicating

IPARC – Parking

MICROS POS – ARAMARK

DocuSign – Purchasing

Concur – Used for Pcards by Purchasing but operated by Accounting

CaterTrax – Aramark

Completed by:

Paul Murphy

Date:

4/10/2024

Centerville

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/19/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

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Department Contact Information

Department Name	Centerville	Department Location	Centerville
Contact Name	Latonia Peak-Brown	Alternate Contact	Bob Noss
Phone Number	937-512-3097	Phone Number	937-512-4668

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

Quality Education and Career Training that is Convenient to I-675 and Wilmington Pike in Centerville. Sinclair in Centerville offers a nationally recognized community college education right at your doorstep. The Sinclair in Centerville location continues Sinclair Community College's mission of providing accessible, affordable, flexible education—meeting the needs of the community. We are a full-service location, initially offering 20 academic programs in their entirety. Even more programs are available for students

willing to take some classes online or at our Dayton campus. Sinclair in Centerville:

Facility—100,000 Square Feet

Faculty—Sinclair instructors teach classes in Centerville.

Staff—Sinclair staff work at Sinclair in Centerville

Students—Sinclair students take classes in Sinclair in Centerville.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Our first priority would be to ensure the safety of all students and all staff. If there is no electricity, necessary steps would be taken to close the center because there would be no lights, no phones, no computer systems and no heating or air conditioning. Students and faculty would be notified via the Nixle notification system, posted on social media sites, as well as emailed to all mail users. Notify ITS that the power is out so that servers, etc. can be shutdown properly before they lose power.

Your Department's Second Priority:

If we still have power (but the network is down): Information that would routinely be entered on the network could be saved locally and moved to the network when the network connection is reestablished. General advising could be done for new students if students have their testing scores. Returning students would most likely need to come back for an appointment once the network connection is reestablished. Classes could be held as normal as long as instructors have things locally saved and they do not need access to the network. Student Computers—Students would still have access to Microsoft Office and could save files on a flash drive.

Your Department's Third Priority:

If there is electricity but other damage has occurred to the computer: Close off computer areas of damage with signage. Use the laptops as a temporary replacement of instructor computers in classroom as needed. Microsoft Office suite is accessible, and material could be saved on flash drives. Close computer rooms if computers are down or damaged. Inform instructors who use computer classrooms in order for them to find a way to run their class without computers or cancel class. Restrict computer usage in common areas if computers are damaged or inaccessible

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Appointment Manager – from website. All Centerville team members utilize this every day, all day to make advising and testing appointments and to check appointments in.

Colleague – from my.sinclair. All Centerville team members use this all day, every day to get student information, check financial status, process non-credit and audit registration, make bursar payments, enter high school transcripts for multiple measures, and to print student degree audit.

Curriculum Management Tool – from my.sinclair. Centerville advising generalists use this periodically to check for new programs, new courses, and any curriculum changes.

Email (Outlook) – All Centerville team members use it every day, all day to send and receive messages.

EMS – Centerville Operations Manager and Conference Center salesperson use this as needed to enter and check events and activities at the Centerville Campus.

Internal Websites (my.sinclair) – All Centerville team members use this to get colleague link, colleague self-service, secure document upload, form central, and employee information every day, all day.

PaperCut System – All Centerville team members use this every day, all day to print documents and information.

SAS – Enterprise from my.sinclair. All Centerville Team members use this every day, all day to view Regional Center reports and enrollment information.

SSP – from website. Centerville Advising Generalists use this to view and enter advising journal notes all day, every day as they meet with students.

Shared Network Drives – All Centerville team members use CT Front Desk, Centerville, Testing Share and Tartan Card share drives to store and save documents and processes used on a daily basis at the Centerville Campus Center.

VoIP – All Centerville team members use the phone system and to check voicemails all day, every day at the Centerville Campus Center.

Oneview – All Centerville team members use this to view student information all day, every day at the Centerville Campus Center.

Completed by:

Latonia Peak-Brown

Date:

3/18/2024

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/19/2024

Summary

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Objective

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Department Contact Information

Department Name	Counseling Services	Department Location	10-424
Contact Name	Eric Henderson	Alternate Contact	Lorrie Spivey
Phone Number	937-512-2167	Phone Number	937-512-3400

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

- Providing counseling services for registered students. Maintaining confidential documentation of all services provided.
- Crisis counseling services. Maintain confidential documentation.
- CARE Team/Behavioral Intervention Team, case management services, oversee food pantry

- Collaboration with all other departments concerning counseling or case management needs

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Seeing students for scheduled counseling appointments and any walk-in appointments

Your Department's Second Priority:

Providing support services such as case management and the food pantry

Your Department's Third Priority:

Providing education and prevention services/workshops and outreach tables

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Appointment Manager-
a. website
b. everyone uses this
c. daily

Colleague-
a. website
b. most people use this
c. several times a week

Outlook-
a. app/website
b. all use
c. daily

Internal websites like my.sinclair and www.sinclair.edu
a. website
c. daily

Papercut-
a. local
c. daily

Maxient-
a. website
c. several times weekly

Voip phone system-
a. local
c. daily

SSPOS-
a. website
c. daily

Completed by:

Date:

Courseview Campus Center
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 4/9/2024

Summary

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DEPARTMENT CONTACT INFORMATION:

Department Name	Courseview Campus Center	Department Location	Mason
Contact Name	Chris Hubbard	Alternate Contact	Becky Osborne
Phone Number	937-512-5528	Phone Number	937-512-5565

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

We are a full-service campus, offering courses and all levels of student support.

Prioritize your department’s responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Maintaining scheduled courses

50 laptops are available that could be used for some classes, although they will need to be shared and some may be needed for staff use as well. Instructors may need to be creative to find valuable ways to use class time when activities requiring computers or network had been planned.

Your Department's Second Priority:

Time-sensitive student support – eg. registration and financial aid issues affecting the short term, academic testing, tutoring, enrollment.

Registration – Paper registration forms can be collected for later processing. Students will need to be advised to consult email for confirmation once the system is back up, as certain registration requests may not be able to be fulfilled.

Financial Aid – Student documents collected can be sent to the Dayton financial aid office via inter-office mail for processing or held until the system is restored.

Academic Testing – tests requiring TMS will not be available, but tests can be administered if faculty can provide a hard-copy. We will need to keep manual notes regarding testers, time of the test.

Enrollment paperwork can be collected and sent to Dayton via inter-office mail or held until the system is restored.

Your Department's Third Priority:

Less time-sensitive student support – eg. Long-term academic planning, career exploration.

Advisors will be limited by lack of access to student records, but they can have general discussions with students. Notes can be kept manually for later electronic entry.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title

- a. How do you access this software? (Local installation, website, app, etc.)
- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

Appointment Manager

Colleague (Datatel/DAWN/ERP)

Curriculum Management Tool

DVD's & Camera Monitors

eLearn

Email (Outlook)

Internal Websites (my.sinclair, our.sinclair, etc...)

Ivanti (Ticketing System)

MAP Maker (Electronic Academic Planning Tool

PaperCut System

SAS – Enterprise Guide

Shared Network Drives

Student-mail systems (Gmail) – Single Sign-On

Virtual Apps (AppV)

VoIP (phone system)

Student Success Plan

Milestone (security camera server)

ID Works (tartan card printing)

The software that works with the Tartan ID printers

Perceptive

Used to manage student documents

Used by our advisors sometimes

Reach

The college's new Customer Management System and has replaced Radius

Mostly used by our Enrollment Advisor

Test Management System

System used in the Testing Center to manage academic tests

AIM (accessibility)

Completed by:

Date:

Enrollment Operations

SINCLAIR COMMUNITY COLLEGE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/10/2024

Summary

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Department Contact Information

Department Name	Enrollment Operations	Department Location	Building 10, First Floor
Contact Name	Charity Lomax	Alternate Contact	Matthew Moore
Phone Number	937-512-2126	Phone Number	937-512-2960

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

The Enrollment Operations staff in Sinclair's Welcome Center, located on the first floor of Building 10 on the Dayton Campus, serves current and new students. Our highly trained team of enrollment experts are here to greet students, answer their questions, and provide academic and financial support and services to them so they may continue to make progress and succeed in their chosen academic goal.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

In an emergency, be able to answer 512-3000 calls during business hours using Mitel software on laptops or Mitel hardware (phone).

Your Department's Second Priority:

Triage and address student enrollment needs (application, financial aid, placement testing, any additional support services needed).

Your Department's Third Priority:

Ability to perform outbound call campaigns to assess student needs and provide resources.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Appointment Manager

Colleague

Email (Outlook)

Internal website (My.Sinclair)

MAP Maker

Virtual Apps AppV

VoIP (Phone)

SSPOS

Our entire team of 20 access the above software on a daily basis.

Completed by:

Charity Lomax

Date:

04/10/2024

Facilities Management
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 4/17/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION:

Department Name	Facilities Management	Department Location	Building 17
Contact Name	Yolanda Junior	Alternate Contact	Matt Biggs
Phone Number	937-512-4529	Phone Number	937-512-5361

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

The Mission of the Facilities Management Department is to sustain the college's overall appearance value standard and to maintain the college's buildings, grounds, utilities, equipment, mechanical and electrical systems in a cost-effective manner to provide an aesthetic, safe, healthy and comfortable environment for the college community. The Department oversees all Life/Safety Maintenance, Repair, Environmental compliance, Construction and Housekeeping activities of the campus.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Physical Security and Safety of Buildings, Grounds and Electrical systems to ensure mission readiness for all campus users and to engage as needed support from internal and external resources in emergency circumstances to recover the campus in a timely manner. This includes recording all costs incurred in salvaging and replacing Facilities assets and interfacing with the college's insurance company.

