



How to add/edit Processes in a Plan Process Builder

Revision History

Date	Revision	Change by	Revision #
08/02/17	Document Creation	Lori Gorman	V1
09/12/17	Removed references to cloning processes	Claudette Martin-Wus	V2
3/19/18	Further definition of process	Heather Volkomer	V3
10/15/19	Update BCDR team email address	Lori Gorman	V4
4/11/22	Update BCIC access information	Lori Gorman	V5

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Summary

The basic building blocks of any COOP plan is the identification of the business processes and their dependencies. These processes are the core functions performed by an organization that support its mission. Each process should be identified by name, assigned a criticality level (in keeping with the state criticality scale), frequency, peak business times, and a requested Recovery Time Objective (RTO). In addition, each process has certain dependencies that should be identified in the COOP plan. These dependencies include the team that performs the process (Process Team), any tasks related to the process, application requirements, and vital records necessary for the performance of the process. BC in the Cloud allows users to link existing processes, create new processes, and edit existing processes in their plans.

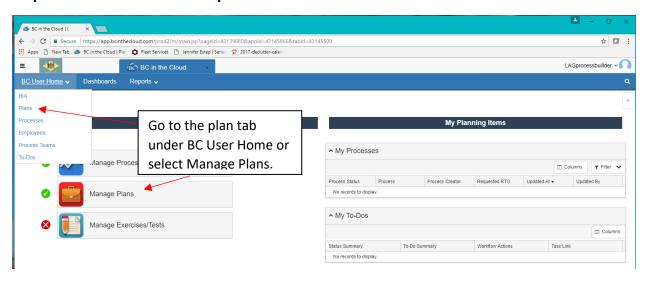
Accessing Plan - Process Tab

Step 1. Log into the tool

This application has been added to Delaware's SSO platform. Log into https://ID.Delaware.gov using your normal network credentials. Select the BCIC tile pictured below.

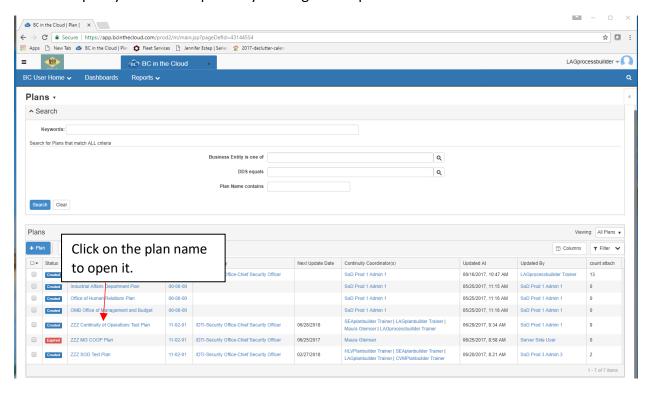


Step 2. Locate the Plan to be updated.

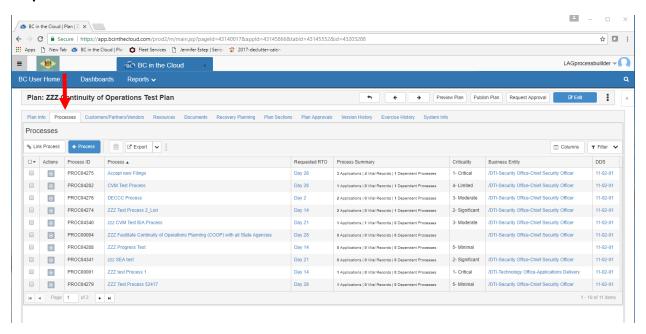


Step 3. Select the Plan you wish to update.

Select the plan you wish to update by clicking on the plan name.



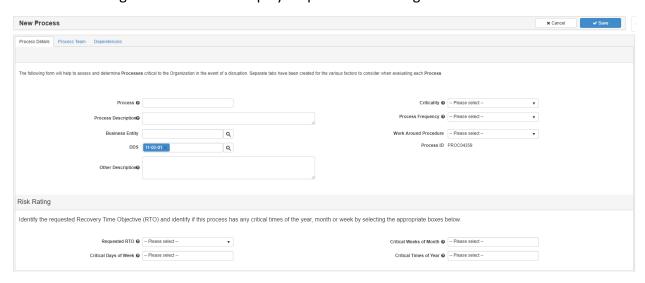
Step 4. Go to the Process tab.



Creating a New Process



- Complete the process Details tab including all required fields.
 - *Hovering over the will display help text concerning the field.*



Required fields include: Process, Business Entity, DDS (make sure this reflects the DDS of the user), Criticality, Process Frequency, Work Around Procedures (Y/N), Procedures Documented (Y/N), and Requested RTO.



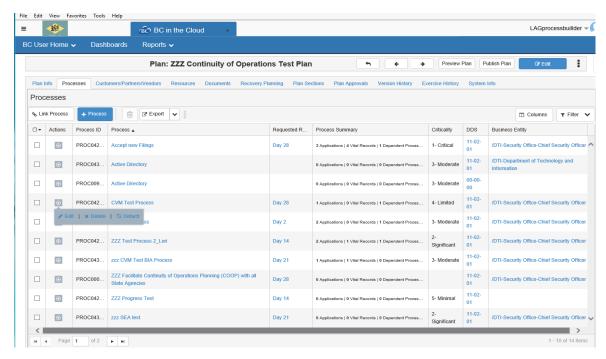
Step 2. Select the Process newly created and click Edit.

See "Editing a Process"

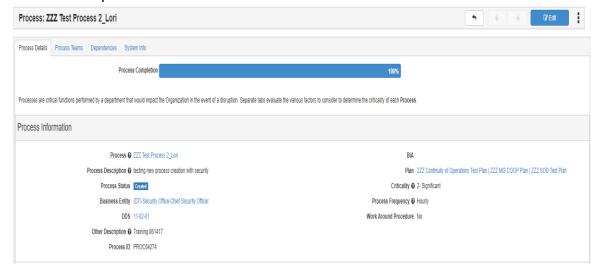
Editing a Process (Process Dependencies)

Step 1. Locate and select the process you wish to edit and go to the View Screen.

• Choose the Actions Drop down and choose edit,



or click on the process name to view Process Details.

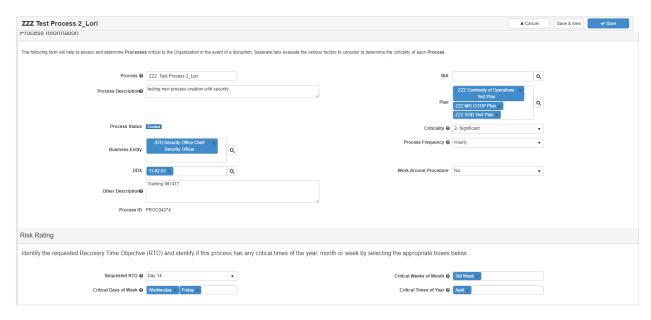


Step 2. Update fields in the Process Details Tab.

*Note: you may only edit Process Details from the Edit Screen.

All other fields are updated directly from the View Screen.*

- Click on the button in top right hand corner.
- You may edit process name, description, business entity, DDS, other description, criticality, process frequency, work around procedure, requested RTO, critical days of week, critical Weeks of month, and critical times of year.
- Click on the Save button.



Step 3. Assign/edit Process Tasks on the Plan Details Tab.

See Process Tasks

Step 4. Assign/Edit Process Teams under the Process Teams Tab.

See Process Teams

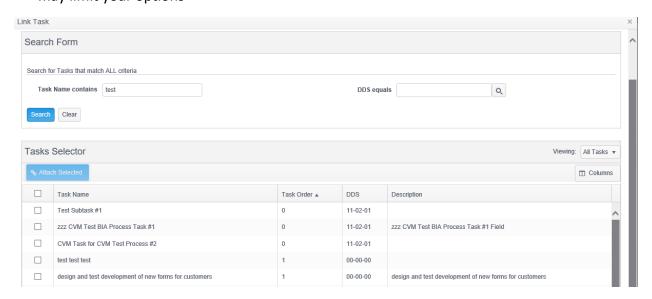
Step 5. Assign/edit Application and Vital Record dependencies under the Dependencies Tab.

See Dependent Process, Application Dependencies, and Vital Record Dependencies

Process Tasks

Linking a Process Task

- Select the Select the button
- Using the Search Form, locate your desired task by completing the Task Name contains field, or the DDS Equals field and clicking on the Search button.
 Completing multiple fields requires all criteria to be valid in the search results and may limit your options



Once the desired task is located place a check next to the task name and click on the



Editing a Process Task

• Select the Task Name you wish to edit. This will take you to the task details view screen.

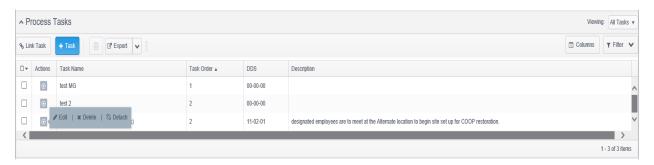


^{*}You are only able to Edit tasks with your matching DDS.*

Click on the button.
 You may edit the task name, task description, task order, and Duration Time/ Time Units.

Removing a Process Task

Select the Actions drop-down and select Pask. This will only remove the task from this process- it does NOT delete the Task.



Process Teams

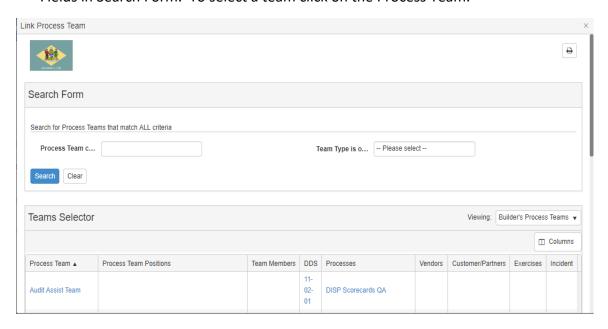
Employees are assigned into a plan directly onto teams/team positions. Some employees may be assigned to multiple teams. There are two types of teams: Process Teams which are linked directly to a process; and Plan Teams which are built at a plan level and are <u>not</u> linked to a process. All employees should be assigned to a team (whether a process team or a plan team). Employee information for individuals assigned to Process teams displays in *Section 3.0: Process Dependencies* of the published plan. **Organizations that choose to build teams at a plan level only will <u>NOT</u> be able to assign or even view Process Teams. For more information on Plan Teams go to the** *Plan Teams* **instructions.**

Linking an Existing Process Team

Select the Link Process Team button.

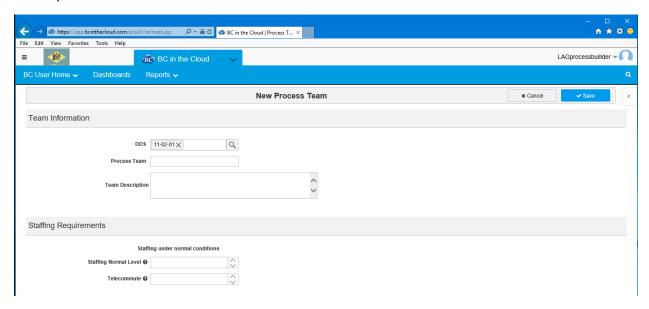
Note: you are only able to link teams within your Security DDS.

• Search for a team using the "Process Team Contains" field or the "Team Type is One of" Fields in Search Form. To select a team click on the Process Team.



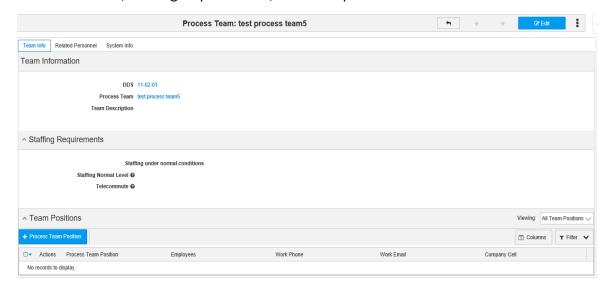
Creating a New Team

- Click on the + Process Team button.
- Assign the correct DDS, Process Team name, Team Description and staffing requirements and click Save.



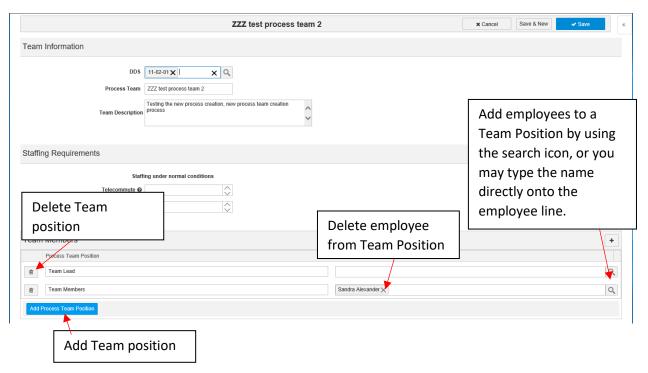
Editing a Team

• View team details by clicking on the Team Name. Here you can view the team information, staffing requirements, and team positions.



Click edit to make changes.

From the edit screen, you may add/delete Team positions, assign employees to the position, and change normal staffing requirements.

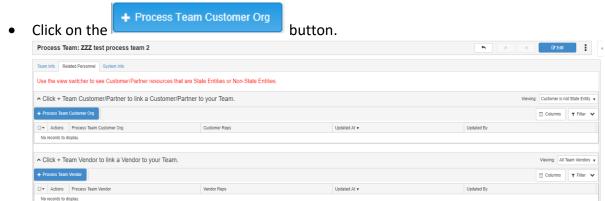


Related Personnel

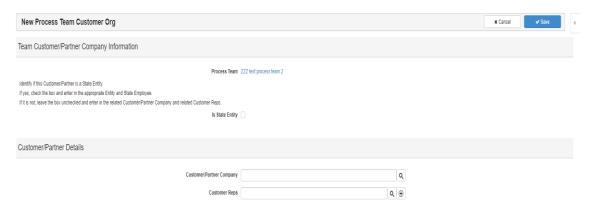
There are some cases in which a Process Team may be comprised of individuals from outside of the organizations. For example, a Damage Assessment Team assigned to the COOP Activation process may need a representative from Facilities Management (Customer/Partner- state entity), or Verizon (Vendor).

- Select the Process Team.
- Related Personnel tab.

Adding Customer/Partners to a Team



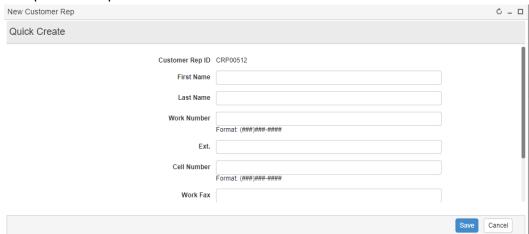
• If your Customer/Partner is not a State entity, select the appropriate information from the Customer/Partner Details fields using the search icons.



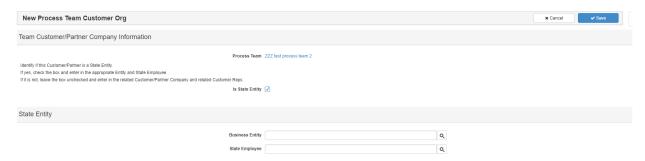
- o Click on the Search Icon beside Customer/Partner Company field.
- Use the Search Form: Customer/Partner Company Name Contains field, and selecting Search.



- Click on the Icon beside the Customer Reps field.
- o Use the Search form to narrow the Customer Rep Search.
- o If the desired Customer Rep is **not** available, close out of the search box and click on the icon.
- complete all required fields and click on button.

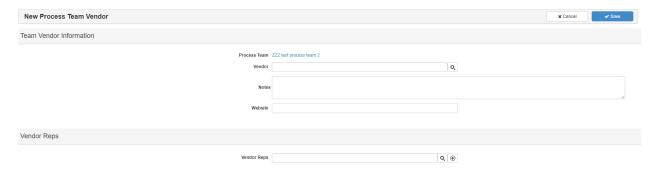


If the Customer/Partner is a State Entity, click on the Is State Entity check box. This will
change the search fields below.

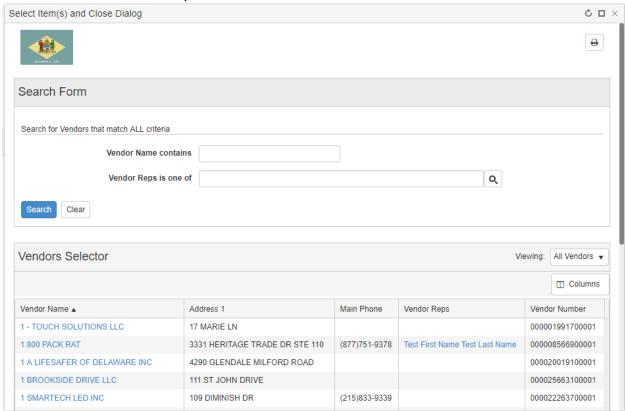


- Select the desired State Entity and State Employees by using the Search icons beside the fields.
 - * Note: If you are unable to locate the correct State Entity, search the Customer/Partners records.*

Adding Vendors to a Team

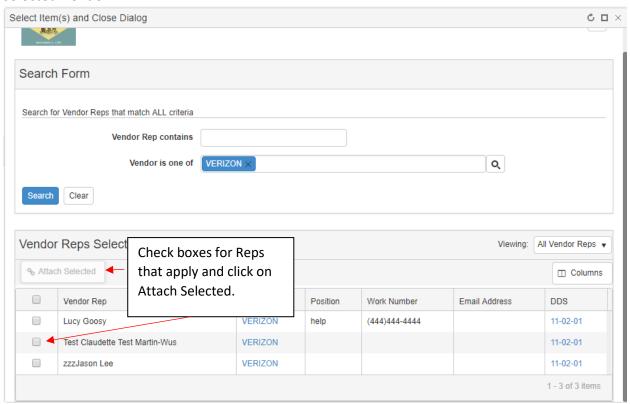


• Click on the loon by Vendor field.



- Utilize the Search Form fields to locate the desired Vendor.
- Select the desired Vendor by clicking on the Vendor Name.
- Add any Notes or Website information specific to the Vendor for this process team (this
 is plan specific data and does not show in other plans).

- Add a select Vendor Rep by clicking on the loon beside Vendor Reps field.
- Use the Search Form to narrow the search to vendor reps specific to the previously selected Vendor.



• Link Vendor Reps by placing a check mark in the boxes beside the desired names and clicking on the Attach Selected box.

Application Dependencies:

Link an Application dependency

• Click the + Required Application button.

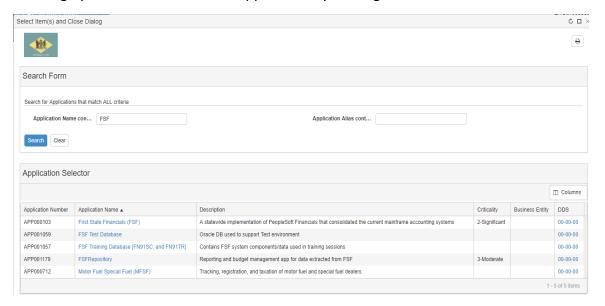


• Click on the icon to locate the application.



Using the Search Form, locate your desired application by completing the Application Name contains field **OR** the Application Alias contains fields and clicking on the Search button.

Completing both fields requires both criteria to be valid in the search results and may limit your options If your desired application does not show in the search results, you may clear the search or change your criteria. Select the application by clicking on its name.



- Assigned the desired Business RTO (Recovery Time Objective) for this application as it applies to the process you are working on.
- Assign the Maximum Tolerable Data Loss for the application as it applies to the process you are working on.

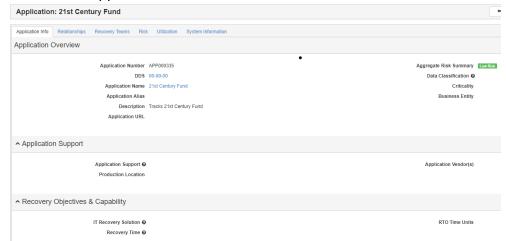


- Click ✓ Save
- Repeat until all dependent applications are identified.

View Application Details

Once an application dependency is assigned, users should confirm the Application Details to confirm all relevant data is captured.

• Click on the Application Name.



 Contact Administrator to update any blank or inaccurate application fields via email at <u>DTI_BCDR_Team@delaware.gov</u>

Removing an Application Dependency

• Select the Actions drop-down and select X Delete. This will only delete the dependency- it does NOT delete the Application.

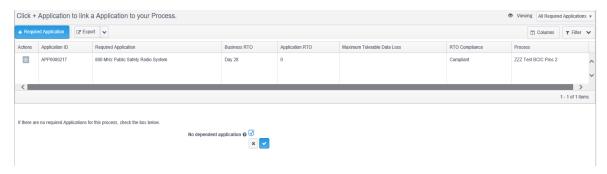


No Application Dependency

• Hover on the No dependent application option to view a pencil icon. Click on the pencil to view the check box.



Check off the box and click on the to save the changes.

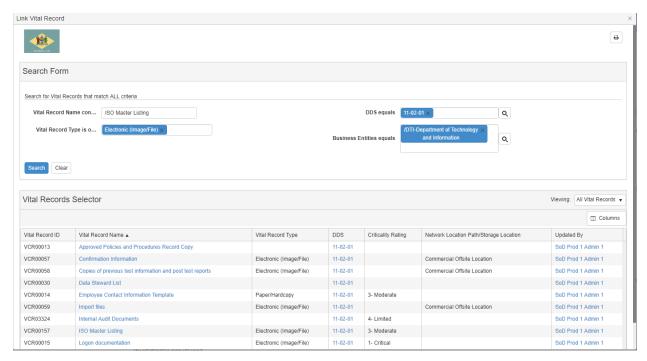


^{*}Once the No Dependent Application box is checked and saved, the ability to add applications will be hidden from the screen. To make it re-appear, you will need to uncheck the No Dependent Application box.*

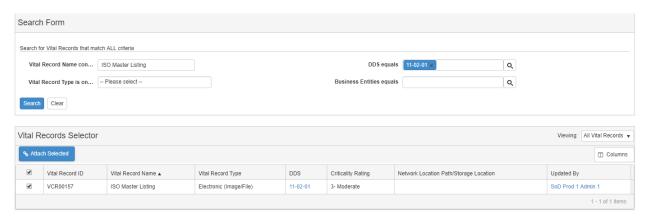
Vital Record Dependencies:

Linking a Vital Record

- Select the Link Vital Record button.
- Using the Search Form, locate your desired vital record by completing the Vital Record Name contains field, DDS Equals, "vital record type is one of", <u>OR</u> the "business entities equals" fields and clicking on the Search button. *Completing multiple fields requires <u>all</u> criteria to be valid in the search results and may limit your options*

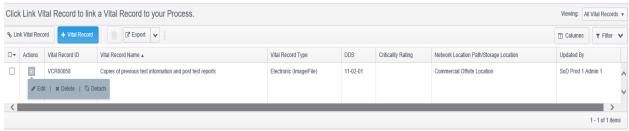


 Once a search is applied, select a record by checking the box and clicking on the Attach Selected button.



Removing a Vital Record Dependency

Select the Actions drop-down and select
 Select the Actions drop-down and select

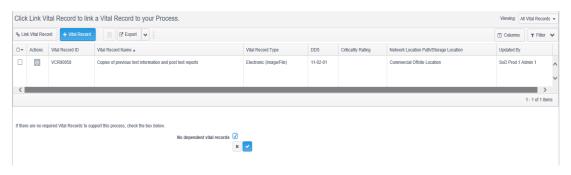


No Vital Record Dependency

• Hover on the No dependent Vital Records option to view a pencil icon. Click on the pencil to view the check box.



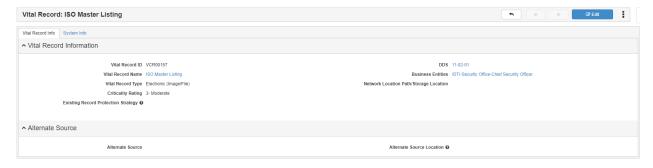
Check off the box and click on the to save the changes.



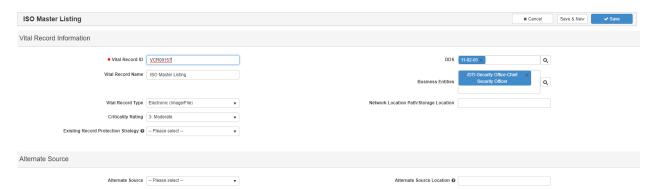
Once the "no dependent vital record" box is checked and saved, the ability to add vital records will be hidden from the screen. To make it re-appear, you will need to uncheck the No dependent vital records box.

Editing a Vital Record

• View the Vital Record details by selecting the vital Record Name.



- To edit the record, click on the button.
- Update such details as the Network Location Path/Storage location, vital record criticality, protection strategies, and alternate source details. Click Save to keep any changes.

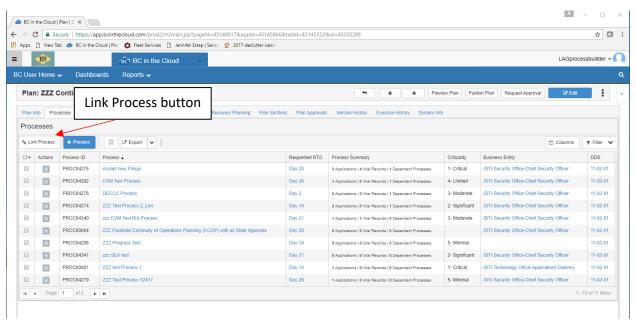


*Note: You are only able to edit Vital Records within your secured DDS**

Linking a Process

Most processes are assigned to the plan directly from the BIA. Any updates conducted in the BIA will flow directly into the plan. Should a process not be present in the plan, users may look to link a process to their plan.





Step 2. Locate the process you wish to link to the plan.

- **Users are only able to view processes with a matching security DDS or generic DDS (00-00-00). Only processes with a matching security DDS can be modified.**
- You can search processes by Process name, DDS Equals, or business entity. Select the process you want to link by clicking on the process name.

