



How to Identify Critical Functions

What is a Critical Function?

A critical function is a service or a collection of services normally performed by a unit that must continue at a sufficient level without interruption or restart within given timeframes (within the first 30 days) after a disruption to the service.

If a given critical function isn't available at a sufficient level within the resumption timeframe, the campus community risks direct and immediate adverse effect(s) in terms of: loss of life, personal injury, loss of property, and/or the University's ability to maintain direction, control of, or accountability for instruction, research or service essential to its mission.

A function is critical if it:

1. Preserves life, prevents injury, or protects property
2. Provides indispensable support for provision of other critical functions
3. Is required by law or regulatory authority
4. Must be continued under all circumstances/Cannot suffer a significant interruption
5. Provides vital support to another department, unit, or organization with critical functions

Four Principles of Critical Functions

1. All university functions are necessary: **some are critical**.
2. A critical function is a unit **activity or service** (not a unit name, not an object).
3. A critical function is **comprised of several—perhaps many—processes** and almost never is comprised of a single process.
4. A critical function is a high-value activity or an activity set that is normally performed by your unit and must be available at a sufficient level within **30 days or less** if a negative event affects the campus.

Levels of Criticality following disaster:

- **Tier 1: 0 to 24 Hours** – These functions include those with the direct and immediate effect on the Department / University to preserve life, safety, property and have an effect on damaging the University's reputation.
 - *Examples: utility plant management, public safety, animal feeding, IT security.*
- **Tier 2: 24+ Hours to 72 Hours** – These functions are necessary for Department / University core functioning. They must be restored within 72 hours.
 - *Examples: HR payroll*
- **Tier 3: 72+ Hours to 1 Week** – These functions support Department / University objectives and have great consequences if paused for more than one week. Must be restored sooner than 7 days.
 - *Examples: admissions letters, mailings, certain repairs.*
- **Tier 4: 1 Week+ to 30 Days** - These functions are not critical for core functioning of the Department / University and may pause for a week but must restart within 30 days.
 - *Examples: bookstore, event scheduling, certain correspondence, long-term planning meetings.*