Your Department's Second Priority:

Accessibility and environmental compliance for intended use of campus physical spaces in accordance with higher directives and space utilization parameters

Your Department's Third Priority:

Routine maintenance

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)

- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

The Facilities Department maintains the campus infrastructure in a manner that provides reliability in emergency situations for the long-term survival of the buildings and assets by use of life and safety systems, emergency power and 24/7 monitoring of these systems. The Facilities Director acts as one of the Emergency Management Recovery Team members for all campus disaster recovery situations.

See systems below used by Facilities:

- Colleague (Datatel/ DAWN/ERP) – Daily
- Email (Outlook) – Daily
- EMS (Event Planning Software) – Biweekly
- Fuel Management System (Petrovend) – Monthly
- Internal Websites (my.Sinclair, our.Sinclair, etc.) – Daily
- Ivanti (Work Order System) – Daily
- Milestone Care Plus Camera Software – Daily
- Papercut – Daily
- Rainbird (Irrigation Control System) - Daily/ Seasonal
- SAS (Enterprise Guide/ Maxient) – Daily
- Shared Network Drives – Daily
- Verizon Cell Phone System – Daily
- VoIP (phone system) – Daily
- Wireless Clock System – Daily
- Simplex (Fire & Smoke Detectors) – Daily
- BAS (Siemens/ Desigo) – Daily
- Simplex / Lenel (Access Control) – Daily

- Best / Simple K (Key Control Software) – Daily
- ARCHIBUS (Cloud Supported)– Daily
- E-BUILDER (Cloud Supported) – Daily
- AutoDesk/ AutoCAD – Daily
- AutoDesk DWGTRUEVIEW – Monthly
- Adobe Acrobat DC (Pro Version) – Weekly
- MS Office – Daily
- Lutron – Daily

Multiple manual overrides necessary to run campus in case of emergency.

Completed by:

Yolanda Junior

Date:

4/17/2024

Financial Aid & Scholarships
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 3/27/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION:

Department Name	Financial Aid & Scholarships	Department Location	10-309
Contact Name	Matt Moore	Alternate Contact	Veronica Davidson
Phone Number	937-512-2960	Phone Number	937-512-2651

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

Manage the comprehensive process of awarding and disbursing all Federal, State, and Sinclair financial aid programs, encompassing grants, scholarships, loans, and work-study opportunities. This responsibility extends to meticulously ensuring institutional compliance with Title IV regulations associated with federal aid, thereby maintaining adherence to pertinent guidelines and standards.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Continue the awarding and disbursement of financial aid and communicating this information to the US Department of Education so Sinclair can continue receiving funding.

Your Department's Second Priority:

Complete all necessary reporting and processing related to Title IV regulation

Your Department's Third Priority:

Support students and the Welcome Center by providing high level customer service to internal and external stakeholders (students, staff, faculty, community orgs.)

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title

- a. How do you access this software? (Local installation, website, app, etc.)
- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

Elluican's CampusLogic:

- a. website
- b. all staff
- c. daily
- d. today

Blackbaud Awards Management:

- a. website
- b. Lead Scholarship Officer and the Scholarship Assistant
- c. daily
- d. today

Perceptive Document Management:

- a. local installation/app
- b. all staff
- c. daily
- d. today

Completed by:

Matt Moore

Date:

3/27/2024

Financial Planning and Analysis
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 3/19/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Financial Planning & Analysis	Department Location	7212
Contact Name	Kevin Locker	Alternate Contact	Barb Lucente
Phone Number	937-512-2152	Phone Number	937-512-4462

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department’s responsibilities and processes:

The dept. is responsible for budget development and monitoring, strategic planning, and position control. We also assist in the salary administration process, variance analyses, and ad-hoc reporting as requested by internal or external stakeholders.

Prioritize your department’s responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?

- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Budget development and monitoring

Your Department's Second Priority:

Position control

Your Department's Third Priority:

Analyses and reporting

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Adobe Acrobat PRO DC

Colleague

Email (Outlook)

Zoom

SAS Enterprise Guide

SAS Add-in for Excel

Microsoft Suite

Shared Network Drives

Papercut

VOIP

Global Protect VPN

Mitel

All of the above software is used almost on a daily basis by all three members of the dept. The SAS Add-In for excel is installed on our PCs by the RAR dept.

We also have critical Access databases that have ODBC connections to data stored in the data warehouse that RAR helps maintain/set up those connections.

Completed by:

Barb Lucente

Date:

3/18/24

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE 4/15/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Grants Development	Department Location	12312
Contact Name	Steve Bright	Alternate Contact	Cordell Williams
Phone Number	937-512-2524	Phone Number	937-512-3856

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department's responsibilities and processes:

Helps faculty and staff visualize new projects and programs that are aligned with funders' priorities and local needs.

Facilitates the development of competitive proposals.

Helps ensure that all funded projects are ambitious yet achievable.

In the post-award stage, the Grants Office receives award documentation and finalizes contracts, securing any needed signatures from College leadership, confirms that the final project plan reflects compliant stewardship

of grant resources, hosts project kickoff meetings, and assists with writing and filing required reports.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Preparing contracts, Memorandum of Understanding, and other documents needed to implement sponsored programs.

- Can this function be performed manually if necessary? No.
- Does this function have to be performed at a specific time of the day/week/month/year? Yes, it must be performed in the timeframe prescribed by the sponsor.
- Is this function dependent on any technology (hardware or software)? Yes, Microsoft products, the Grants Office database, and the files stored on the shared drive of the grants office.
- Does this function depend on any outside services or products for its successful completion? Yes, it is necessary to communicate with external sponsors and partners to handle this responsibility.

Your Department's Second Priority:

Documenting that sponsored program activities follow Sinclair's internal controls.

- Can this function be performed manually if necessary? No.
- Does this function have to be performed at a specific time of the day/week/month/year? Yes, it must be completed in prescribed times.
- Is this function dependent on any technology (hardware or software)? Yes, Microsoft products, the Grants Office database, and the files stored on the shared drive of the grants office.

- Does this function depend on any outside services or products for its successful completion? Yes, it is necessary to communicate with external sponsors and partners to handle this responsibility.

Your Department's Third Priority:

Developing, vetting, writing, and submitting proposals to outside sponsors.

- Can this function be performed manually if necessary? No.
- Does this function have to be performed at a specific time of the day/week/month/year? Yes, the function has to be performed in a timeline that allows us to meet the sponsors' deadlines.
- Is this function dependent on any technology (hardware or software)? Yes, Microsoft products, the Grants Office database, the files stored on the shared drive of the grants office, and the Workflow process for approvals required before submission.
- Does this function depend on any outside services or products for its successful completion? Yes, it is necessary to communicate with external sponsors and partners to handle this responsibility.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title

- a. How do you access this software? (Local installation, website, app, etc.)
- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

Microsoft Office Applications –

- a. local
- b. all staff use this on their laptops
- c. all day every day

Zoom –

- a. local
- b. all staff use this on their laptops
- c. frequently

Adobe Acrobat –

- a. local
- b. all staff could use this on their laptops
- c. daily

Internet Browsers –

- a. local
- b. all staff could use this on their laptops
- c. daily

Completed by:

Date:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE 4/23/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION:

Department Name	Human Resources	Department Location	7340
Contact Name	Nathaniel Newman	Alternate Contact	Kevin Evans
Phone Number	937-512-2946	Phone Number	937-512-2628

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

To provide support to all employees in the hiring, benefits, compensation, employee relations and all general employment support areas.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?

- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

During an emergency: administration and support of health-related benefits.
 -We would need access to the benefit provider portals
 -Performed daily
 -Yes
 -Benefit provider's portal

Your Department's Second Priority:

During an emergency: adapting staffing levels to meet the needs of the college (additional hires/reallocation of employees/compensation adjustments)
 -We would need access to Colleague/PeopleAdmin access
 -performed daily
 -Yes
 -Both databases administered by 3rd party

Your Department's Third Priority:

During an emergency: supporting employee various needs such as mental health (EAP) and/or local resources for shelter/transportation etc.
 -Yes
 -As needed
 -Helpful but not required
 -Our EAP services are provided by a 3rd party (EmployeeCare)

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

1. Colleague/Ellucian
 - a. website
 - b. all HR employees utilize Colleague.
 - c. daily
 - d. today

2. PeopleAdmin
 - a. website
 - b. CHRO; Assoc. Director; Comp/Data Mgr.; (3) HRBP's; Recruiter; Admin. Ast. II; HR Coord.
 - c. daily
 - d. today

3. NCSI
 - a. website
 - b. (3) HRBP's; Recruiter; HR Coord.
 - c. daily
 - d. today

4. Benefit Portals (medical/dental/vision/COBRA/life & supplemental insurances)
 - a. website
 - b. Benefits Administrator; HR Coord.
 - c. daily
 - d. today

5. State Agency sites (Unemployment; Worker's Comp.)
 - a. website
 - b. Comp. & Data Mgr.
 - c. weekly
 - d. this week

Completed by:

Nathaniel Newman

Date:

04/23/2024

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/10/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	Information Security	Department Location	13023N
Contact Name	Daniel O'Callaghan	Alternate Contact	Scott McCollum
Phone Number	937-512-2452	Phone Number	937-512-3068

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

Office of Primary Responsibility for the College's Information Security Program

Develops, maintains, implements, and evaluates security policies, practices, standards & procedures.

