

BUSINESS CONTINUITY PLAN (BCP) 2023

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DR Memo Distribution List

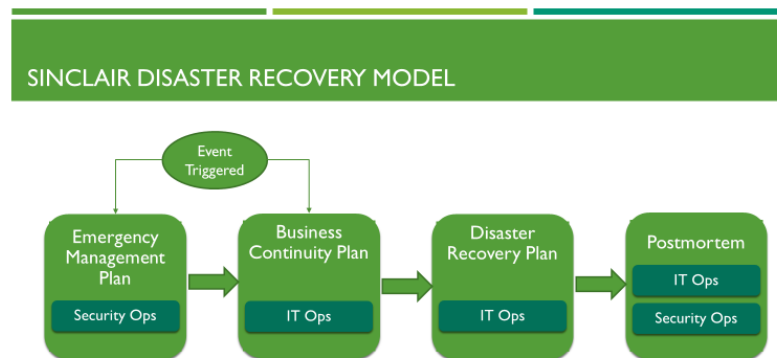
Department	Contact
Academic Advising	Karla Knepper
Accounting Services/Bursar	Cindy Ryan
Budget & Analysis	Kevin Locker
Business Services	Paul Murphy
Centerville	Latonia Peak-Brown
Counseling and Accessibility Services	Lorrie Spivey
Courseview Campus Center	Christopher Hubbard
Englewood Learning Center	Dawna Remencus
Enrollment Operations	Charity Lomax
Facilities Management	Yolanda Junior
Financial Aid & Scholarships	Matt Moore
Huber Heights Learning Center	Dawna Remencus
Human Resources	Nathaniel Newman
Information Security	Dan O'Callaghan
Information Technology	Scott McCollum
Instructional Division	Dr. Anthony Ponder
Dean of Business and Public	Angela Fernandez
Dean of eLearning	Christina Amato
Dean of Health Sciences	Rena Sebor
Dean of Liberal Arts, Communications, and Social Sciences	Dr. Martha Hurley

Dean of Science, Mathematics, and Engineering	Karl Hess
Director of Center for Teaching and Learning	Derek Petrey
Program Director of Tech Prep	Laura Hinkebein
Integrated Student Services Center	Charity Lomax
Library	Debra Oswald
Marketing	Korrin Ziswiler
Military Family Education Center	Becky Jones
Office of Grants Development	Steven Bright
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 Engagement	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

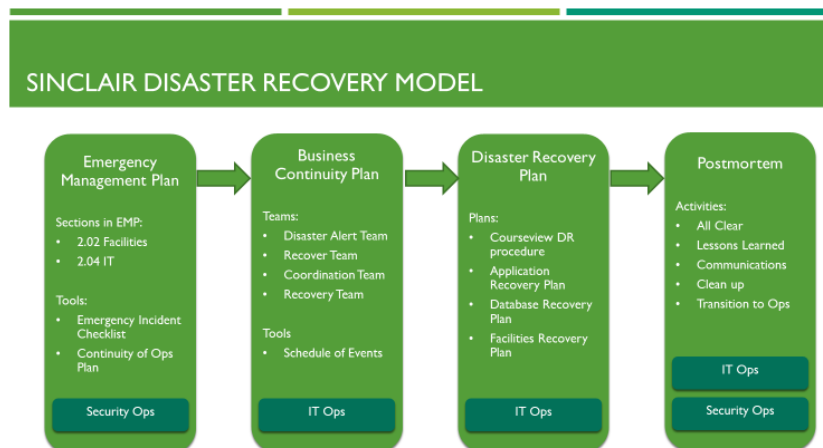
Summary

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 outlines 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 2023

Summary

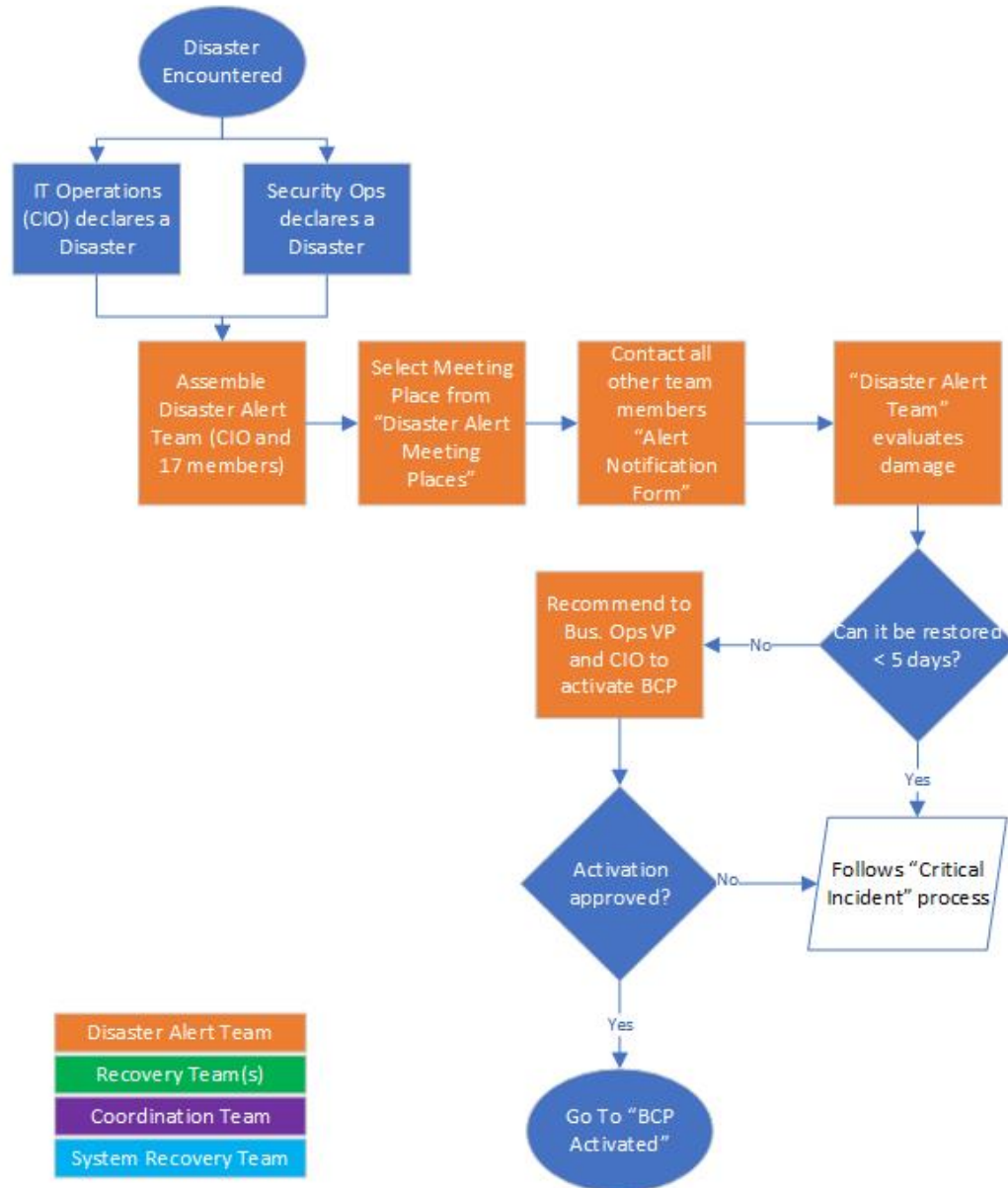
This preface outlines general information related to the Business Continuity Plan.

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 terminals).

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.
- Sinclair Community College will declare a disaster.

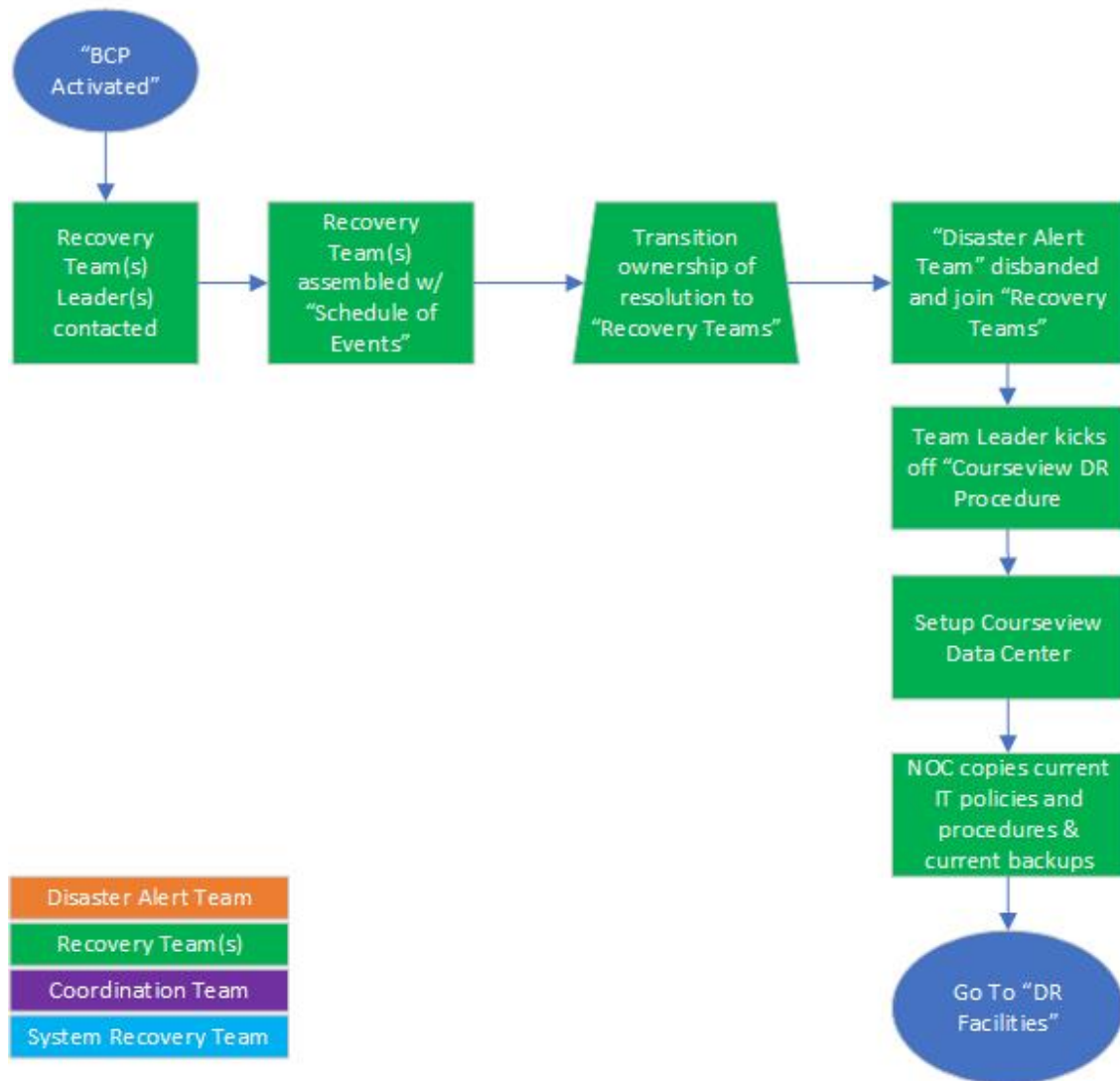
Executive Responsibilities

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 day
- **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.

Figure 1 – In-Scope Applications

Applications/Systems “In-Scope” of Sinclair Community College IT infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
Colleague (Back-End HP-UX)	Y	N	CRITICAL	30
Colleague (Front-End Applications)	Y	N	CRITICAL	30
Office 365 (Mail, Teams, OneDrive)	N	Y	CRITICAL	30
NetBackup	Y	N	CRITICAL	30
Veeam	Y	N	CRITICAL	30
Active Directory – ADFS	Y		CRITICAL	30
Coldfusion	Y		CRITICAL	30
Microfocus OBM	Y	N	CRITICAL	30
Internal Websites	Y	Y	CRITICAL	28
Shared Network Drives	Y	Future	CRITICAL	28

Applications/Systems "In-Scope" of Sinclair Community College IT infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
Single Sign-On (my.sinclair.edu)	Y	N	CRITICAL	28
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
VxRAIL	Y	N	CRITICAL	25
Zoom	N	Y	CRITICAL	25
JENKINS	Y	Future	HIGH	23
Server Configuration Manager (SCM)	Y	N	HIGH	23
LOGSTASH	Y		HIGH	24
Citrix	Y		HIGH	22
AngularJS	Y		HIGH	22
Atlassian Confluence	Y		HIGH	22
Ivanti	N	Y	HIGH	22
MyPC	N	Y	HIGH	22
PaperCut	Y	N	HIGH	22
Mitel Phone/PC Application			HIGH	22
Mobileservice.sinclair.edu	Y		MEDIUM	20
Selfservice.sinclair.edu	N	Y	MEDIUM	20
Services.sinclair.edu/WebAdvisor/WebAdvisor	Y		MEDIUM	20

Applications/Systems “In-Scope” of Sinclair Community College IT infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
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
SAS - Enterprise Guide / Maxient			MEDIUM	20
Appointment Manager			MEDIUM	19
MAP Maker (Electronic Academic Planning Tool)			LOW	16
Adobe Connect			LOW	15
Tutortrac			LOW	11

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.

Figure 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
Mobile Communications			CRITICAL	27
D2L	Y	Y	CRITICAL	27

Applications/Systems "Out-of-Scope" of Sinclair Community College IT Infrastructure				
Applications/System	Local	Cloud	Priority	CARVER Score
eCampus	Y	N	CRITICAL	26
Civitas			HIGH	23
Cybersource (Credit Card Validation)			HIGH	23
Fuel System (PetroVend)			HIGH	23
Milestone Care Plus Security Camera Software System			HIGH	23
Simplex Andover (Alarms, DVR's, Camera, Clock) Systems			HIGH	23
HVAC/Siemens BACKNET	Y	N	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
EMS (Clinical Reporting)			LOW	13
Rainbird Irrigation Control System			LOW	13
Quickbooks			LOW	13
Radiology			LOW	13
Crestron Fusion Server			LOW	13
Infinitime			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.

Figure 3- Out of Scope/Outside Sinclair Infrastructure

Applications/Systems “Out-of-Scope” & Outside of Sinclair Community College IT Infrastructure		
Applications/System	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
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

Applications/Systems “Out-of-Scope” & Outside of Sinclair Community College IT Infrastructure		
Applications/System	Priority	CARVER Score
Internet Banking System	LOW	12
Internship/Apprenticeship Database (WBL)	LOW	6
Cable TV	LOW	6
Altavian Flare	LOW	6
RealFlight	LOW	6
Mission Planner	LOW	6
Fusion360	LOW	6
GeoSLAM Hub	LOW	6
Pix4D	LOW	6
Q Ground Control	LOW	6
Radius	LOW	6
Reort Exec	LOW	6
RegFox (WFD)	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 Business Operations Vice President 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

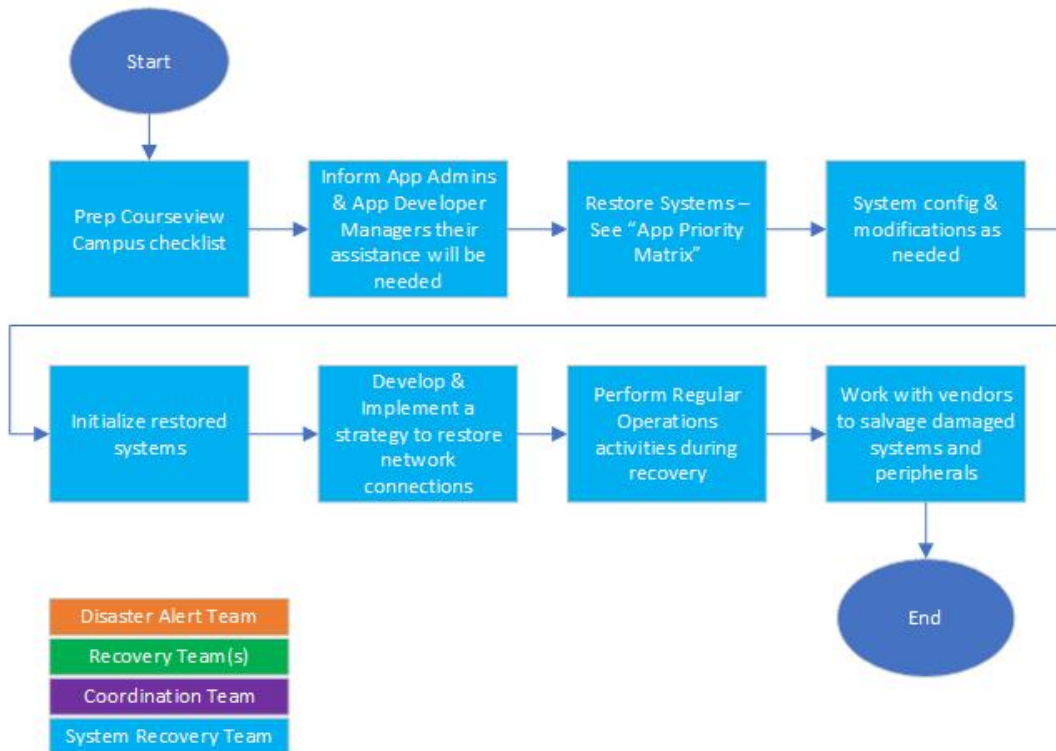
Team Members:

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 (\\cvccdd02\DRShare).

- b. Ensure the most current Backups are available on the Courseview Data Domain backup appliance via the CygnusDR 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 Mainframe 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 Cincinnati Bell 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 (CBTS, Cincinnati Bell) are currently in place for this purpose.**
 - c. Provide remote connectivity where appropriate.
 - d. Ensure Learning Centers can access resources as needed (ELC, HHLC, Austin Landing, Centerville, and Business Solutions Center)
 - 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:

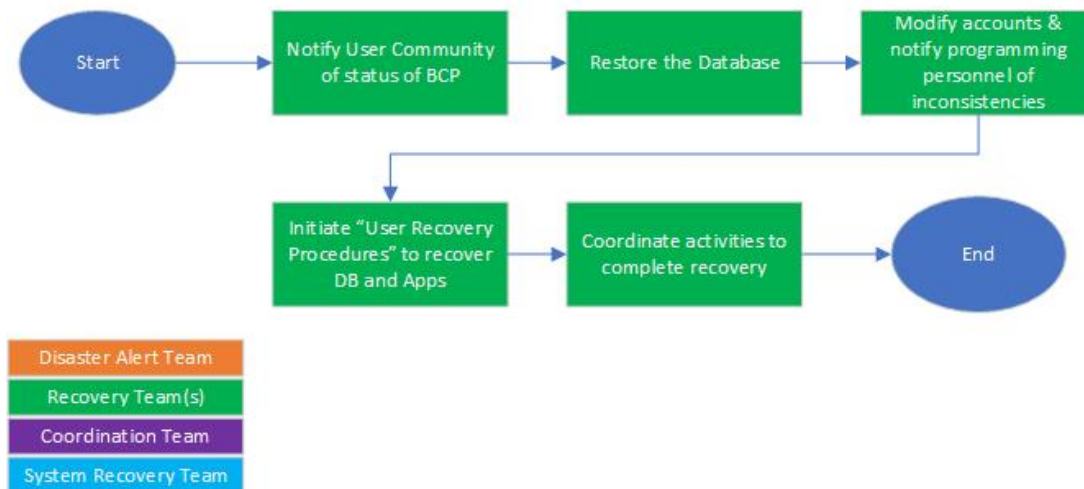
Enterprise Applications Administrator Programmers/Analysts
Help Desk Coordinator
Manager, Application Administrative
Manager, Server Based Computing
Manager, Systems and Network Administration
Systems Engineers
Systems Programmers/Analysts

Schedule of Events

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

Application Recovery Team

Disaster Recovery Database Apps from Backup



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 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:

Chief Information Officer

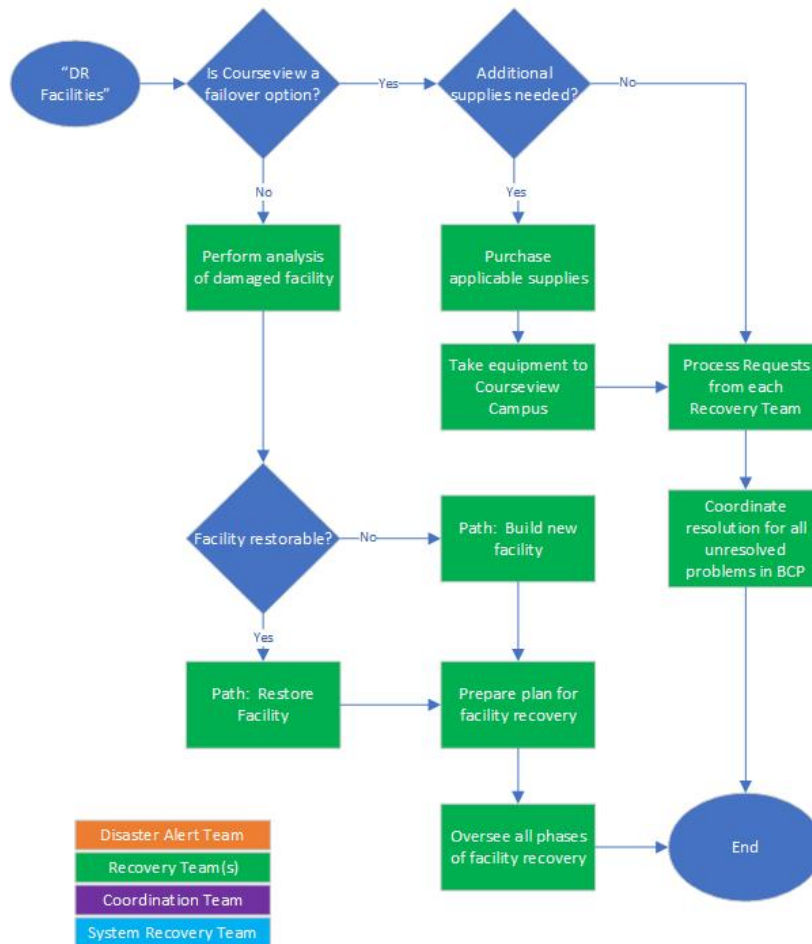
Team Members:

Assistant Director, IT Operations
Assistant Director, Facilities Planning & Construction
Director, Business Services (if Insurance claim)
Director, Facilities Management
Director, Budget 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.

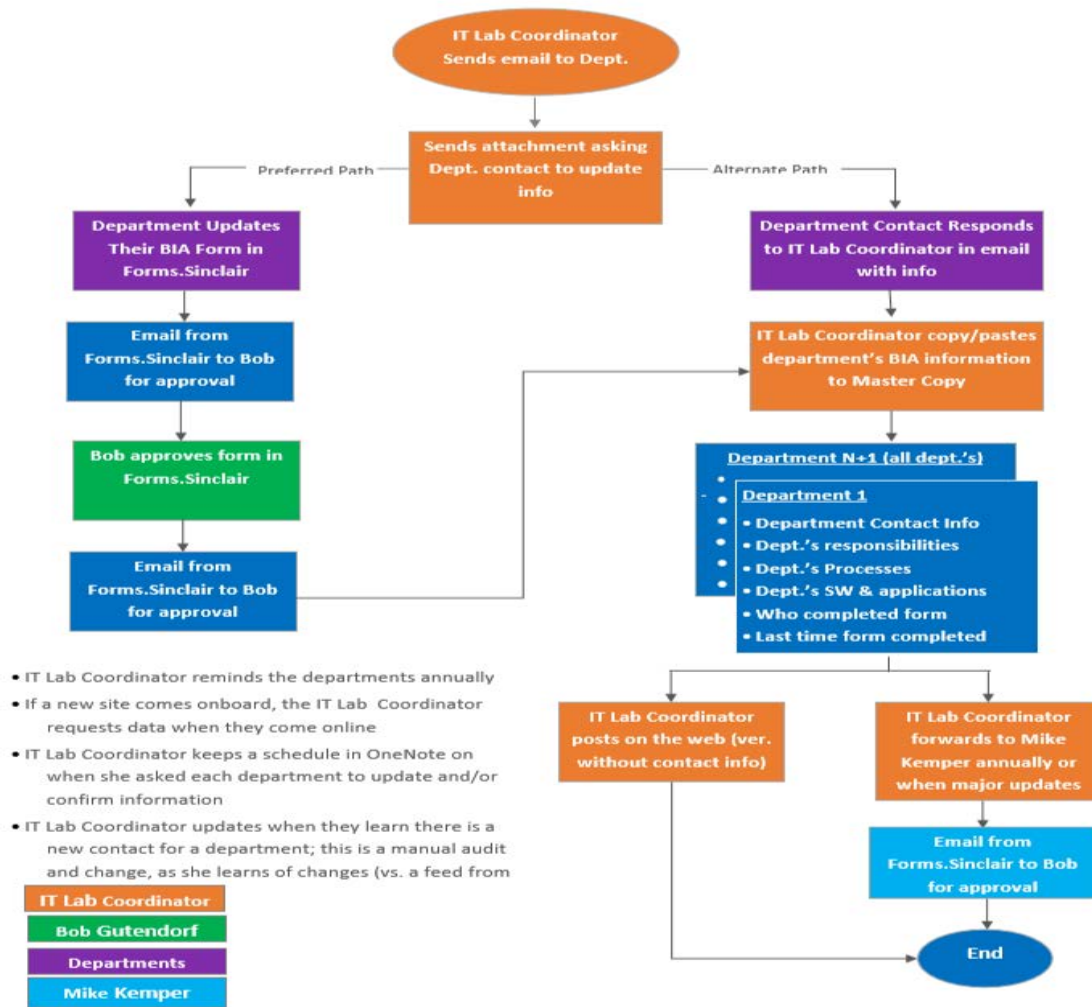
User Recovery – Business Impact Analysis

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.

3/20/2023

Department Contact Information

Department Name	Academic Advising	Department Location	Dayton Campus Room 10301/
Contact Name	Karla Knepper	Alternate Contact	Tanya Velazquez
Phone Number	937-512-4561	Phone Number	937-512-2139

Responsibilities and processes

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

Academic Advising serves current and prospective students through holistic advising in the domains of academic, personal, career, and financial advising. Advisors serve students through in person and virtual appointments, phone calls, and e-mails and are responsible for equipping students with the required information and steps needed to reach their individual goals. In addition to meeting with students through scheduled appointments, academic advisors reach out to students based on a variety of indicators and criteria to assist them as they work to reach their Sinclair goals.

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:

Meetings with students including review of student academic records, discussion of program of study, and review/adjustment of degree audits for

graduation. The primary resource for this function is Colleague and this is required to verify transcript and course taking history. This function happens year-round, but there are certainly peaks and valleys in July/August; December/early January; April/May. Meetings/appointments are all scheduled through e2e Advising (Appointment Manager), a vendor supported product. While it is possible to meet without Appointment Manager, the volume of traffic is very difficult to maintain without systems in place.

Your Department's Second Priority:

Academic Planning allowing students to understand their requirements and next steps. This planning and notetaking occurs in Student Success Plan Open Source (SSPOS) and is done in tandem with Colleague data.

Your Department's Third Priority:

Outreach/communication to students related to their academic program, plan, progress, and goals. This is done through Outlook, Mitel, Dawn VA, and other software applications indicated below.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Add to above list SSPOS (Student Success Plan Open Source). This is actually the software in which "MAP Maker" is housed. Replacing MAP Maker with SSPOS would be more accurate and encompass additional departments' use of the tool.

Academic Advising can meet with students for general conversation on campus without software, yet without the ability to review, document, and edit the software applications, conversation is only informational and will not always assist the student in their academic journey

Other Software Used:

SSPOS (Student Success Planning Open Source)

Mitel Phone/PC Application

OneDrive – Office 365

OneView

DAWN Portal/DAWN Visual Analytics

Perceptive

Zoom

Teams

Completed by:

Karla Knepper

Date:

3/20/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/27/2023

Department Contact Information

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

Responsibilities and processes

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

- Counseling and Accessibility Services for the student population.
- Providing counseling services. Maintaining confidential documentation of all services provided.
- Providing accommodations and intake services for accessibility. Maintaining confidential documentation of all services provided
- Crisis counseling services. Maintain confidential documentation
- Behavioral Intervention
- Collaboration with all other departments concerning counseling and accessibility 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:

Counseling and Accessibility crisis appointments

Your Department's Second Priority:

Providing accommodations and ongoing support services

Your Department's Third Priority:

Providing education and prevention services

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

SSPOs, Image Now, Perceptive Content, and will be using AIM

Completed by:

Date:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/1/2023

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, investments, record keeping, financial statements, travel, Foundation accounting

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

Grants - 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 a large impact on several things.

Grants – 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 timely (can only print checks out of Colleague. Also, need to upload file to Chase for check to be able to be cashed). Payments now made through ExpertAP however, still need to be able to access Colleague to download vouchers to be paid as well as upload the file to Fifth/Third.

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 postponed).

Grants – monthly draw downs (could produce if able to use excel and word as well as access DAWN).

Your Department's Third Priority:

Accounting Services – Proper 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).

Please select the software applications utilized in your department.

☐ Adobe Connect

☐ Blackboard

☐ Appointment Manager

☐ ColdFusion & Flex

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> QuickBooks |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) | <input type="checkbox"/> Wireless Clock System |
| | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Additional Software: 5/3rd Security Software; Attorney General Office Website; State of Ohio website; Internet Banking Systems; Ohio Board of Regents; Remote Access (VPN); BMTX Inc. (Student Refunds). Dynamic Forms, Expert AP via 5/3rd Direct, Concur, online budget and expense transfers tools, Financial Edge, TouchNet, Fiserv, Key Merchants, Informer, Papercut, Paperless/Brushfire, and ODDEX.

Completed by:

Cindy Ryan

Date:

02/27/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

2/27/2023

DEPARTMENT CONTACT INFORMATION

Department Name	<input type="text" value="Budget & Analysis"/>	Department Location	<input type="text" value="7212"/>
Contact Name	<input type="text" value="Kevin Locker"/>	Alternate Contact	<input type="text" value="Barb Lucente"/>
Phone Number	<input type="text" value="937-512-2152"/>	Phone Number	<input type="text" value="937-512-4462"/>

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:

Budget development and monitoring

Your Department's Second Priority:

Position control

Your Department's Third Priority:

Analyses and reporting

Please select the software applications utilized in your department.

- | | |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> Equitrac | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

Also require:

- Microsoft Office Suite
- SAS Add-in for Office applications
- VPN remote access

Completed by:

Kevin Locker

Date:

2/27/2023

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 and is responsible for the following departments: Purchasing, Mail Center, Campus Store and Auxiliaries (Food Service, 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 (Englewood, Huber Heights, 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, collects fees and provides 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.

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 Centerville, Englewood, Huber Heights, and Mason will be manually removed from the lockers and books will 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 hand held.

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.

Please select the software applications utilized in your department.

- | | |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Ivanti (Ticketing System) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> EMS (Event Planning Software) | |
| <input type="checkbox"/> EMS (Clinical Reporting) | |
| <input type="checkbox"/> HP Open View – Operations Manager | |

- ☐ Student-mail systems (Gmail) – Single Sign-On
- ☐ Tutortrac
- ☐ Virtual Apps (AppV)

- ☒ VoIP (phone system)
- ☐ Wireless Clock System
- ☒ Other - List in comments below.

The area below is for any additional Information, Comments, or Concerns.

SmartSuite is the Campus Store POS system
eCampus FAST – online textbook orders that integrates with student's Financial Aid
WebCRD – duplicating software
Iparc – Amano Parking software that controls our parking gates

Completed by:

Paul Murphy

Date:

3/1/2023

Centerville
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE
3/6/2023

Department Contact Information

Department Name	Centerville	Department Location	Centerville
Contact Name	Latonia Peak-Brown	Alternate Contact	Robert 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 18 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 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 computers:

Close off computer areas of damage with signage.

Use the laptops as a temporary replacement of instructor computers in classroom as needed (we have some in Room 114). 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.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

The Director and Operations Manager will be responsible for implementing the plan, as well as providing training.

Completed by:

Date:

Counseling Services

SINCLAIR COMMUNITY COLLEGE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

3/8/2023

Department Contact Information

Department Name	Counseling Services	Department Location	10-424E
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:

- Counseling and Accessibility Services for the student population.
- Providing counseling services. Maintaining confidential documentation of all services provided.
- Providing accommodations and intake services for accessibility. Maintaining confidential documentation of all services provided
- Crisis counseling services. Maintain confidential documentation
- Behavioral Intervention
- Collaboration with all other departments concerning counseling and accessibility 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:

Counseling and Accessibility crisis appointments

Your Department's Second Priority:

Providing accommodations and ongoing support services

Your Department's Third Priority:

Providing education and prevention services

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

SSPOs, Image Now, Perceptive Content, and will be using AIM

Completed by: Eric Henderson

Date: 3/08/2023

Courseview Campus Center

SINCLAIR COMMUNITY COLLEGE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/30/2023

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.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> Ivanti (Ticketing System) |
| <input checked="" type="checkbox"/> Appointment Manager | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> ColdFusion & Flex | <input checked="" type="checkbox"/> PaperCut System |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Maxient |
| <input checked="" type="checkbox"/> eLearn | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> VoIP (phone system) |

☐ Wireless Clock System

☒ Other - List in comments below.

The area below is for any additional Information, Comments, or Concerns.

Student Success Plan, Milestone (security camera server), ID Works (tartan card printing), Perceptive, Reach, Test Management System, Papercut, AIM (accessibility)

Completed by:

Chris Hubbard

Date:

3/30/2023

Englewood Regional Center

SINCLAIR COMMUNITY COLLEGE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 2/27/2023

DEPARTMENT CONTACT INFORMATION:

Department Name	Englewood Regional Center	Department Location	Englewood, Ohio
Contact Name	Dawna Remencus	Alternate Contact	De'Shawna Yamini
Phone Number	937-836-8750	Phone Number	937-233-5550

Responsibilities and processes

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

We are a full-service center offering in-person and video conferencing classes 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:

Maintain or cancel scheduled courses. Instructors may need to be creative to find valuable ways to use class time when activities requiring computers or network had been planned. Video conferencing courses would need to be cancelled.

Maintain or cancel advising appointments depending on student situation. At least give the student a call to inform them of the issue and offer to reschedule.

Cancel academic, placement and TEAS testing as these all need access to computers to complete/proctor.

Your Department's Second Priority:

Any student documentation that cannot be submitted online by the student will be held until we can upload/process.

Your Department's Third Priority:

Library items being checked in or out will be documented and entered in the system once everything is restored.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Accuplacer, ALEKS, SSP, ATI Testing, Perceptive, Radius and Zoom.

Completed by:

Dawna Remencus

Date:

2/27/2023

Enrollment Operations

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 2/27/2023

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 need and provide resources.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Student Success Plan - <https://sspos.sinclair.edu/ssp-platform/f/u19l1s4/normal/render.uP>

Completed by:

Charity Lomax

Date:

02/27/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/2/2023

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

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> Milestone Care Plus Camera Software System |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input checked="" type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Verizon Cell System |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input checked="" type="checkbox"/> Fuel Management System "PetroVend" | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | |
| <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) | |

The area below is for any additional Information, Comments, or Concerns.

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.

In addition to the systems listed above, Facilities system needs include Simplex- Fire & Smoke Detectors, BAS/Siemens Apogee, Ivanti, Simplex Access Control, Rain Bird, Best Key Control Software, ARCHIBUS, E-Builder, AutoDesk/AutoCAD, AutoDesk DWGTRUEVIEW, Adobe Acrobat DC (Pro version), Adobe Photoshop and MS, Office, NetScaler Gateway, the workflow system and a multitude of manual overrides necessary to get the campus back up and running.

Completed by:

Yolanda Junior

Date:

03/02/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/6/2023

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

Business Continuity Plan:

How would we operate for up to 5 days without the college's most critical computer systems?

Technology Required

- Internet/Wi-fi

Hardware Required for all Processes

- Computer/Monitor

Internal (Sinclair) Electronic Systems

- My.sinclair.edu
 - Used to access Colleague, DAWN portal, etc...
- Colleague
 - Rely on IT Backups
 - Colleague Remote Access if unable to be on campus? Do we all have Citrix/AppDepot access?
 - We could not function without access to the following data points:
 - Student Registration Information
 - Student Bursar Information
 - FA Award Information (including fund, amount, status)
 - TD Client / Connection to the SAIG Mailbox
- Perceptive Content / Document Imaging System
 - Licenses needed on other PCs to access files
 - Scanners needed to continue with workflow
 - Ensure linking staff have appropriate computers needed to perform document linking
- Citrix Workspace
 - Rely on IT Backups
 - Need to know how often are folders backed up?
 - Office 365, Remote Desktop, Network Folders, etc.
- Outlook/Email Archives Not on Sinclair's Network
- Colon Prompt

- Efficiently pull data needed for many processes

External Electronic Systems

- ED Systems
 - CPS/COD/NSLDS access on-line will help. Token still needed.
 - Will we have access to the internet?
 - Concern of timing requirements required by law (sending disbursements, reconciliation Federal programs, releasing Title IV credit balances, etc.)
 - Obtain guidance at that time from ED if needed
 - E-App
- CampusLogic Suite of Applications
 - Including:
 - StudentForms
 - CampusCommunicator
 - CampusMetrics
- Blackbaud Awards Management – Online Scholarship Application System
 - Is data stored on premise or off-premises? Cloud?
 - If application cycle is open, what is the plan?
 - If application cycle is closed, what is the plan?
- ODHE/HEI System
 - Online system housed by ODHE to process all state grants and scholarships

Access to Hard-Copy Documents

- US Department of Education (ED) Audit Reports (FISAP, Conflict of Interest Statement, Token Approvals, Confidentiality Agreement, etc.)
- Foundation Memorandums of Understanding for Scholarships
 - Does Foundation also have a copy? Yes.
- Employee Files (held by manager)
- Any contracts/signed agreements
- Off-campus Federal Work Study Agreements
- Consortium Agreements are stored in Perceptive at some point in the term, so depending on when issues occur, may need access to hard copy
- Any paper manuals/instructions held by staff members

Please select the software applications utilized in your department.

- | | |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> EMS (Clinical Reporting) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> HP Open View – Operations Manager |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> Ivanti (Ticketing System) |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> QuickBooks |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Email (Outlook) | |
| <input type="checkbox"/> EMS (Event Planning Software) | |

- ☐ SAS – Enterprise Guide / Maxient
- ☐ Server Configuration Management (SCM)
- ☒ Shared Network Drives
- ☐ Student-mail systems (Gmail) – Single Sign-On

- ☐ Tutortrac
- ☐ Virtual Apps (AppV)
- ☒ VoIP (phone system)
- ☐ Wireless Clock System
- ☒ Other - List in comments below.

The area below is for any additional Information, Comments, or Concerns.

Websites: CPS/COD/NSLDS access on-line; ODHE HEI System
CampusLogic Platform, Blackbaud Awards Management System, etc.

Completed by:

Matt Moore

Date:

3/06/2023

Huber Heights Learning Center
SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 2/27/2023

DEPARTMENT CONTACT INFORMATION:

Department Name	Huber Heights Regional Cntr	Department Location	Huber Heights Regional Cntr
Contact Name	Dawna Remencus	Alternate Contact	De'Shawna Yamini
Phone Number	937-836-8750	Phone Number	937-233-5550

Responsibilities and processes

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

We are a full-service center offering in-person and video conferencing classes 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:

Maintain or cancel scheduled courses. Instructors may need to be creative to find valuable ways to use class time when activities requiring computers or network had been planned. Video conferencing courses would need to be cancelled.

Maintain or cancel advising appointments depending on student situation. At least give the student a call to inform them of the issue and offer to reschedule.

Cancel academic, placement and TEAS testing as these all need access to computers to complete/proctor.

Your Department's Second Priority:

Any student documentation that cannot be submitted online by the student will be held until we can upload/process.

Your Department's Third Priority:

Library items being checked in or out will be documented and entered in the system once everything is restored.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Accuplacer, ALEKS, SSP, ATI Testing, Perceptive, Radius and Zoom.

Completed by:

Dawna Remencus

Date:

2/27/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/30/2023

DEPARTMENT CONTACT INFORMATION:

Department Name	Human Resources	Department Location	7340
Contact Name	Nathaniel Newman	Alternate Contact	Kevin Evans
Phone Number	937-512-2514	Phone Number	937-512-2628

Level One Disaster

Colleague/Ellucian unavailable for one to 5 working days:

For this short period of time the primary concerns would be with the Office of Human Resources providing support to the Payroll Department with HR Action Forms and leave requests information. A representative of Human Resources will contact the Manager of Payroll to determine the support needs of the Payroll Department for information flow. The HR Action form can be completed electronically and circulated via e-mail utilizing the hrdept@sinclair.edu e-mail account. If Colleague is not accessible information and data may be temporarily stored on a laptop or flash drive and loaded into shared drives and later entered into Colleague when accessible.

Equipment Requirements

The minimum equipment necessary would be laptop computers and internet connectivity. Each HR Team member has been issued a laptop computer so as long as this laptop is available no further equipment would be necessary. In the event issued laptops were destroyed a minimum of at least 2 laptops would be required to be issued. HR reports can be postponed until system is accessible.

Major Disaster

A representative of Human Resources will contact the Manager of Payroll to determine the support needs of the Payroll Department. The information required to assist in meeting the payroll would be new employee payroll notifications. Equipment Requirements Minimum of two (2) laptops will be required. The amount of time would be determined by the time period (start of semester; increased hiring; benefits enrollment; annual compensation adjustments; etc.). Report Requirements None with the exclusion of payroll and benefit enrollments of new employees. All other reporting can likely be postponed until system is accessible.

Please select the software applications utilized in your department.

- | | |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

Completed by:

Nathaniel Newman

Date:

3/30/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 2/28/2023

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:

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.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> Ivanti (Ticketing System) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> Equitrac | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | |

The area below is for any additional Information, Comments, or Concerns.

Tenable.io Vulnerability/Asset Management, Azure AD Management, M365 security/compliance/administration, PaloAlto Firewall, Mimecast Anti-Spam, ELK Stack, VMware CarbonBlack

Completed by:

Daniel O'Callaghan

Date:

2/28/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 4/24/2023

DEPARTMENT CONTACT INFORMATION

Department Name	<input type="text" value="Information Technology"/>	Department Location	<input type="text" value="13-000"/>
Contact Name	<input type="text" value="Scott McCollum"/>	Alternate Contact	<input type="text"/>
Phone Number	<input type="text" value="937-512-3068"/>	Phone Number	<input type="text"/>

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 and \\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

Please select the software applications utilized in your department.

- | | |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input checked="" type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input checked="" type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> PaperCut | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

Completed by:

Scott McCollum

Date:

04/24/2023

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

4/20/2023

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"/>

Summary:

This plan applies to all divisions and departments, including:

- Academic Advising
- Business and Public Services
- Eaker Street Facilities
- Early Childhood Education Center
- eLearning
- Health Sciences
- Learning labs including the Writing Center, Tutoring Services, Tutoring and Learning Center, Language labs, Help rooms and similar functions.
- Library
- Liberal Arts, Communication and Social Science
- Science, Mathematics and Engineering
- School Partnerships

Assumptions:

This plan covers activities in the event of a 5 business day loss of all Internet and Intranet services. It assumes that local PC's will be available and will have access to the Microsoft Suite (minus e-mail). It assumes that the phone system will be available without voice mail or directory services. Network share drives, h-drives, etc. are assumed

unavailable, as are all Sinclair on-line systems and any software served over the network. Note – this plan DOES NOT cover complete loss of building access or usage.

General Business Practices:

Operations will be focused on performing critical functions and maintaining critical records. Some processes will be continued by using printed forms, with entry into electronic systems done at a later date as necessary. Examples include requisitions, key requests, etc. Some workflows will be held until systems are back on-line, such as processing changes to CMT or uploading proficiency grades in TechPrep.

The ability to fully function will require access to certain forms and documents currently stored on the central server. A master file of these critical documents will be created and distributed electronically to all offices; chairs, admins, etc. will be expected to download this file and maintain it in a safe place should recovery operations be required. It can be stored locally on a PC or downloaded to a CD or flash drive for later use. The forms to be distributed this way include:

- ACF performance review
- Classroom information change forms
- Dayton Campus key request
- Duplicating requests
- Faculty FPR form
- Faculty merit application
- Faculty promotion application
- Faculty schedule and office hours
- Faculty Tenure application
- Food service request
- Grade change request
- Monthly mileage report
- Payroll time sheets
- Purchase request forms
- Request for Faculty mini-sabbatical application
- Request for travel reimbursement requiring advance approval
- Request for Travel requiring advance approval
- Staff career seminar application

- Supplemental Retirement Application

This file of forms will be updated annually when FPR, promotion and tenure, and merit documents are updated or as necessary. At that time, other forms will be checked for currency before the new file is distributed. Responsibility for maintaining these recovery files rests with the Provost office.

Besides the forms listed above, certain records will be maintained in hard copy and held until they can be electronically processed. These include:

- Leave requests and approvals
- Payload changes
- Record of "Acting" personnel

It is anticipated that learning labs and help rooms will maintain sign-in lists for students using their services. Academic advising will keep "hard-copy" advising notes and enter these into the system later. The ECE Center will maintain hard copies of sign-ins and sign-out for all children under their care.

Offices with unique requirements, such as the internship offices, will determine any specialized needs and maintain required forms and records off the central server as necessary.

Since basic phone service is expected to be maintained, work orders for facilities and IT will be called in to their respective service desks. It is anticipated that these functions will keep hand records on service requests until systems are restored.

As the Courseview Campus and Learning Centers are managed through the Vice President for Regional Centers, this plan will be shared with them for their reference and adoption of relevant portions as required.

In addition, an electronic copy of the Sinclair Directory will be downloaded by each department quarterly so that current phone numbers will be available.

Academics

With system disruptions of up to 5 days, faculty are expected to continue to meet their classes and make adjustments as required. This could include such activities as using back-up files to project PowerPoints, converting some activities to pencil-and-paper or adjusting topics and activities as necessary. It is not anticipated that installing software locally to support specialized classes will be possible, as IT manpower is expected to be occupied with restoring systems.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

ECampus, Zoom, Microsoft Office Suite, Zoom, Teams, Respondus Monitor

Completed by:

Anthony Ponder

Date:

4/20/2023

Library

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/30/2023

Department Contact Information

Department Name	Library	Department Location	Library
Contact Name	Debra Oswald	Alternate Contact	Andrea Atkinson
Phone Number	937-512-3007	Phone Number	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.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Other software:

Most library functions are performed through the library system Sierra, which runs on Sinclair servers. An outage would greatly disrupt our work. It would also affect Sinclair's Learning Technology Support, and the media centers at Courseview, Englewood, and Huber Heights, who rely on Sierra for circulation functions. Library staff also use Microsoft Teams and Zoom to conduct business.

Completed by:

Date:

**SINCLAIR COMMUNITY COLLEGE
BUSINESS IMPACT ANALYSIS QUESTIONNAIRE**

Date: 4/6/2023

DEPARTMENT CONTACT INFORMATION

Department Name	Marketing	Department Location	12-382, 12-377
Contact Name	Korrin Ziswiler	Alternate Contact	Mary Ashley
Phone Number	937-512-2352	Phone Number	937-512-3072

RESPONSIBILITIES AND PROCESSES

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

The Marketing Department exists to support the recruitment and enrollment of students by creating collegewide as well as department- and program-specific marketing, advertising, and promotions for owned media (www.sinclair.edu, social media platforms, email to prospective students, CastNet) and paid media (television, radio, out-of-home media, print media, and digital media). We are responsible for creating strategic marketing plans and overseeing implementation of leadership-approved plans. Our department is also responsible for the site architecture, maintenance, and web governance of the www.sinclair.edu website. In partnership with the college accessibility committee, our team helps to identify and address ADA compliance issues and solutions on our webpages.

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:

- Producing materials that support enrollment/recruitment for departments defined in the College's Strategic Enrollment Management (SEM) plan, as defined by the Office of the President. This includes priority majors that are defined each academic year by the Deans of each Division.
- Assuring www.sinclair.edu is within A-rating accreditation standards.

Our functions are performed based on the enrollment cycle, as well as ad hoc requests from SEM and other departments.

We work with multiple outside vendors to allow us to complete the above functions including:

- The Ohlmann Group - media strategy and placement
- Spectrum Media – media strategy and placement
- Madhouse Creative– creative production
- Capture Digital Marketing– digital marketing
- Ruffalo Noel Levitz (RNL) – web design
- Fusion Technology East– accessibility auditing of www.sinclair.edu

In order to assure uninterrupted service to the College, all positions within our department have the ability to work 100% remotely. Design work is dependent on having access to the full Adobe creative suite, which all members can access remotely. Video requires shooting on location as needed and editing with software that can be accessed remotely. The www.sinclair.edu content management system is web-based and can be accessed and managed remotely. Social media can be managed remotely. All other functions (message development, administrative and support functions) require access to Sinclair email and systems that can be accessed remotely.

The full list of software that our functionality is dependent upon is provided below.

Your Department's Second Priority:

Fulfilling requests for marketing materials for non-SEM departments or programs, as resources allow.

Your Department's Third Priority:

Supporting non-SME enrollment-related event-based video and photography requests as resources allow

Please select the software applications utilized in your department.

☒ Adobe Connect

☒ Appointment Manager

- ☐ Blackboard
- ☐ ColdFusion & Flex
- ☒ Colleague (DataTel/DAWN/ERP)
- ☒ Curriculum Management Tool
- ☒ DVD's & Camera Monitors
- ☐ eCampus – FAST System
- ☐ eLearn
- ☒ Email (Outlook)
- ☐ EMS (Event Planning Software)
- ☐ EMS (Clinical Reporting)
- ☐ HP Open View – Operations Manager
- ☒ Internal Websites (my.sinclair, our.sinclair, etc...)
- ☐ Ivanti (Ticketing System)
- ☐ MAP Maker (Electronic Academic Planning Tool)

- ☒ Netbackup (VERITAS)
- ☒ PaperCut System
- ☐ QuickBooks
- ☐ Rainbird Irrigation control system
- ☐ SAS – Enterprise Guide / Maxient
- ☐ Server Configuration Management (SCM)
- ☒ Shared Network Drives
- ☐ Student-mail systems (Gmail) – Single Sign-On
- ☐ Tutortrac
- ☐ Virtual Apps (AppV)
- ☒ VoIP (phone system)
- ☐ Wireless Clock System
- ☒ Other - List in comments below.

The area below is for any additional Information, Comments, or Concerns.

- - Full Adobe Creative Suite
 - Mura (web content management system)
 - Wufoo
 - Site Improve
 - Nixel
 - Campus Management Radius
 - Wrike (Project Management System – cloud based)
 - Gigg (cloud based)
 - Hootsuite (cloud based)
 - 3D Concept Map (cloud based)
 - Zapier (cloud based)
 - Google Analytics and Google Ads (cloud based)
 - Tag Manager (cloud based)
 - Search Console (cloud based)
 - Hotjar (cloud based)
 - Data Studio (cloud based)
 - Hulu Ad Manager
 - Spotify Ad Manager

Completed by:

Date:

Department Contact Information

Department Name	Military Family Education Center (MFEC)	Department Location	10-444
Contact Name	Becky Jones	Alternate Contact	Emily Demeter
Phone Number	937-512-2586	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 is 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

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST SYSTEM | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Adobe Acrobat DC (Internal)
VA Once (External)
VA Submit a Question (External)
Tungsten Network Portal (External)
ArmyIgnited (External)
Academic Institution Portal (Air Force) (External)
Department of Defense (DoD)

Voluntary Education Partnership Memorandum of Understanding (MOU) (External)
DAWN Visual Analytics (Internal)
OneDrive (Internal)
Academic Intuition Module (Navy) (External)
Dynamic Forms (Internal)
Perceptive (Internal)

Completed by:

Date:

DEPARTMENT CONTACT INFORMATION

Department Name	Office of Grants Development	Department Location	12312
Contact Name	Steve Bright	Alternate Contact	LaShawn Graham
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:

The grants office develops all grant proposals, plans projects, develops budgets, vets partners, and obtains internal approvals (pre-award). In addition, the grants office is responsible for post-award programmatic and financial monitoring, assistance with reporting and annual grant renewals and more.

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.

Please select the software applications utilized in your department.

☐ Adobe Connect

☐ Blackboard

☐ Appointment Manager

☐ ColdFusion & Flex

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> PaperCut System |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> QuickBooks |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> eLearn | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) | <input type="checkbox"/> Wireless Clock System |
| | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Microsoft Office programs (Excel, Word, Teams). Adobe Acrobat. Internet browsers.

Completed by:

Steve Bright

Date:

2/27/2023

Office of the President

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/16/2023

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 and Public Relations. 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

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

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:

Date:

Payroll

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 4/3/2023

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

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

We need internet and access to external websites for bank operations, paying taxes, and deductions.

Our major concern with some sort of system failure would still be our reliance of computers and Payroll software needed to complete our task of Payroll

Summary

Assuming no availability or degraded availability of the on-line system for 1 to 5 days:

The Payroll Manager and Assistant Payroll Manager will meet with the Grants Accounting and Payroll Manager, and the Director of Accounting Services to determine what part of the cycle the payroll is in. Activities

are reviewed to determine what needs to be done to process the payroll by payday.

If the direct deposit wire transfer cannot be transmitted to the bank three (3) days prior to payday a decision will have to be made: (1) Notify employees that the direct deposits will be delayed; (2) Cancel all direct deposits and issue everyone a paycheck (May require manually issuing check information to PNC through the online PNC portal).

If the ARP (Account Reconciliation Processing) file is unable to be created and transmitted to the bank (2) days prior to payday a decision will have to be made: (1) Manually issue check information to PNC through the online PNC portal, if available. (2) Notify employees that paper checks will be delayed.

Lost entries can be recreated from input documents on file. These include PDF versions of the Payroll Calc. Would need access to the payroll share drive to retrieve this information.

Equipment Requirements

Printer that has regular and MICR toner for printing checks.

Six PCs or laptops are required. The amount of time needed would be determined by what part of the cycle the payroll is in.

Internet access, Telephone, fax machine, access to Payroll share drive, access to informer reports, passwords, typewriter, printer.

Report Requirements

- Self-Service time entry
- Payroll calc
- Check run
- Informer Reports
- Vendor A/P checks (blue checks)
- Microsoft Office (EXCEL)
- ACH (Direct Deposit) data to download from Colleague
- ARP data to download from Colleague
- Retirement--end of month data file to download

Major Disaster

No Availability of the On-line System for more than 5 Days:

The Payroll Manager and Assistant Payroll Manager will meet with the Director of Accounting Services to determine what part of the cycle the payroll is in. Activities are reviewed to determine what needs to be done to process the payroll by payday.

If the direct deposit wire transfer cannot be transmitted to the bank three (3) days prior to payday a decision will have to be made: (1) Notify employees that the direct deposits will be delayed; (2) Cancel all direct deposits and issue everyone a paycheck (May require manually issuing check information to PNC through the online PNC portal).

If the ARP (Account Reconciliation Processing) file is unable to be created and transmitted to the bank (2) days prior to payday a decision will have to be made: (1) Manually issue check information to PNC through the online PNC portal, if available. (2) Notify employees that paper checks will be delayed.

All special pays (overload, mentioning, etc.) are processed as conditions permit. Lost entries can be recreated from input documents on file.

SEE TABLE BELOW

Note: This pay cycle is representative of the first cycle of the month and should be adjusted according to the actual dates for the month in question.

Pay Cycle Table FT Faculty (PR02) and FT Admin/Professional (PR04)

Day of Pay Cycle																
Activity																
Daily Input	X	X	X	X	X	X	X									
Pay Prep Run							X	X								
HR cutoff for paperwork								X								
P Calc as needed to Balance									X	X	X					
Check Run											X					
Run Cost Distribution											X					
Direct Deposit transmittal												X				
Checks reported to PNC													X			

Chair Response							X								
Revisions entered								X							
Upload File Created								X							
Pay Calc as needed to Balance									X	X	X				
Check Run											X				
Run Cost Distribution											X				
Direct Deposit transmittal												X			
Checks reported to PNC													X		
Payables remitted														X	
Paper Checks Mailed														X	
Pay Date															X

Completed by:

John Lee

Date:

4/3/2023

DATE: 3/30/2023

DEPARTMENT CONTACT INFORMATION

Department Name	Registration and Student Recc	Department Location	10-231
Contact Name	Tina 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:

The mission of Registration and Student records is to assist and support students as they progress through the enrollment process. Primary functions of this department include:

- Enforce the academic policies via student information system.
- Maintenance of a students' academic record
- Processing of students' applications, student registration drop/add forms for courses, enter external transcripts into the student information system, for all credential seeking students and evaluate the course into Sinclair course if applicable.
- Scheduling of classrooms for the academic courses.
- Ensure that the student information system is updated with accurate curriculum including requirements for academic programs, pre-requisites/co-requisites and restriction of courses and appropriate beginning and ending dates.

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:

Registering students

Your Department's Third Priority:

Mailing transcripts

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

Preceptive

Completed by: Tina Hummons Date: 3/30/2023

DEPARTMENT CONTACT INFORMATION

Department Name	Research, Analytics and Reporting	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:

Research, Analytics and Reporting has four major areas of responsibility.

- 1) Database and Business Intelligence Software Administration – The DBA manages the MS-SQL server databases and the BI (SAS) reporting system software. Hardware is managed by IT.
- 2) Research – The research team conducts qualitative and quantitative research; designs surveys; and prepares complex reports/analyses.
- 3) Reporting – Development Ad-Hoc reports for consumers as well as state, federal and grant compliance reporting.
- 4) Data Quality – Examine data collection process to ensure quality and efficiency.

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:

Database Administration – Maintaining the operational MSSQL Server database systems.

Data Integration – Several operational data integrations processes such as daily application processing and SSPOS data sync.

Your Department's Second Priority:

State and Federal Compliance Reporting.

Your Department's Third Priority:

N/A

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
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| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

RAR would need access to VPN software for remote access.

Completed by:

Date:

Sinclair Conference Center

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/25/2023

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 sells, plans, and delivers events hosting over 100,000 people per year. The Conference Center staff manages the activities of auxiliary services necessary to delivery of events including Aramark, Sinclair Facilities, Sinclair Multi-Media, ABM, Sinclair Parking, etc.

Selling & Planning Events

The Conference Center Staff uses the Event Management Systems (EMS) software to schedule and plan all the details of an event. This is the only tool that maintains the schedule of events. EMS also contains all pricing information for all services and equipment offered to guests. In effect, EMS is the Conference Center's ordering and billing system and houses all pertinent data surrounding an event. It is critically important to the successful operation of the Conference Center. EMS is also used by some auxiliary services to coordinate and schedule their particular activity related to each event. All catering orders are managed by data entered into EMS, for example. Communication to and from clients is typically accomplished via email and telephone. The email system and telephone system are also very critical to the operation of the Conference Center. Without these systems, we would not be able to communicate with our clients and make alternate plans in an emergency situation.

Delivering Events

Events are coordinated based on the instructions in EMS. Before an event, room configurations must be reviewed and set up (placement of tables and

chairs and any equipment needed to conduct the event.) As stated above, the date in EMS is critically important to the successful delivery of an event. All catering orders are planned and prepared. The Conference Center Service staff has a long checklist of items to address for each event, including the creation of room signs and wayfinding assistance, printing of parking vouchers, placement of equipment, prepping systems, etc. The Service Staff also greets and provides face to face assistance to event coordinators and stays engaged with the client throughout the duration of the event.

Invoicing

The Conference Center Sales staff is responsible for preparing the final invoice for an event. The final invoice can be created after charges from all the associated vendors have been received. EMS is used to create the invoice form, which is either then passed to the Division's finance Department for internal transfers or used within the department for invoice creation and mailing.

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:

Delivering events that have been scheduled is the Conference Center's first priority. Event guests will be expecting their events to be ready and delivered according to their plans. External guests have communicated directions and schedules to their attendees and all activities are in motion for the event to take place when scheduled. Any outage of the systems used to deliver events will put the event at risk and will have negative impact on our clients.

Your Department's Second Priority:

Selling and planning events. While selling activity could be put on hold for a few days, any outage of systems supporting the sale of events will have negative impact on the business. Selling is a continual activity, and clients will contact the Conference Center up to the day of their event to make changes and coordinate activities. Conference Center Sales staff need their planning tools to accommodate clients.

Your Department's Third Priority:

Invoicing Events. Invoicing can be delayed for several days without a major impact on the business. Any delay in invoicing however creates a delay in receiving payment from clients.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input checked="" type="checkbox"/> QuickBooks |
| <input type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

Additional software: Visio, FlexPass

All the Conference Center schedules are in EMS. The tools used to communicate with clients are email and the telephone. If any of these systems go down for an extended period of time, the business will have a negative impact. While the conference Center staff does have one week's worth of event schedule in hard copy form, these hard copy documents do not contain all of the details needed to effectively deliver an event. Cancellation of events would be the emergency action required if systems were out for more than a few days.

Completed by:

Date:

Sinclair Police

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 2/27/2023

DEPARTMENT CONTACT INFORMATION

Department Name	Sinclair Police	Department Location	7112
Contact Name	Tom Thompson	Alternate Contact	Michael Coss
Phone Number	937-512-3041	Phone Number	937-512-2170

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), ReportExec (report writing), NCIC (National Crime Information Center), the City of Dayton's MIS (Management Information System), Justice Web, PlanIt personnel automated scheduling, VOIP telephones, and our "H" drives for forms and reports as well as our "P" drive for all of our Policy manuals. Additionally, we utilize the various Microsoft applications (Word, Excel, Access, PowerPoint, Exchange, 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 Command Central System (cruiser and body cam video), the NICE telephone and radio Call Recorder, as well as the Lost & Found Property Database and the EV (evidence) database but these systems are on local PCs or 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 to the Sinclair Police Department, the Dayton Police and the IPSAP (Interconnected Public Safety Answering Point) 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, Tartan Card, and 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.

Most officers have and utilize privately owned smart phones. Their calendars would likely be up to date, including daily schedules, 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 lose access to the Motorola Command Central System to view and download cruiser and body-worn camera video.

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 POTS (plain old telephone service) 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 providers 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. If necessary, DPS would implement the satellite phone for emergency dispatch use.

Also lost would be the use of the "H" 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 done via online scheduling software given that most officers have privately owned smartphones, until such time that the system functionality returned, and the data could be re-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.

The DPS would lose access to the Motorola Command Central System to view and download cruiser and body-worn camera video.

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 providers PRI circuits. In that scenario, there would be no campus connectivity, but we could receive cellular calls and calls from outside the campus.

In the event that we lost connection to the "H" 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 scheduled. 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 the mock courtroom of building 19 for short durations of less than one week. As time and funding permits, the bolstering of that location may become an option so as to create a legitimate secondary command center. (The Facilities Lock Shop in Building 17 may also a possible backup site.)

We need to physically remove the IP telephones from Dispatch and take them with us to building 19. Within minutes, the service should pick up the MAC addresses of the two 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. 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 (plain old telephone service) 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 providers 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.

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.

The generator feeding Building seven should ensure a constant supply of energy, even during a blackout, but will have to be refueled regularly to ensure uninterrupted power and service. Confidence is high that Facilities has this well defined in their processes.

Please select the software applications utilized in your department.

☐ Adobe Connect

☐ Appointment Manager

☒ Blackboard

☐ ColdFusion & Flex

☒ Colleague (DataTel/DAWN/ERP)

☐ Curriculum Management Tool

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> eLearn | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> Netbackup (VERITAS) | <input type="checkbox"/> Wireless Clock System |
| | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Additional Software: Andover; Nice Inform recording server; Nixle; Milestone Camera System; Omnigo (CAD and Report Writing)

Completed by:

Michael Kemper

Date:

2/27/2023

Student Affairs

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/9/2023

DEPARTMENT CONTACT INFORMATION

Department Name	Student Affairs	Department Location	10202
Contact Name	Alicia Schroeder	Alternate Contact	Cathy Harter
Phone Number	937-512-5369	Phone Number	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 Ombudsman assistance.

Manage the Behavior Intervention, Centralized Complaint system, Student Assistance Referrals, Emergency Grant requests, Ombudsman 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, Ombudsman 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.

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (DataTel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide / Maxient |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eCampus – FAST System | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Tutortrac |
| <input checked="" type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Other - List in comments below. |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | |

The area below is for any additional Information, Comments, or Concerns.

Student Success Planning Software (SSP)

Internet based job board for employers and students.

COVIDEO for student communication videos

WuFoo for events, surveys, etc.

Bracket software to produce Student Affairs newsletter

Citrix Workspace to access files and for newsletter

Zoom and Teams for virtual meetings and events

Appointment Manager Software

Visual Studio

Maxient

Completed by:

Cathy Harter

Date:

3/09/2023

Student and Community Engagement

SINCLAIR COMMUNITY COLLEGE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/31/2023

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 Postings / Employer Engagement

Your Department's Second Priority:

Student Conduct

Your Department's Third Priority:

Student Engagement – Campus Life

Please select the software applications utilized in your department.

- | | |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input checked="" type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

We use a web-based software system called College Central Network (Branded as Joblink within the college). This resource is the college's primary tool for connecting job seekers (students/alumni) with employers.

Completed by: Christine Yancey

Date: 3-31-23

Student Support Services Program

SINCLAIR COMMUNITY COLLEGE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 2/27/2023

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

Your Department's Second Priority:

Staying in compliance with our SSS grant objectives

Your Department's Third Priority:

Making sure staff stays mentally healthy; and has plenty of professional development tools to access

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input checked="" type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input checked="" type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input checked="" type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

We also Student Access and OneView

Completed by:

Simone D. Stone

Date:

02/27/2023

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:

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input checked="" type="checkbox"/> TutorTrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

We also need access to CoVideo

Completed by:

Alexandria Hawley

Date:

2/28/2023

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:

Client training and consulting engagements
Applied research and development
System integration and testing
UAS flight operations
Modeling, simulation, and data analytics

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:

Modeling, simulation, and data analytics

Your Department's Third Priority:

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

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input checked="" type="checkbox"/> Blackboard (Tartan Card System) | <input checked="" type="checkbox"/> PaperCut |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input checked="" type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input checked="" type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> TutorTrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input type="checkbox"/> Virtual Apps (AppV) |
| <input checked="" type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input type="checkbox"/> Ivanti (Ticketing System) | <input checked="" type="checkbox"/> Other - List in comments below. |

The area below is for any additional Information, Comments, or Concerns.

Pix4D, Simlat (IMPACT, COSMOS, INTER, PHOENIX, POLARIS, TALIS, PANEL, etc.), Systems Tool Kit, senseFly eMotion, SolidWorks, Fusion360, VLC Viewer, GeoSLAM Hub, Altavian Flare, RealFlight, Mission Planner, Q Ground Control, other UAS ground control system software, etc.

Completed by:

Date:

SINCLAIR COMMUNITY COLLEGE BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Date: 3/13/2023

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) AJT sites (and additional twelve (12) sites for DRC initiative). Serving incarcerated juvenile correctional sites/juvenile community correctional sites. Primary POC: Cheryl Taylor (phone# 937-512-5176/cell# 937-470-4403) Alternate Contact: Jennifer Feltner (phone# 937-512-4663/cell# 937-409-8624) or Brian Cook (phone# 614-585-5340/cell# 614-551-6301).
- **Work-based Learning (WBL)** – We simplify connecting students to employers by eliminating barriers for students to launch their professional career. We assist companies in identifying new ways to recruit, retain and grow their workforce. We listen to students and meet them where they are on their professional journey, while we build and maintain industry partnerships to assist, whenever possible, and positively disrupt their recruiting and retaining practices. Lastly, we utilize Internships, Pre & Registered Apprenticeships as a bridge to grow and educate today's and tomorrow's workforce. Primary POC: Chad Bridgeman (phone# 937-512-2508/cell# 513-518-4765). Alternate Contact: Alexandria Burns (phone# 937-512-2619/cell# 1-813-781-1137).
- **Workforce Development (WFD)** – Serve clients through: *Custom training, development and consulting *Certification testing center *SkillsTrac Industrial Maintenance Training Program *Vertex *GM

Automotive Technician Training *Goldman Sach's 10K Small Business Program, Digital Thread Initiative. Primary POC: Greg Wasmund (phone & cell#937-499-0892). Alternate Contact: Erika DeBorde (phone# 937-512-5741/cell# 937-414-4677).

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

WBL - Help students connect to meaningful jobs within their chosen career field, through learn and earn activities, whether that be an internship or a registered apprenticeship. Meetings with students can be done in person or 1:1 through supportive services like ZOOM or Teams, or phone calls. These functions typically occur during regular business hours from 8am – 5pm, Monday through Friday. However, exceptions are made to meet students if those time frames are not conducive. WBL Access to Colleague is needed to grant access to students to enroll into internships sections, students do need access to course scheduler in order to register for their internship class. No outside vendors are needed to register or enroll students for their internship class.

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 - Help companies recruit, retain, and grow their workforce by utilizing pre-apprenticeships, registered apprenticeships, and internships. Meetings are done 1:1 with companies either in person, phone, or virtual platform.

WFD – Ensure access to on-campus IT support for the certification testing center.

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 course are offered.

WBL – Maintain relationships to grow additional work-based learning experiences for students and awareness of WBL services. Including but not limited to company networking events, meet, and greets for companies and students, professional development, in class presentation, and resume and interview development. A third-party software is used by our team to assist with student development, called YouScience.

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

Please select the software applications utilized in your department.

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Adobe Connect | <input checked="" type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input checked="" type="checkbox"/> Appointment Manager | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Blackboard | <input checked="" type="checkbox"/> PaperCut System |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> QuickBooks |
| <input checked="" type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> SAS – Enterprise Guide |
| <input checked="" type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input checked="" type="checkbox"/> eLearn | <input checked="" type="checkbox"/> Shared Network Drives |
| <input checked="" type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Student-mail systems (Gmail) – Single Sign-On |
| <input checked="" type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Tutortrac |
| <input type="checkbox"/> EMS (Clinical Reporting) | <input checked="" type="checkbox"/> Virtual Apps (AppV) |
| <input type="checkbox"/> HP Open View – Operations Manager | <input checked="" type="checkbox"/> VoIP (phone system) |
| <input checked="" type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) | <input type="checkbox"/> Wireless Clock System |
| <input checked="" type="checkbox"/> Ivanti (Ticketing System) | |

☒ Other - List in comments below.

The area below is for any additional Information, Comments, or Concerns.

WBL – YouScience, Internship/Apprenticeship Database developed by Sinclair Web Development

WFD – RegFox, SalesForce, Adobe Creative Cloud

Marketing - Additional software utilized on a daily/weekly basis by WFOD-Adobe Creative, Mura web content, EMMA email marketing, Flippingbook, and Social Media

Completed by:

Date:

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, Budget 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

Today's Date

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 Number	<input type="text"/>	Cell Number	<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:

Please select the software applications utilized in your department.

- | | |
|------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input type="checkbox"/> Adobe Connect | <input type="checkbox"/> Internal Websites (my.sinclair, our.sinclair, etc...) |
| <input type="checkbox"/> Appointment Manager | <input type="checkbox"/> Ivanti (Ticketing System) |
| <input type="checkbox"/> Blackboard | <input type="checkbox"/> MAP Maker (Electronic Academic Planning Tool) |
| <input type="checkbox"/> ColdFusion & Flex | <input type="checkbox"/> Netbackup (VERITAS) |
| <input type="checkbox"/> Colleague (Datatel/DAWN/ERP) | <input type="checkbox"/> PaperCut System |
| <input type="checkbox"/> Curriculum Management Tool | <input type="checkbox"/> QuickBooks |
| <input type="checkbox"/> DVD's & Camera Monitors | <input type="checkbox"/> Rainbird Irrigation control system |
| <input type="checkbox"/> eCampus – FAST System | <input type="checkbox"/> SAS – Enterprise Guide |
| <input type="checkbox"/> eLearn | <input type="checkbox"/> Maxient |
| <input type="checkbox"/> Email (Outlook) | <input type="checkbox"/> Server Configuration Management (SCM) |
| <input type="checkbox"/> EMS (Event Planning Software) | <input type="checkbox"/> Shared Network Drives |
| <input type="checkbox"/> EMS (Clinical Reporting) | |
| <input type="checkbox"/> HP Open View – Operations Manager | |

- ☐ Student-mail systems (Gmail) – Single Sign-On
- ☐ TutorTrac
- ☐ Virtual Apps (AppV)

- ☐ VoIP (phone system)
- ☐ Wireless Clock System
- ☐ Other - List in comments below.

The area below is for any additional Information, Comments, or Concerns.

Completed by:

Date: