



# KENNESAW STATE UNIVERSITY

DEPARTMENT OF PUBLIC SAFETY  
AND UNIVERSITY POLICE  
*Office of Emergency Management*

July 2019



## OWL Ready

### *Critical Functions and My Department*

Each month, the Office of Emergency Management will be sending out all COOP plan managers a “tip of the month” for Continuity Planning to prompt each of us to think more deeply about the needs of our individual departments. This monthly feature will also be included in the Crisis Coordinate Communique newsletter distributed by OEM each month to prompt other departments to consider a continuity planning initiative. If you ever have any suggestions for a tip of the month or have a question that you would like answered in a tip of the month, please let us know! Let’s learn from each other!

For **our first Continuity Planning Tip of the Month**, we are focusing on the most important aspect of the continuity plan – the critical functions. Critical functions provide the backbone of any continuity plan. These functions help identify key gaps and potential pitfalls that could impact both your department and the campus community as a whole. At Kennesaw State, we break down critical functions into four levels based upon their criticality. These four levels are:

- Critical 1: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. (Examples: inpatient care, police services).
- Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences. (Examples: health services for students, functioning of data networks, at-risk research)
- Critical 3: May pause if forced to do so, but must resume in 30 days or sooner. (Examples: classroom instruction, research, payroll, student advising)
- Deferrable: May pause; resume when conditions permit. (Examples: routine building maintenance, training, marketing).

When developing and identifying the critical functions for your department, consider the following questions:

1. What are the most important “jobs” my department provides to our students, faculty, and staff?
2. What are our “single points of failure” (such as systems, individual people, etc.) for each of those areas?
3. How can we mitigate any “single points of failure” to provide both more robust service to the University and campus community and be able to continue to provide this service during or immediately after an emergency?
4. How long can we reasonably stop providing this service to the University? If it can stop, what are the consequences?

If you have any questions regarding critical functions, the OwlReady COOP Tool (which can be found here: [https://kennesaw.kuali.co/ready/users/sign\\_in](https://kennesaw.kuali.co/ready/users/sign_in)), or Continuity Planning as a whole, contact James Westbrook, Assistant Director of OEM, at [jwestbr9@kennesaw.edu](mailto:jwestbr9@kennesaw.edu) or 470-578-6370.