Investigates possible violations of computer/network security, coordinates response to incidents.

Develops procedures to ensure confidentiality, integrity, and accessibility of data and software.

Directs development/execution of security awareness program.

Develops/implements procedures/guidelines for internal auditing of information security controls.

Keeps abreast of changes to State/Federal legislation and regulatory laws pertaining to information security and privacy.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Implement and monitor effective information security practices, processes, controls, etc.

Your Department's Second Priority:

Information security incident response

Your Department's Third Priority:

Compliance with federal, state local, industry standards and regulations.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?

d. When was the last time the software was used?

Title	Accessed	Who	Frequency	Last Use
Carbon Black	Browser	CISO	Daily	4/10/24
Chrome Browser	App	CISO	Daily	4/10/24
Colleague CRT	App	CISO	Daily	4/10/24
Colleague UI	Browser	CISO	Daily	4/10/24
ELK stack/Kibana	Browser	CISO	Weekly	4/8/24
Email - Outlook	Local	CISO	Daily	4/10/24
Email Mobile Mail	iPhone	CISO	Daily	4/10/24
Email OWA	App	CISO	Daily	4/10/24
File shares	Explorer	CISO	Daily	4/10/24
Firefox Browser	App	CISO	Daily	4/10/24
Foxit PDF reader	App	CISO	Daily	4/10/24
Ivanti	Browser	CISO	Daily	4/10/24
Litmos	Browser	CISO	2-4 per week	4/8/24
Mimecast - Admin	Browser	CISO	Daily	4/10/24
Mimecast – Personal	Browser	CISO	Daily	4/10/24
Mitel	Browser, Phone	CISO	Daily	4/10/24
MS Entra	Browser	CISO	2-4 per week	4/10/24
MS Office	Local	CISO	Daily	4/10/24
MS Teams	App	CISO	Daily	4/10/24
My.Sinclair	Browser	CISO	Daily	4/10/24
Notepad	Local	CISO	Daily	4/10/24
O365 – Apps and storage (One Drive)	Browser	CISO	Daily	4/10/24
PaloAlto	Browser	CISO	2-4 per week	4/9/24
Putty	Local	CISO	2-4 per week	4/8/24
Tenable	Browser	CISO	2-4 per week	4/10/24

Completed by:

Date:

Information Technology
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 5/3/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Information Technology	Department Location	13-000
Contact Name	Scott McCollum	Alternate Contact	
Phone Number	937-512-3068	Phone Number	

Summary

The primary responsibility of the IT department in the event of a disaster is to restore operation to the college’s critical computer systems. All department functions that do not directly relate to the processes required for these restoration processes will be suspended until the systems are made available.

In the event of a disaster that makes the college’s computing systems unavailable, many of the sources of information that is necessary to

reconstitute the data center environment will not be available. To ensure that this information is available, IT has identified a list of items that will be maintained in a central location and duplicated to a safe location, separate from the college's normal backup data.

The items listed below will be copied into a file share on a server that is housed on the Dayton campus and will be maintained in this location. The file share will be replicated automatically to a server that is housed at the Courseview Campus Center's Disaster Recovery facility.

Contacts

A list of all internal and external contacts that may need to be contacted for communication about or assistance with the recovery process:

- *Vendor List
- *Off-site Locations

Phone Directories

- *Campus
- *IT emergency closing list
- *ITStaff Web Page
- *IT department phone list

POs

Department purchase orders and related documentation may be necessary to prove ownership of equipment.

Documentation

Any documentation that describes how systems or network devices are configured to assist in any manual re-configuration that may be necessary. Examples include diagrams or descriptions of services, instruction manuals, databases of inventory information, etc.

This documentation is located on share drives
\\exagridSCC\DRShare or \\exagridCV\DRShare .

The shares are setup for the SCC site to Replicate to the CV site.

Policies & Procedures

Any procedure that will be necessary prior to all systems being available will need to be available. Copies of forms that are necessary to obtain authorization will need to be available, including paper versions of forms that are only available as electronic requests. Paper copies of Help Desk tickets will need to be available to track issue until the Help Desk system is available.

Event Schedules and Staffing Schedules

Any schedule that may be necessary to follow before the systems are available will need to be copied.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Title	Access	Who	Frequency	Last Used
ColdFusion & Flex	Local	Dept.	Daily	5/03/2024
Colleague (DataTel/DAWN/ERP)	Browser/Local	Dept.	Daily	5/03/2024
eCampus	Local/Cloud	Dept.	Monthly	5/01/2024
eLearn	Cloud	Dept.	Daily	5/03/2024
Email (Outlook)	Cloud	Dept.	Daily	5/03/2024
HP OpsRamp	Cloud	Dept.	Daily	5/03/2024
Internal Websites	Browser	Dept.	Daily	5/03/2024
Ivanti	Browser	Dept.	Daily	5/03/2024
Netbackup (VERITAS)	Local	Dept.	Daily	5/03/2024
PaperCut	Local	Dept.	Daily	5/03/2024
Server Configuration Management (SCM)	Local	Dept.	Weekly	4/29/2024

Student-Mail systems (Gmail) Single Sign-On	Cloud	Dept.	Monthly	5/01/2024
Teams	Cloud	Dept.	Daily	5/03/2024
Virtual Apps (AppV/Software Center)	Local	Dept.	Weekly	4/29/2024
VEEAM	Local	Dept.	Daily	5/03/2024
VoIP (Phone system)	Local	Dept.	Daily	5/03/2024
Zoom	Cloud	Dept.	Daily	5/03/2024

Completed by:

Date:

Library

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/10/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	<input type="text" value="Library"/>	Department Location	<input type="text" value="Library"/>
Contact Name	<input type="text" value="Debra Oswald"/>	Alternate Contact	<input type="text" value="Andrea Atkinson"/>
Phone Number	<input type="text" value="937-512-3007"/>	Phone Number	<input type="text" value="937-512-4513"/>

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

In support of the Sinclair curriculum, the library provides research assistance and materials to the college's students, faculty, and staff, both online and in print. The library is an active OhioLINK and SearchOhio member, lending materials to other libraries in the state and allowing our patrons to borrow items from other libraries when needed. Reference librarians provide instruction in the use of information

resources and are available for research assistance in person, online, and via telephone.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Circulation: Although there are manual checkout procedures, it would be difficult to track short-term loans such as reserve items and laptops. Patrons would not be able to place requests for items from other OhioLINK and SearchOhio libraries. Bills and overdue fines would need to be waived when the systems are recovered.

Your Department's Second Priority:

Database access: Students and faculty would have no access to research databases, the Electronic Journal Center, and the library's collection of eBooks since the off-campus login procedure requires validation using Active Directory.

Your Department's Third Priority:

Research assistance & instruction: Chat reference and online instruction would not be possible. Face-to-face instruction and reference would be severely limited since most of the library's resources are online.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?

d. When was the last time the software was used?

- Colleague
 - a. Online
 - b. Circ staff
 - c. Daily
 - d. Today
- eLearn
 - a. Online
 - b. Everyone
 - c. Daily
 - d. Today
- Email (Outlook)
 - a. Online
 - b. Everyone
 - c. Daily
 - d. Today
- Internal Websites (my.sinclair, etc.)
 - a. Online
 - b. Everyone
 - c. Daily
 - d. Today
- PaperCut System
 - a. Online
 - b. Everyone
 - c. Daily
 - d. Today
- SAS – Enterprise Guide
 - a. Online
 - b. Circ
 - c. Daily
 - d. Today

- Sierra
 - a. Program/website
 - b. Circ/Reference
 - c. Daily
 - d. Today
- Teams
 - a. Application
 - b. Everyone
 - c. Daily
 - d. Today
- Virtual Apps (AppV)
 - a. Internal Application
 - b. Everyone
 - c. Daily
 - d. Today
- VoIP (phone system)
 - a. Local
 - b. Everyone
 - c. Daily
 - d. Today
- Wireless Clock System
 - a. Local
 - b. Everyone
 - c. Daily
 - d. Today
- Zoom
 - a. Application
 - b. Everyone
 - c. Weekly
 - d. Today

Completed by:

Debra Oswald

Date:

4/10/2024

Military Family Education Center
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
4/1/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	Military Family Education Center (MFEC)	Department Location	Building 10, Room 444
Contact Name	Becky Jones	Alternate Contact	Emily Demeter
Phone Number	937-512-2745	Phone Number	937-512-2133

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

The MFEC is responsible for assisting military-affiliated students from inquiry to graduation. Some of the major functions of this office are centered around military funding for educational purposes. These funding sources are provided by the Department of Defense (DoD), State of Ohio National Guard, Ohio War Orphan Scholarship, My Career Advancement (MYCAA) and the Department of Veteran Affairs GI Bill ®. Each funding source requires detailed information to be shared from the college to each individual portal

system for specific funding sources. As a result, the office is responsible for ensuring that we are compliant with federal and state mandates.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Certification of the GI Bill ® educational benefit

Processing Federal Tuition Assistance (FTA), National Guard Scholarship, Ohio War Orphan, My Career Advancement Account (MyCAA) funding

Your Department's Second Priority:

Ensure that we are compliant with federal and state mandates.

Your Department's Third Priority:

Records maintenance for federal audit purposes

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Appointment Manager-

- a. <https://am.sinclair.edu/achievements/admin/#/authentication/signin>
- b. All MFEC members
- c. Daily
- d. 3/19/2024

Colleague

- a. My.Sinclair
- b. All MFEC members
- c. Daily
- d. 3/19/2024

Curriculum Management Tool

- a. My.Sinclair
- b. Becky Jones
- c. Once per term
- d. 02/2024

eLearn

- a. My.Sinclair
- b. All MFEC members
- c. Daily
- d. 3/19/2024

email/ Outlook

- a. My.Sinclair or installed on computers
- b. All MFEC members
- c. Daily
- d. 3/19/2024

Internal websites

- a. My.Sinclair
- b. All MFEC members
- c. Daily
- d. 3/19/2024

MAP Maker

- a. SSP
- b. John Tomoser
- c. Monthly
- d. 2/2024

Papercut System

- a. Installed on computers
- b. All MFEC members
- c. Daily
- d. 3/19/2024

SAS

- a. My.Sinclair
- b. All MFEC members
- c. Daily
- d. 3/19/2024

VoIP

- a. Mitel installed on computers
- b. All MFEC members
- c. Daily
- d. 3/19/2024

Adobe Acrobat DC (Internal)

- a. Installed on computers
- b. All MFEC members
- c. Daily
- d. 3/19/2024

VA Enrollment Manager (External)

- a. https://iam.education.va.gov/auth/realms/dgib/protocol/openid-connect/auth?response_type=code&scope=openid+profile+email&client_id=apigw&redirect_uri=https://iam.education.va.gov:443/codexch&nonce=TQqpcDs_pdCGxQ988U-dyV996Smrnp2ZrUKudfAX5h8&state=0
- b. All MFEC members
- c. Daily
- d. 3/19/2024

VA Submit a Question (External)

- a. <https://www.va.gov/contact-us/>
- b. All MFEC members
- c. Daily
- d. 3/19/2024

Tungsten Network Portal
(External)

- a. <https://authentication.tungsten-network.com/login>
- b. Becky Jones and Emily Demeter
- c. Daily
- d. 3/19/2024

Academic Institution Portal (Air Force) (External)

- a. <https://aiportal.us.af.mil/aiportal>
- b. Becky Jones, John Tomoser, Brandon Harvey
- c. Daily
- d. 3/19/2024

Department of Defense (DoD)
Voluntary Education
Partnership Memorandum of
Understanding (MOU)
(External)

- a. <https://www.dodmou.com/TADECIDE>
- b. Becky Jones & John Tomoser
- c. Monthly
- d. 3/2024

DAWN Visual Analytics
(Internal)

- a. mySinclair
- b. All MFEC Members
- c. Daily
- d. 3/19/2024

OneDrive (Internal)

- a. Internal only
- b. All MFEC Members
- c. Daily
- d. 3/19/2024

Academic Intuition Module
(Navy) (External)

- a. <https://my.navy.mil/>
- b. Becky Jones, John Tomoser, Brandon Harvey
- c. Weekly
- d. 3/2024

Dynamic Forms (Internal)

- a. mySinclair
- b. All MFEC Members
- c. Daily
- d. 3/19/2024

Perceptive (Internal)

- a. Installed on computers
- b. All MFEC Members
- c. Daily
- d. 3/19/2024

Completed by:

Becky Jones

Date:

3/19/2024

Office of the President
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 5/1/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Office of the President	Department Location	12-215
Contact Name	Melissa Tolle	Alternate Contact	Dr. Steve Johnson
Phone Number	937-512-2525	Phone Number	937-512-2525

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

The President’s Office includes the college Board of Trustees, as well as Government Relations, Public Relations, and Strategic Planning. The President’s Office handles matters of strategic importance for the college and has the responsibility of directly supporting the college Board of Trustees.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Staffing the college president

Your Department's Second Priority:

Government Relations

Your Department's Third Priority:

Public Relations

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Blackbaud

Colleague (DataTel/DAWN/ERP)

eLearn

Email (Outlook)

Internal Websites (my.sinclair, our.sinclair, etc.)

PaperCut System

Raiser's Edge

Shared Network Drives

VoIP (Phone System)

It is imperative that the staff within the President's Office have phone and computer service, including network and/or internet access, to fulfill their responsibilities.

Completed by:

Melissa Tolle

Date:

04/30/2024

Payroll

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/10/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Payroll	Department Location	Building 7 Room 341
Contact Name	John Lee	Alternate Contact	Karan Bunch
Phone Number	937-512-3227	Phone Number	937-512-4870

RESPONSIBILITIES AND PROCESSE

Please give us a description of your department's responsibilities and processes:

Process payroll for Sinclair's employees, remit payroll taxes, deductions and benefits, and report to IRS, Ohio retirement systems, SSA, and federal, state, and local tax authorities. Payroll is also responsible for processing and distributing W2 tax forms to employees.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Processing Payroll

Your Department's Second Priority:

Remittance of Payroll taxes, Payroll deductions, and Payroll Benefits
Maintenance

Your Department's Third Priority:

Reporting wage information, W-2's, Reconciling Payroll Accounts

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

1. Colleague
 - a. It is loaded on our computers.
 - b. All employees (John Lee, Karan Bunch, Jon Stover, Mindy Mayberry, Tina Stewart, Sydney, Warner)
 - c. Constantly throughout the day.
2. Informer
 - a) It is loaded on our computers.
 - b) All employees (John Lee, Karan Bunch, Jon Stover, Mindy Mayberry, Tina Stewart, Sydney, Warner)
 - c) Constantly throughout the day.

3. Filezilla

- a) It is loaded on our computers.
- b) All employees (John Lee, Karan Bunch, Jon Stover, Mindy Mayberry, Tina Stewart, Sydney, Warner)
- c) Constantly throughout the day.

Completed by:

Date:

Registration and Student Records
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 4/30/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Registration & Student Records	Department Location	10-204
Contact Name	Tina L. Hummons	Alternate Contact	Jennifer Brannan
Phone Number	937-512-3120	Phone Number	937-512-2857

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department’s responsibilities and processes:

Registration & Student Records (RSR) is responsible to assist offices in their support of basic institutional objectives and to document student progress and achievement in the educational process at the college. The office is responsible for academic and classroom scheduling, transfer credit and registration, academic records maintenance, degree awarding and verification, and FERPA compliance. The office ensures all academic and colleges policies are followed. Please review the catalog for all policies and business practices.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Entering admission applications

Your Department's Second Priority:

Assisting with Registrations

Your Department's Third Priority:

Entering external transcripts

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title

- a. How do you access this software? (Local installation, website, app, etc.)
- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

Colleague (DataTel/DAWN/ERP)

EMS (Event Planning Software)

Perceptive

Reach

Shared Network Drives

Student-mail systems

The software is used daily; everyone in the office uses the software

Completed by:

Tina L. Hummons

Date:

04/30/2024

Research, Analytics and Reporting
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
4/18/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Research, Analytics and Repor	Department Location	7242
Contact Name	Karl Konsdorf	Alternate Contact	Chad Atkinson
Phone Number	937-512-2112	Phone Number	937-512-4118

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department's responsibilities and processes:

RAR oversees compliance reporting to external agencies as well as database management of operational systems.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?

- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Compliance Reporting, HEI and IPEDS.

Your Department's Second Priority:

Internal reporting.

Your Department's Third Priority:

Research

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

SAS: Enterprise reporting system.

- a. Currently an on premise deployment. Server is installed on a Linux platform, client software is installed on Windows clients.
- c. daily.

Snap is survey software,

- a. installed on a local web server.
- c. daily.

Maptitude is GIS software used to create maps.

- a. A remote desktop license is installed on a local Windows server.

Adobe: PDF editing software

- a. installed on client PCs.
- c. weekly

JAMS: Jobs scheduling software
a. Client software installed on PCs
c. used daily

Completed by:

Karl Konsdorf

Date:

4/18/2024

Sinclair Conference Center
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
4/24/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Sinclair Conference Center	Department Location	Bldg. 12
Contact Name	Kelsey Whipp	Alternate Contact	Amy VanDenabeele
Phone Number	937-512-2440	Phone Number	937-512-3021

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department's responsibilities and processes:

The Conference Center rents space and provides service to events from within the college and from the community.

The department processes that are essential to maintain business operations in the event of an emergency are:

The conference center staff needs access to specific programs on the computer to plan and implement events.

We depend on the Facilities Department to set up for the events and maintain the Conference Center (repairs, heating and cooling, lighting, water).

We depend on the Multimedia Department to assure the audio/visual needs of our events are met.

We depend on the Technology Department to make sure our electronic signage and monitors are working correctly in the hallways and in Lot C.

We depend on ABM to keep the Conference Center clean for the guests.

We depend on Aramark to make and serve food on site.

We depend on the garage personnel to keep the gates in Lot C working.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Our first priority is to meet the needs of the guests who are in the Conference Center that day. This is extremely time sensitive on a nearly daily basis year round. We are dependent on EMS and Outlook and Visio, FlexScan, the phone system and Reach to do this. We depend on the following outside entities: Facilities, Technology, Multimedia, Aramark (catering), ABM (custodial) and the garage/parking staff.

Your Department's Second Priority:

Our second priority is to be constantly planning for future events. This takes place primarily during weekday business hours. For this we require Outlook, EMS, the telephone system, Reach, Visio and FlexScan.

Your Department's Third Priority:

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Outlook:

- a. How do you access this software? Local installation and app.
- b. Who in your department utilizes this software? Everyone. Kelsey Whipp, Amy VanDenabeele, Roger Deady, Deborah Bush, Stephanie Poulson, Kimberly Hayes, Yolanda Newsome, Stephanie Dre-Rup-Odell and Arianna Hinkle
- c. How frequently is this software used? 24/7.
- d. When was the last time the software was used? Right now.

EMS:

- a. How do you access this software? Local installation
- b. Who in your department utilizes this software? Everyone. Kelsey Whipp, Amy VanDenabeele, Roger Deady, Arianna Hinkle, Deborah Bush, Stephanie Poulson, Kimberly Hayes, Yolanda Newsome and Stephanie Dre-Rup-Odell.
- c. How frequently is this software used? 24/7.
- d. When was the last time the software was used? Right now.

Visio:

- a. How do you access this software? Local installation.
- b. Who in your department utilizes this software? Everyone. Kelsey Whipp, Amy VanDenabeele, Roger Deady, Arianna Hinkle, Deborah Bush, Stephanie Poulson, Kimberly Hayes, Yolanda Newsome and Stephanie Dre-Rup-Odell.
- c. How frequently is this software used? 24/7.
- d. When was the last time the software was used? Right now.

Flex EPass:

- a. How do you access this software? Local installation.
- b. Who in your department utilizes this software? Deborah Bush, Stephanie Poulson, and Arianna Hinkle
- c. How frequently is this software used? 24/7.
- d. When was the last time the software was used? Right now.

Reach:

- a. How do you access this software? Local installation.
- b. Who in your department utilizes this software? Deborah Bush, Stephanie Poulson, and Arianna Hinkle
- c. How frequently is this software used? M-F work hours.
- d. When was the last time the software was used? Right now

Sinclair's Telephone System:

- a. How do you access this software? Local installation.
- b. Who in your department utilizes this software? Everyone. Kelsey Whipp, Amy VanDenabeele, Roger Deady, Arianna Hinkle, Deborah Bush, Stephanie Poulson, Kimberly Hayes, Yolanda Newsome and Stephanie Dre-Rup-Odell.
- c. How frequently is this software used? M-F work hours.
- d. When was the last time the software was used? Right now

Completed by:

Date:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/11/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	<input type="text" value="Sinclair Police"/>	Department Location	<input type="text" value="7112"/>
Contact Name	<input type="text" value="Tom Thompson"/>	Alternate Contact	<input type="text" value="Michael Coss"/>
Phone Number	<input type="text" value="937-512-3041"/>	Phone Number	<input type="text" value="937-512-2170"/>

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department's responsibilities and processes:

Summary

On a daily basis, the Department of Public Safety (DPS) utilizes and/or needs access to the DataTel, Colleague, LEADS (Law Enforcement Automated Data System), NCIC (National Crime Information Center), the City of Dayton's MIS (Management Information System), PlanIt personnel automated scheduling, VOIP telephones, our "H", "P", and "V" drives for forms, reports, and policy manual supplements. Additionally, we utilize the various Microsoft applications (Word, Excel, PowerPoint and Outlook). All of these connect to an Information and Technology (IT) system/server, or route through IT to get to the Internet.

The DPS also utilizes the Motorola camera video servers for our body worn cameras and cruiser cameras. The NICE telephone and radio call recorder are on servers housed within the Police Dispatch Center in room 7112.

The Simplex Fire Alarm System, the public address system, ReportExec Dispatch and Records Management system, Andover/Continuum Access control, Milestone Care Plus camera software system and the panic alarms are all on the security network and, other than those inside Building 13, are independent of the campus network.

Assuming that electrical power exists, the DPS has base-station radios that connect the DPS, Dayton Police, and the Interconnected Public Safety Answering Point (IPSAP) radio that connects to the Montgomery County Regional Dispatch Center (MCRDC).

Scope

To ensure uninterrupted safety and protective services to our students, faculty, staff and visitors of the campus, as well as security for all the campus assets, facilities and equipment.

Sequence of Events

IT or Facilities would notify the DPS of their condition, the severity of the network or power outage, and the expected duration. They would also provide an overview of the cause for the failure, i.e., short circuit, flood, accidental act, intentional or terrorist type activity, etc.

Command Meeting

The DPS's command staff would meet to determine how to appropriately staff the department to cover resulting deficiencies throughout the campus.

Examples might be protection by overstaffing the President's office, Point of Sale (POS) areas, Campus Store, Bursar's Office and IT.

Daily Operation during a Campus IT Network Outage

Assuming that the entire Campus network became inoperable, routine roll calls and pass-along information at each shift change would continue.

Scheduling would be done on the hard copy of the daily detail and kept in a binder for use and archival purposes, until such time that the system functionality returned, and the data could be entered.

Most officers have and utilize privately owned smart phones. Their calendars would likely be up to date, including overtime assignments, court appearances, etc. Officers would be encouraged to keep track of important events on their devices, as would dispatchers and support personnel.

If the Outlook email system was also down, personal smart phones and private email accounts for some messaging, on an emergency basis only, may occur.

The DPS would also lose access to the City of Dayton's Management Information System (MIS). Dispatchers would have to contact the Dayton Police Department's (DPD) Teletype Position for information or have an officer run the information in a cruiser with a Mobile Data Computer (MDC).

Also lost would be access to the Law Enforcement Automated Data System (LEADS). Dispatchers would also have to contact DPD's Teletype Position for information or have an officer run the information in a cruiser with a Mobile Data Computer (MDC).

If network connectivity is lost, it is unlikely that the Voice over Internet Protocol (VoIP) phones will be down, however the voicemail will not be working. Our personnel will be instructed not to leave messages for anyone. If for some reason the VoIP system did go down, our Dispatch would have to use the two analog Plain Old Telephone Service (POTS) phones in dispatch. We would immediately ask to have the emergency Customer Location Alternate Routing (CLAR) enabled by Sinclair's Telephone Administrator to allow us to function via routing through the telephone provider's Primary Rate Interface (PRI) circuits. In that scenario, there would be no campus connectivity, but we could receive cellular calls and calls from outside the campus.

Also lost would be the use of the "H", "V", and "P" drives. A backup copy of our entire Manual of Procedure is updated monthly, and a copy kept on a USB thumb drive inside Dispatch just for such an event. The DPS will have to review other folders on the "P" to see if it would be prudent to have emergency

backup copies on another thumb drive, again secured inside the dispatch center, i.e. Emergency Operations Manual, National Incident Management System (NIMS) paperwork and funding forms, etc.

All departments should be made aware, perhaps through IT's Master Business Continuity/Disaster Recovery Plan, that they need convey important information to the DPS, regarding pertinent facts and other relevant departmental information, during a disaster, through hard copy or telephone (assuming that the phone system is functional).

Loss of the network would also result in a loss of access to the Report Exec server for dispatch Computer Aided Dispatch (CAD) and the reporting software. Nearly all the DPS reports could be completed on a temporary basis through the use of hard copy forms until the electronic systems came back online. State and Federal reporting could be delayed as necessary.

If the source of the network outage was inside IT's Network Operation Center (NOC), then IT, and all of Building 13, would lose connectivity to the building's electronic locks. None of the panic alarms in Building 13 will transfer to the police dispatch. Additionally, the Access Control door locks for Building 13 will be in the state they were in at the time they were disconnected from the network. In other words, locked if they were in locked mode after hours and unlocked if the network failed during business hours. Access Control services would continue to follow their pre-programmed schedule as instructed within the Network Controllers. Interior Onity locks will still function normally during a power failure. Two officer(s) will be dispatched to Building 13 as a security detail during such an event.

Building 7-2 Data Closet Outage

If the data closet in 7-2 were destroyed, the security network would cease to function. Due to this situation, additional conversations need to take place with IT and Simplex concerning the creation of a redundancy plan. The LEADS system would also cease function as the router to the state is in the closet.

Daily Operation during a Campus or Building Power Outage

If the entire Campus (downtown area or grid) was under a power outage, it is assumed that the college would utilize the Backup Emergency Power Generators as well as the individual UPS units attached to the higher priority systems.

Since normal power for lighting, convenience, etc., would be interrupted, it would be imperative to immediately begin the evacuation of all affected

buildings. If necessary, an established mutual aid agreement with the City of Dayton Police and/or the Montgomery County Sheriff's office could be activated to assist in the evacuations; however, since they would likely be busy as well, it may become necessary for the DPS to call in off duty officers to assist with the building clearing and securing process. After completing the evacuations, police personnel would finalize the securing of our college facilities and shift to an asset protection mode of enforcement.

Routine roll call and pass-along information would continue to be conveyed at each shift change.

Scheduling would be tracked on a hard copy and kept for use and archival purposes, until such time that the system functionality returned, and the data could be entered into the systems.

Should the fuel pumps be without power and the vehicles need refueled, the officers would need to contact a lieutenant who would accompany the officer to gas station where a Sinclair P-Card can be used for emergency purchases of fuel, oil, antifreeze, washer fluid and emergency repairs, etc.

Most of the officers have and utilize privately owned smart phones. Their calendars would likely be up to date, including overtime assignments, court appearances, etc. We would encourage them to keep track of important events on their devices.

As the Outlook email system would be down, we could also use our smart phones and private email accounts for some messaging, on an emergency basis only.

If we lost access to the City of Dayton's Management Information System (MIS), Dispatch would have to contact the Dayton PD Teletype, via telephone or radio, for information or have an officer run the information in a cruiser with a Mobile Data Computer (MDC).

If we also lost access to the Law Enforcement Automated Data System (LEADS), Dispatch would also have to contact the Dayton PD Teletype for information or have an officer run the information in a cruiser with a mobile data computer (MDC).

Even during a power outage, it is unlikely that the VoIP phones will be down. If for some reason the VoIP system did go down, our Dispatch would have to use the two analog POTS phones in dispatch. We would immediately ask to have the emergency CLAR enabled by Sinclair's Telephone Administrator to allow us to function via routing through the telephone provider's PRI circuits. In that

scenario, there would be no campus connectivity, but we could receive cellular calls and calls from outside the campus.

If we lost connection to the "H", "V", and "P" drives, a backup copy of our entire Manual of Procedure is updated monthly, and a copy kept on a USB thumb drive inside Dispatch.

Loss of the network would also result in a loss of access to the Report Exec server for dispatch Computer Aided Dispatch (CAD) and the reporting software. Much of our reports could be temporarily completed on hard copy forms until the electronic systems came back online. State and Federal reporting could be delayed as necessary. The NICE recording server would also cease recording.

During a power outage, the access control door locks will go into a locked state if there is a complete loss of power. Once power is restored (either grid or generator), they would continue to follow their pre-programmed schedule. The UPS power will allow the RFID cards to work for several hours, until the UPS dies. At that point, Officers and Facilities will need to use Master Keys to gain entrance to any and all exterior doors. Interior Onity locks will still function normally during a power failure. Mag lock doors will only hold in the closed position for about four hours. Officers will need to be dispatched to each door to manually lock them. Officers will also be dispatched to lock each door that is not electronically controlled (Tartan Market, all sliders, rotators, etc.).

Extra officers may need to be called in to minimize risk to the campus and to support the facilities employees as they begin restoring systems and power.

Building 7 Power Outage Affecting 7112

In the event of an evacuation of 7112 due to a power outage, or other safety concerns, the responsibilities associated with 7112 could be transferred to Building 17 as a primary location, and the mock courtroom of building 19, as a secondary location, for short durations of less than one week. As time and funding permits, the bolstering of Building 17 may become an option to create a legitimate secondary command center. We need to physically remove the IP telephones from Dispatch and take them with us to Building 17 or 19. Within minutes, the service should pick up the MAC addresses of the phones and begin routing the calls appropriately. Since the radio base stations would also be unavailable, and impossible to relocate, all radio traffic would be handled via existing portable radios, whose coverage would likely be restricted to the ground floor and above, with much of that in a degraded mode.

Coordinated Efforts

IT will need to install a data drop from the security network and a video drop from the camera network to be terminated inside the closet of the mock courtroom or Building 17. This would allow the DPS to utilize the laptop from Dispatch Center and begin remote operations.

Daily Operation during a Campus VoIP Telephone Outage

If network connectivity is lost, it is unlikely that the Voice over Internet Protocol (VoIP) phones will be down, however the voicemail will not be working. Our personnel will be instructed not to leave messages for anyone. If for some reason the VoIP system did go down, our Dispatch would have to use the cellular telephone and the two analog POTS phones in dispatch. We would immediately ask to have the CLAR enabled by Sinclair's Telephone Administrator to allow us to function via routing through the telephone PRI circuits. In that scenario, there would be no campus connectivity, but we could receive cellular calls and calls from outside the campus.

Equipment Required

The DPS has access to multiple PCs and a laptop within the department and the dispatch center that could be utilized for some stand-alone applications. There are sufficient printers; however, additional units may need to be pulled from the network and configured to work as a stand-alone for the PC during this emergency.

Additional Procedures

All Simplex panels and controllers are on emergency power. These units would continue to monitor all alarm points for smoke, fire and water flow, access control and panic, as long as the emergency power remains operational. Additionally, all have UPS power that will allow them to function for up to four hours, even if power is lost. If Siemens (located in Building 17) fails to communicate with the BACNET, then Simplex will not display the alarms from that system. Should that happen, DPS personnel would work with Facilities to enable the systems, or travel with facilities personnel to routinely inspect critical points.

Once power is restored, a coordinated effort between police and maintenance personnel would activate alarm points and verify that the Simplex system is once again operational.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Communications (radio, phone, network, etc.)

Your Department's Second Priority:

Access Control

Your Department's Third Priority:

Cameras

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Adobe Acrobat

Colleague (DataTel/DAWN/ERP)

eLearn

Email (Outlook)

Internal Websites (my.sinclair)

MAP Maker

PaperCut System

SAS-Enterprise Guide/Maxient

Shared Network Drives

Virtual Apps (AppV)

VoIP phones system

Andover

NICE Inform Client

Emergency Management Authority

Nixle

Motorola Video Client

ReportExec/Omnigo Report & CAD system

PlanIt Scheduling

Watchguard (Motorola)

LENEL (access control)

Completed by:

Tom Thompson

Date:

4/11/2024

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE 3/27/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	<input type="text" value="Student Affairs"/>	Department Location	<input type="text" value="10-202"/>
Contact Name	<input type="text" value="Alicia Schroeder"/>	Alternate Contact	<input type="text" value="Cathy Harter"/>
Phone Number	<input type="text" value="937-512-5369"/>	Phone Number	<input type="text" value="937-512-2291"/>

RESPONSIBILITIES AND PROCESSES

Please give us a description of your department's responsibilities and processes:

Provide support services to students, i.e., accommodations, mental health counseling, student engagement activities, tutoring, Emergency Grants, job postings, resume and interview assistance, student leadership development, Appalachian Outreach, LGBTQ+ support, pastoral care, and Ombuds assistance.

Manage the Behavior Intervention, Centralized Complaint system, Student Assistance Referrals, Emergency Grant requests, Ombuds Assistance requests, Student Code of Conduct, Title IX student training Communication, student food pantry access, Tartan Tops Program administration, and assistance to Faculty and Staff regarding various student issues, updates regarding support services.

Collaboration with Community Partners to help provide training, and additional support services and area employers regarding position openings and connecting students with employers.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Providing student support services

Your Department's Second Priority:

Management of the BIT, Complaint, Conduct, Student Assistance Referral, Emergency Grant request processes, Ombuds assistance requests, the Tartan Tops program administration, and Student Food Pantry administration.

Your Department's Third Priority:

Communication and assistance to Faculty and Staff and collaboration with Community Partners and Employers.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title

- a. How do you access this software? (Local installation, website, app, etc.)
- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?

Maxient

- a. Access via website – Used for Conduct, Ombuds, Student Complaints, CARE Team Reports
- b. Utilized by Director of Student Affairs, Administrative Assistant II to the Director, Conduct Officer, CARE Team members, Ombudsman, Counseling and Accessibility Services Administrative Assistance, Sinclair Police.
- c. Software is used daily.
- d. Software was last used on Friday, March 18, 2024 (it is used everyday).

Covideo

- a. Access via website – Use to create videos for students regarding services, support and providing discussing special topics.
- b. Utilized by Student Affairs, Ombuds, LGBTQ+ Support Coordinator, Campus Chaplain, Tutoring and Learning Center, Military Family Education Center, Student and Community Engagement, Counseling and Accessibility Services
- c. Software is used several times per week depending on event and projects
- d. Software was last used on Friday, March 18, 2024.

Wufoo

- a. Access via website – Used to create surveys, and event RSVPs
- b. Utilized by Student Affairs, Ombuds, LGBTQ+ Support Coordinator, Campus Chaplain, Tutoring and Learning Center, Military Family Education Center, Student and Community Engagement, Counseling and Accessibility Services
- c. Software is used several times per month depending on event and projects.
- d. Software was last used on Friday, March 18, 2024.

Visual Studio

- a. Access internally – used to create Student Affairs Newsletters
- b. Utilized by Student Affairs Administrative Assistant II
- c. Software is used monthly to create the monthly newsletters
- d. Software was last used on February 28, 2024.

Zoom and Teams -

- a. Access internally - Used for virtual meetings and events. Teams is also used for communicating with internal personnel.
- b. Utilized by all Student Affairs personnel
- c. Software is used daily

- d. Software was last used on March 18, 2024

Citrix Workspace

- a. Access internally – Used for accessing file when working remotely.
- b. Utilized by Student Affairs Administrative Assistant II.
- c. Software is used a couple of times per week depending on remote work days.
- d. Software was last used on March 15, 2024.

Student Success Planning Software (SSP)

- a. Access internally – Used for student information purposes.
- b. Utilized by Student Affairs, Ombuds, Tutoring and Learning Center, Military Family Education Center, Student and Community Engagement, Counseling and Accessibility Services
- c. Software is used daily.
- d. Software was last used on March 18, 2024.

Appointment Manager

- a. Access internally – Used to schedule appointment with staff members.
- b. Utilized by Ombuds, Tutoring and Learning Center, LGBTQ+ Support, Military Family Education Center, Counseling and Accessibility Services.
- c. Software is used daily.
- d. Software was last used on March 18, 2024.

Colleague (DataTel/DAWN/ERP)

- a. Access internally – Used to look up student information, place conduct holds on students record, etc.
- b. Utilized by Student Affairs, Ombuds, Tutoring and Learning Center, Military Family Education Center, Student and Community Engagement, Counseling and Accessibility Services
- c. Software is used daily.
- d. Software was last used on March 18, 2024.

eLearn

- a. Access internally
- b. Utilized by all Student Affairs personnel.
- c. Software is used daily.
- d. Software was last used on March 18, 2024.

My.Sinclair/Outlook Email/PaperCut/SAS Enterprise Guide/VoIP phone system and Mitel/Virtual Apps (AppV) EMS (Event Planning Software)

- a. Access internally
- b. Utilized by all Student Affairs personnel.
- c. Software is used daily.
- d. Software was last used on March 18, 2024.

Shared Network Drives

- a. Access internally – File sharing with specific group
- b. Utilized by all Student Affairs personnel.
- c. Software is used daily.
- d. Software was last used on March 18, 2024.

Completed by:

Cathy Harter

Date:

3/18/2024

Student and Community Engagement
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 4/10/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Student and Community Engag	Department Location	8-025
Contact Name	Christine Yancey	Alternate Contact	Alicia Schroeder
Phone Number	937-512-3470	Phone Number	937-512-5369

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

Student and Community Engagement is responsible for supporting all aspects of campus engagement, clubs, and student organizations. We also oversee leadership development programming, Student Senate, and a wide variety of other student facing programs. Additionally, we serve as the college's primary point of contact for employers who are seeking to hire students and graduates and provide students with Career Development assistance. We use a web-based software to facilitate this process called College Central Network.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Job Posting / Employer Engagement

Your Department's Second Priority:

Student Conduct

Your Department's Third Priority:

Student Engagement – Campus Life

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

College Central Network

- a) We access the software through the vendor website careerservices.com.
- b) We have three personnel who regularly use the software: The Coordinator of Career Development, Hannah Harshman; Administrative Assistant, Allyson Edwards, and the Manager of Student and Community Engagement, Christine Yancey.
- c) We use the software multiple times per day to approve employers/jobs, review resumes, and send out career related messages.
- d) We utilize the software every day.

Colleague

- b) Student Support Coordinator
- c) Uses it daily
- d) Used it 4/09/24

Maxient

- b) Student Support Coordinator
- c) Uses it weekly
- d) 4/09/24

SSP

- b) Student Support Coordinator
- c) Uses it daily
- d) 4/09/24

Completed by:

Christine Yancey

Date:

04/09/24

Student Support Services Program
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 3/25/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Student Support Services	Department Location	10-421
Contact Name	Simone Stone	Alternate Contact	Christopher Welch
Phone Number	937-512-3551	Phone Number	937-512-2765

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

SSS is a federally funded TRIO program through the U.S. Department of Education that is designed to help students meet the challenges of college life. The primary purpose of Student Support Services is to help students stay in college, graduate and/or transfer to a four-year college or university. We help Sinclair students with:

- Academic advising preparation and review
- Academic progress monitoring
- Counseling and mentoring
- Goal setting and planning
- Tutoring
- Career exploration
- College and university visits
- Transfer planning and assistance
- Cultural and social events and activities
- Financial and economic literacy
- Study and work areas
- Skill development
- Referrals
- FAFSA and financial aid assistance
- Textbook and equipment loan program
- Technology Assistance
- Social networking
- Advocacy

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Meeting the needs of our students and providing support and resources as needed.

Your Department's Second Priority:

Staying in compliance with our SSS grant objectives and other federal guidelines

Your Department's Third Priority:

Making sure staff stays mentally healthy and has plenty of professional development tools to succeed and provide the best support and services to our students

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

We access software/applications via my.sinclair.edu like:

Colleague

eLearn

Email (Outlook)

SSP

UDO

OneDrive

StuSupp hard drives.

As well as a few other various TRIO systems like Student Access, and the G5/G6 government databases.

Both PT and FT staff have access to all the above software in the office Software's are used daily in our office and was last used today (by me in the office).

Completed by:

Date:

Tutoring and Learning Center
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 4/1/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	Tutoring and Learning Center	Department Location	Library, L07
Contact Name	Alexandria Hawley	Alternate Contact	April Allison
Phone Number	937-512-2792	Phone Number	937-512-2792

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

Responsibilities: We are responsible for providing academic support services to students who are currently enrolled in classes.

Processes: Students are able to self-schedule for appointments via Appointment Manager or can have a Program Aide support them. Students check in with the front desk for their appointments. We use computers and phones to run the front desk operations.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Students have access to computers and online resources to complete course requirements.

Your Department's Second Priority:

Access to Appointment Manager

Your Department's Third Priority:

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

We access these through all of the ways listed above. Scheduling appointments, support the appointments, and facilitating tutoring and coaching sessions. Used Daily. Within the last 24 hours

Adobe Connect
Appointment Manager
Colleague
eLearn
Email (Outlook)

Paper Cut
Shared Network Drives
VoIP
Zoom
Internal Websites

Completed by:

Alexandria Hawley

Date:

3/18/2024

Unmanned Aerial Systems
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
 4/24/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	Unmanned Aerial Systems	Department Location	Building 13, Room 102
Contact Name	Andrew Shepherd	Alternate Contact	UAS Center Main Line
Phone Number	937-512-5751	Phone Number	937-512-4900

Responsibilities and processes

Please give us a description of your department’s responsibilities and processes:

The UAS Department provides training and education, consulting, modeling and simulation, data analytics, research and development, and commercialization and technology transfer services, primarily supporting non-credit customers and stakeholders. Many of these functions leverage computers located in Buildings 9, 13, and 18, as well as mobile assets on the Operational-, Mobile-, and Tactical-Ground Control Stations. Some tasks, including modeling and simulation and data

analytics can take days to weeks to process, so interruption can cause significant loss of work.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Client training and consulting engagements

Your Department's Second Priority:

Applied research and development, systems integration and testing, flight operations

Your Department's Third Priority:

Modeling, simulation, and data analytics

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Microsoft Office

- b. all staff, all computers
- c. daily

Pix4D

- b. most staff, primarily in 13-121
- c. weekly

Systems Tool Kit

- b. most staff, primarily in 13-121
- c. monthly

RealFlight

- b. all staff, 13-101, 13-121, 13-104 (laptops), O-GCS, T-GCS, M-GCS

CAD Software (Fusion360, Solidworks, etc.)

- b. most staff, 13-102, 13-104, 13-121

Various Ground Control Station UAS Software

- b. all staff, primarily on UAS dedicated computers or those in 13-102 and 9-309

Simlat software (multiple)

- b. all staff, 13-101, 18-201, 18-202, O-GCS, T-GCS, M-GCS, laptops in 13-102

VLC Viewer

- b. all staff, all computers
- c. weekly

Completed by:

Date:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/30/2024

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

DEPARTMENT CONTACT INFORMATION

Department Name	Workforce Solutions	Department Location	Multiple
Contact Name	Dr. Kathleen Cleary	Alternate Contact	Shaton McLaurin
Phone Number	937-512-3159	Phone Number	937-512-5182

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

- **Office of the Senior Vice President, Workforce Solutions** – The Senior VP is responsible for overseeing the Departments of AJT, WFD, and WBL.

- **Advanced Job Training (AJT)** – Serving incarcerated students at sixteen (16) individual AJT sites Primary POC: Cheryl Taylor (phone# 937-512-5176) Alternate Contact: Jennifer Feltner (phone# 937-512-4663) or Brian Cook (phone# 614-585-5340). Returning Citizens Initiative (RCI) - Serving previously incarcerated individuals as they return to society. Primary POC Sean Mitchell (phone# 937-512-2614). Alternate contact: Cheryl Taylor (phone#937-512-5176)
- **Work-based Learning (WBL)** – The department is responsible for assisting and managing internships, pre-apprenticeships, and registered apprenticeship for the college. Work entails managing and assisting students with their internship searches, class enrollment, document tracking, company engagement, faculty and department engagement, and professional development of students. The department is also responsible for tracking Registered Apprenticeship, passing state audits, and managing high school linkages with pre-apprenticeships. Internship Process includes, but is not limited to, application, meetings, assistance with internship questions, company connections, and then class enrollment. Apprenticeship Process includes, but is not limited to, intake, signing apprenticeship logs, FERPA release forms, application to the college, FAFSA, class registration, sponsor billing, grade & attendance tracking, wage tracking, on the job training tracking, data input into DOL – RAPIDS national tracking system, and assistance with the proceeding class registration. Pre-Apprenticeship process includes, but is not limited to, working with high schools to establish their pre-apprenticeship program, documenting linkage, submitting for approval, and then tracking high school students and their progress into a pre-apprenticeship and completion. Primary POC: Chad Bridgman (phone# 937-512-2508). Alternate Contact: Angela Tapogna (phone#937-512-2870).
- **Workforce Development (WFD)** – Serve clients through: Custom training, development and consulting, SkillsTrac Industrial Maintenance Training Program/ Vertex-GM Automotive Technician Training/ Goldman Sach's 10 SKB Program, Digital Thread Initiative. Primary POC: Greg Wasmund (phone#937-512-3497). Alternate Contact: Erika DeBorde (phone#937-512-5741).
- **Marketing** – Marketing oversees the creation and maintaining of marketing materials, website content, social media, advertisements, reports, etc. for all departments listed under the Workforce Solutions Division (Workforce Development, Work-based Learning, and Advanced Job Training), in addition to UAS and the Conference Center.

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?

- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Office of the Senior VP, Workforce Solutions – To provide guidance and support to the individual departments as needed and to serve as the main point of contact when receiving information from the President's office that could affect the departments.

AJT: Prevent disruption of the student/client learning experience. Access to TEAMS/Zoom.

WFD: Prevent disruption of the student/client learning experience. Access to TEAMS/Zoom as needed.

WBL - Serving the students currently enrolled in an internship and an apprenticeship. This is done weekly using excel, Datatel, soon to be added Groutrail software (web-based 3rd party) and RAPIDS.

Marketing - To design and create marketing collateral for all departments under the Workforce Solutions division, as well as UAS and Conference Center. Maintain and upkeep WFD website and four social media platforms. In case of an emergency, all marketing responsibilities can be performed remotely and without disruption to daily business activities, apart from the uploading or retrieval of marketing items to/from Sinclair's shared drive.

Your Department's Second Priority:

AJT - Access to colleague

WBL - Maintaining connection with all academic programs who have an active internship or an apprenticeship. Access to all Microsoft software (including Outlook, Excel), Datatel and soon to be added Groutrail (web-based 3rd party software).

Your Department's Third Priority:

AJT – eLearn (D2L) to support online offerings – Chromebooks are being piloted in some sites and planned in all sites as courses are offered.

WBL – Working with companies and students searching for an internship or an apprenticeship. Software includes Microsoft products (Outlook,

Excel), Datatel, and soon to be added Grouptrail software (web-based 3rd party).

WFD – Ensure Zoom account access to enable client engagement delivery.

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)
 - b. Who in your department utilizes this software?
 - c. How frequently is this software used?
 - d. When was the last time the software was used?

Appointment Manager	Colleague (Datatel/DAWN/ERP)
eLearn	Email (Outlook)
EMS (Event Planning Software)	PaperCut System
Internal Websites (my.sinclair, our.sinclair, etc.)	
MAP Maker (Electronic Academic Planning) VoIP (phone system)	
Shared Network Drives	Virtual Apps (AppV)

The above programs are used by all staff, daily.

WBL – We utilize:

Sinclair built internship and apprenticeship Database Portal (daily)

Microsoft products (daily)

RAPIDS (Apprenticeship Tracking DOL tool, web-based and used monthly)

Grouptrail (a new software tool being implemented to replace the Internship and apprenticeship database portal - used daily and weekly)

Visual Analytics within DAWN (used daily/weekly by the team reviewing their students pipeline reports).

WFD –

RegFox

SalesForce

Adobe Creative Cloud

Marketing - Additional software utilized on a daily/weekly basis by WFOD-

Adobe Creative

Mura web

Flippingbook

Canva

Social Media

Completed by:

Dr. Kathleen Cleary

Date:

04/09/2024

Appendix A: Teams and Team Members

Business Continuity Teams:

Sinclair’s BCP calls for several teams along the way. In many cases, the teams are made up of some of the same key people in IT, but as they transition from one team to the next, they carry on the responsibilities of the next team.

WARNING!

IN THE EVENT A MEMBER OF THIS, OR ANY TEAM, CANNOT BE REACHED DIRECTLY, DO NOT MENTION THE DISASTER. IN THIS INSTANCE ASK WHERE THE MEMBER MAY BE REACHED AND/OR REQUEST THAT THEY CALL BACK. THERE IS ALWAYS THE POSSIBILITY THAT THE TEAM MEMBER IS INVOLVED IN THE DISASTER.

Also included is a list of possible meeting places in the event of a disaster. The appropriate meeting place is dependent upon the extent of the disaster.

Team	Team Members
Disaster Alert Team	<p>TEAM LEADER:</p> <ul style="list-style-type: none"> • Chief Information Officer <p>TEAM MEMBERS:</p> <ul style="list-style-type: none"> • Chief Information Security Officer, IT • Assistant Director, IT Operations • Assistant Director, IT Systems • Assistant Director, IT Applications • Manager, Network Operations Center • Manager, Server Based Computing • Manager, Telecommunications • Manager, Application Administration • Registrar, Registration and Student Records • Director, Financial Aid and Scholarships • Director, Accounting Services • Bursar, Bursar • Manager, Campus Store

	<ul style="list-style-type: none"> • Assistant Manager, Campus Store • Director/Chief of Police • Director, Facilities Management • Manager, Planning and Construction
Recovery Teams	
Coordination Team	<p>Team Leader:</p> <ul style="list-style-type: none"> • Chief Information Officer <p>Team Members:</p> <ul style="list-style-type: none"> • Assistant Director, IT Operations • Assistant Director, IT Systems • Assistant Director, IT Applications • Director, Business Services • Director, Accounting Services • Director/Chief of Campus Police
System Recovery Team (DR)	<p>Team Leader:</p> <ul style="list-style-type: none"> • Assistant Director, IT Systems <p>Team Members:</p> <ul style="list-style-type: none"> • Manager, Network Operations Center • Network Engineers • Network Operations Center Engineers • Network Operations Center Technicians • Vendor Engineers as Needed (EMC, HP, Dell)
Application Recovery Team	<p>Team Leader:</p> <ul style="list-style-type: none"> • Assistant Director, IT Applications <p>Team Members:</p> <ul style="list-style-type: none"> • Enterprise Applications Administrator Programmers/Analysts • Help Desk Coordinator • Manager, Application Administrative • Manager, Server Based Computing • Manager, Systems and Network Administration • Systems Engineers • Systems Programmers/Analysts

Facilities Recovery Team	<p>Team Leader:</p> <ol style="list-style-type: none"> 1. Chief Information Officer <p>Team Members:</p> <ol style="list-style-type: none"> 2. Assistant Director, IT Operations 3. Manager, Planning and Construction 4. Director, Facilities Management 5. Director, Financial Planning and Analysis
Disaster Alert Team Meeting Places	
Information Technology	Building 13, Room 13000, Phone # 937-512-3066
Registration & Records	Building 10, Room 10231, Phone # 937-512-2736
Financial Aid	Building 10, Room 10343, Phone # 937-512-2781
Accounting Services	Building 7, Room 7230, Phone # 937-512-2535
Bursar	Building 10, Room 10244, Phone # 937-512-3089
Security	Building 7, Room 7112, Phone # 937-512-2534
Off Campus	The lobby of any large hotel

Appendix B: Business Impact Analysis Form

Below is the Business Impact Form for the collection of Departmental Information.

Department:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Summary

In the event of an incident or emergency the Business Continuity Plan (BCP) assumes that an incident or emergency has occurred that has made all or part of the computer systems on campus unavailable for a period of time. This could be due to air conditioning failures, power failures, a system failure, or other types of emergencies. The BCP plan assumes it will take 2-5 days to recover.

Objective

The purpose of the business impact analysis form is to identify what department processes are essential to maintain business operations in the event of an emergency. Please fill out this questionnaire in as much detail as possible. Your input will be valuable in maintaining an effective Business Continuity program.

Department Contact Information

Department Name	<input type="text"/>	Department Location	<input type="text"/>
Contact Name	<input type="text"/>	Alternate Contact	<input type="text"/>
Phone Number	<input type="text"/>	Phone Number	<input type="text"/>
Cell (not published)	<input type="text"/>	Cell (not published)	<input type="text"/>

Responsibilities and processes

Please give us a description of your department's responsibilities and processes:

Prioritize your department's responsibilities and processes according to importance while keeping in mind the following questions:

- Can this function be performed manually if necessary?
- Does this function have to be performed at a specific time of the day/week/month/year?
- Is this function dependent on any technology (hardware or software)?
- Does this function depend on any outside services or products for its successful completion?

Your Department's First Priority:

Your Department's Second Priority:

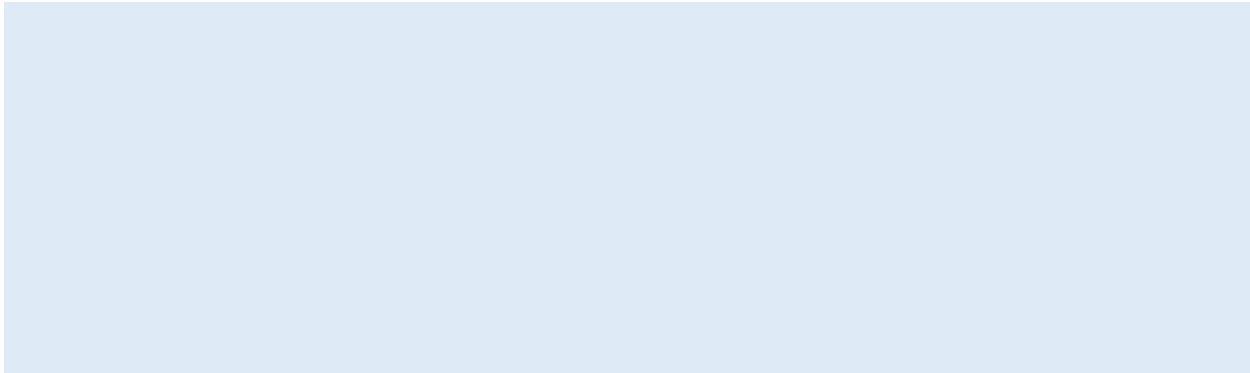
Your Department's Third Priority:

Software Audit

Please let us know about all the software being used by the department. Include the following information for each software title.

1. Software Title
 - a. How do you access this software? (Local installation, website, app, etc.)

- b. Who in your department utilizes this software?
- c. How frequently is this software used?
- d. When was the last time the software was used?



Completed by:

Date: