Business Continuity/Succession Planning

Jana Clark, Chief Audit Executive
Chris Buchanan, Senior Auditor
Kansas State University Internal Audit
&
Roger McBride, Assistant Director IV
Division of Financial Services

June 28, 2022
Agenda

• What is Business Continuity Planning?
• Why is it Important?
• What Makes Up a Good Business Continuity Plan?
• What is Succession Planning?
• Why is Succession Planning Important?
• What Makes Up a Good Succession Plan?
• Challenges in Succession Planning
• Questions
• Introduction to Anonymous Hotline Reporting
What is Business Continuity Planning?

An organization’s ability to ensure operations and core business functions are not severely impacted by a disaster or unplanned incident that takes critical systems offline.

- Proactive Process
- Prioritize critical functions and threats to those critical functions
Why Should We Do BCP?

• Protect PEOPLE

• Protect PROPERTY

• Protect ASSETS
6 key pieces

• Risks and potential business impact
• Planning effective response
• Roles and responsibilities
• Communication
• Testing and training
• Maintenance/adjustment
What Can You Do?

- Identify departmental processes critical to University operations
- Make plan to continue operating in event of business interruption (including documenting in procedure manual)
- Test plan
- Adjust plan if necessary
- Communication and training
What is Succession Planning?

- Assessment of Future Needs
- Talent Development and Strategy Design
- Employee Engagement and Outreach
- Plan Implementation and Assessment
- Revisiting Strategy as New Priorities Emerge
Why is Succession Planning Important?

• Meet Current Objectives and Goals
• Manage Employee Retirements
• Recruit Employees
• Retain Employees
• Manage Events
• The Future
What Is a Good Succession Plan?

• Senior Leadership is Committed to the Process
• Focuses on Key Skills For Critical Positions
• Forward Looking for Emerging Skills
• Easy to Understand and Update
• Includes Feedback from All Stakeholders
• Evaluated and Revised on a Regular Basis
Challenges in Succession Planning

- Office Size
- Multiple Positions
- Re-Organization
- Longevity vs experience
- Domino
Challenges in Succession Planning

- Inadequate resources
- Lack of management support/not prioritizing
- Not communicating the plan
- Failure to update
- Inadequate documentation of processes
Introduction to Anonymous Hotline Reporting

• Lighthouse Case Management System
• Available 24/7
• Confidential
• July 1, 2022
• Available on the Internal Audit Website at https://www.k-state.edu/internalaudit/anonymous-hotline/index.html
Introduction to Anonymous Hotline Reporting (Continued)

Q1: How do I report an incident?

Q2: How do I know that my report is anonymous?

Q3: What kinds of questions will I be asked when I report an incident?

Q4: Will I be contacted about the incident report?

Q5: What kinds of questions will I be asked if I chose to help in the investigation?
Introduction to Anonymous Hotline Reporting (Continued)

Q6: How will I be informed about the resolution of the incident?

Q7: How long will it take to resolve the incident?
Questions?

Jana Clark
Chief Audit Executive
jjoy@ksu.edu
(785) 243-0245

Chris Buchanan
Senior Auditor
cbuchan@ksu.edu
(785) 817-3313