University of Houston Business Continuity Planning

Office of Emergency Management
University of Houston
4343 Elgin
Houston TX, 77204
What is Emergency Management?

The mission of the emergency management at the University of Houston is to:

- Prevent/Mitigate
- Prepare for
- Response to
- Recovery from, and
Business Continuity Planning (BCP):

- Ensures compliance with Texas Administrative Code 202.74
- Business Continuity Planning.
- Ensures compliance with Texas Labor Code, Title 5, Subtitle A, Chapter 412, Subchapter 1 – General Provisions
- Assist in the mitigation effects of unexpected events which may disrupt normal business operations
- Living document
University of Houston Business Continuity Planning:

- Business Impact Analysis
- Business Continuity Guide
- Business Continuity Template for Departments
Purpose and Objective

**Purpose:**
- Improve readiness and response
- Guide for departments to continue functions through any disruptive incident

**Objective:**
- Identify processes and improvements that would minimize or eliminate the amount of time and resources required to resume business
Why is Continuity Planning Important?

Impact

Maximum Tolerable Down Time (MTD)

Steep acceleration

Slow beginning

Plateau

Days

Day 1......Day 3......Day5...........Day11......

Qualitative and Quantitative

$\$\$\$\$
Key Elements of Continuity Planning

Business Impact Analysis
- Identify 3P’s
- Identify Critical Interruptions
- Assess the Impact & Prioritize

Essential Functions & Plan Development
- Use Priority Listing to Identify Essential Functions
- Address Individual Functions
- Recovery Strategies

Test & Exercise
- Develop Plan
- Training
- Identify Gaps

Implement & Maintain
- Implement the Plan
- Maintain the Plan
- Annual Review
People, Property and Processes

Identify the resources/assets 3P’s (People, Places, Processes):

**People**
- Students, Employees, Visitors, Vendors
- Communications & Notifications
- Backup Availability

**Property**
- Infrastructure & Facilities
- Data & Vital Records
- Assets, Equip & Supplies

**Processes**
- Business Cycles & Critical Dates
- ICT Systems & Single Point of Failure (SPOF)
- Operational Dependencies & Alternatives
Elements of the Department BCP

Elements:

Objectives
Contacts
Data information/systems
Emergency communication system
Essential Function within the University of Houston
Leadership succession
Key internal/external dependencies
Mitigation Strategy
Exercise your plan
Recovery
Disaster recovery strategies
Department Objectives:

Consider your departments objectives and then list those objectives.

Example:
Teaching
Research
Operations
<table>
<thead>
<tr>
<th>Primary Contact</th>
<th>Name</th>
<th>Phone Number</th>
<th>Campus Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dept. locations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Secondary Contact</th>
<th>Name</th>
<th>Phone Number</th>
<th>Campus Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dept. locations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Data

- Is computer data backed up regularly?
- Is data accessible from an alternate location?
- Is data accessible when the network is down?

System

- Are information systems essential during an emergency?
  - include details in your plan
<table>
<thead>
<tr>
<th>Method</th>
<th>Phone</th>
<th>Email</th>
<th>Text messaging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call tree</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instant messaging</td>
<td></td>
<td></td>
<td>Other (describe): Electronic Billboard UH radio station</td>
</tr>
<tr>
<td>Department’s Function</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>--</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instruction</td>
<td>Student life support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laboratory research</td>
<td>Research support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other research</td>
<td>Facilities support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td>Other (describe): ____________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Essential Functions

<table>
<thead>
<tr>
<th>Essential Function:</th>
<th>Primary</th>
<th>Alternate</th>
<th>Second Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>People Responsible</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Numbers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
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<th>Essential Function:</th>
<th>Primary</th>
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<th>Second Alternate</th>
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<tbody>
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<td></td>
</tr>
<tr>
<td>Phone Numbers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Leadership Succession

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Phone Number</th>
<th>Alt Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of BCP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Successor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Second Successor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Third Successor</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Key Internal/External Dependencies

## Internal

<table>
<thead>
<tr>
<th>Dependency (product or service):</th>
<th>Provider (UH department):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## External

<table>
<thead>
<tr>
<th>Dependency (product or service)</th>
<th>Primary</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier/Provider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Numbers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dependency (product or service)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Mitigation Strategies

- Considering your departments objectives, essential functions and your internal/external dependencies, list steps your department can take to minimize risks.

**Payroll Example:**
- Ensure all employees can utilize remote access
- Ensure processes can be completed remotely
- Ensure equipment can be relocated quickly
- Ensure all employees can work from home
## Exercising Your Plan

<table>
<thead>
<tr>
<th>Exercise Dates</th>
<th>Staff orientation meeting</th>
<th>Emergency communication test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercise Dates</td>
<td>Call tree drill</td>
<td>Emergency communication test</td>
</tr>
<tr>
<td></td>
<td>Tabletop exercise</td>
<td>Offsite information access test</td>
</tr>
<tr>
<td></td>
<td>Unscheduled work at home day</td>
<td>Interdepartmental exercise</td>
</tr>
<tr>
<td></td>
<td>Unscheduled work at home day</td>
<td>Emergency assembly drill</td>
</tr>
<tr>
<td></td>
<td>X Other drill or exercise (describe):</td>
<td>Staff Distribution Date</td>
</tr>
</tbody>
</table>
Describe how your department will begin the recovery processes and how the department will resume business operations as soon as possible after the crisis has passed. Identify and address:

- resumption/scheduling of normal activities and services
- work backlog
- resupply of inventories
- absenteeism
- the use of earned time off
- personal needs
- any special consideration your department may need
Describe special and unique considerations your department may face during an emergency.

Example:

- Health Center Pandemic Event
  - Health providers are healthy enough to provide care
  - Facility can handle additional personnel/patients
  - Arrangements have been made for additional facilities
  - Back up locations are identified
  - Know the Pandemic Plan
### Step 2: Identify Essential Functions and Plan

**Disaster Recovery Strategies:**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Days</th>
<th>Days</th>
<th>Days</th>
<th>Days</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical program space &amp; facilities are damaged or not available</td>
<td>1–2</td>
<td>3–4</td>
<td>5–10</td>
<td>11+</td>
<td></td>
</tr>
<tr>
<td>Critical equipment is damaged or not available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Centrally provided power becomes unavailable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communications via phone, fax, email, and internet becomes unavailable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Information Systems are non-functional. Mission critical data is not unavailable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local information systems (LAN or desktops) become non-functional</td>
<td></td>
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</tr>
<tr>
<td>Staff is impacted by the disaster and not available to work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Critical business partners or vendors are unable to provide goods or services</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
**Step 2: Identify Essential Functions and Plan**

**Essential Functions (FEMA):**
A subset of government and other organizational functions that are determined to be critical activities used to identify supporting tasks and resources that must be included in the agency’s and organization’s continuity planning process.

The overall objective of the continuity of operations plan, if possible, ensures a continuation of uninterrupted services during an emergency as well as and/or a rapid resumption of *essential functions* for the campus community.

The Business Impact Analysis will assist in developing those *essential functions* for the organization.
Step 4: Implement and Maintain the Plan

Implement and Maintain the Plan:

Implementation Plan
- Carry out the plan involves
- Communicate the plan
- Train the teams on the plan
- Approval pages on plan

Maintenance Plan
- Set an annual review schedule
- Review, assess and document gaps from testing
- Update the plan
- Team assessment of the plan
Final Thoughts:

• Continuity plans are ever living documents
• Departmental Templates can assist with the process
• Work in Teams
• Recruit experts
Be Prepared
Resources

- Business Continuity Resources From FEMA


- State Office of Risk Management - BCP
Questions?

Be Prepared
Make A Plan
Be Informed

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