

# University of Houston Business Continuity Planning

Emergency Management & Continuity



# Business Continuity Planning

## Definition:

- ❑ In an effort to be better prepared for emergencies, UH personnel and its programs/departments must use a Business Continuity Plan (BCP).
- ❑ The plan will assist in describing how your program will operate during an emergency and will also help guide your recovery afterwards to be fully operational.

# Continuity Plan

- Why is it important to have a plan?
- Why should each department and program have a plan?

# When an organization is faced with a continuity event, the plan will help decide:

- What will occur during continuity situation
- How, and how quickly, continuity actions must occur
- Where continuity operations will occur
- Who will participate in continuity operations

# What's important :

Resources/Assets 3P's (People, Property, Processes)

## People

Students, Employees,  
Visitors, Vendors

Communications &  
Notifications

Skills & Backup  
Availability

## Property

Infrastructure &  
Facilities

Data & Vital Records

Assets, Equipments &  
Supplies

## Processes

Business Cycles &  
Critical Dates

ICT Systems & Single  
Point of Failure  
(SPOF)

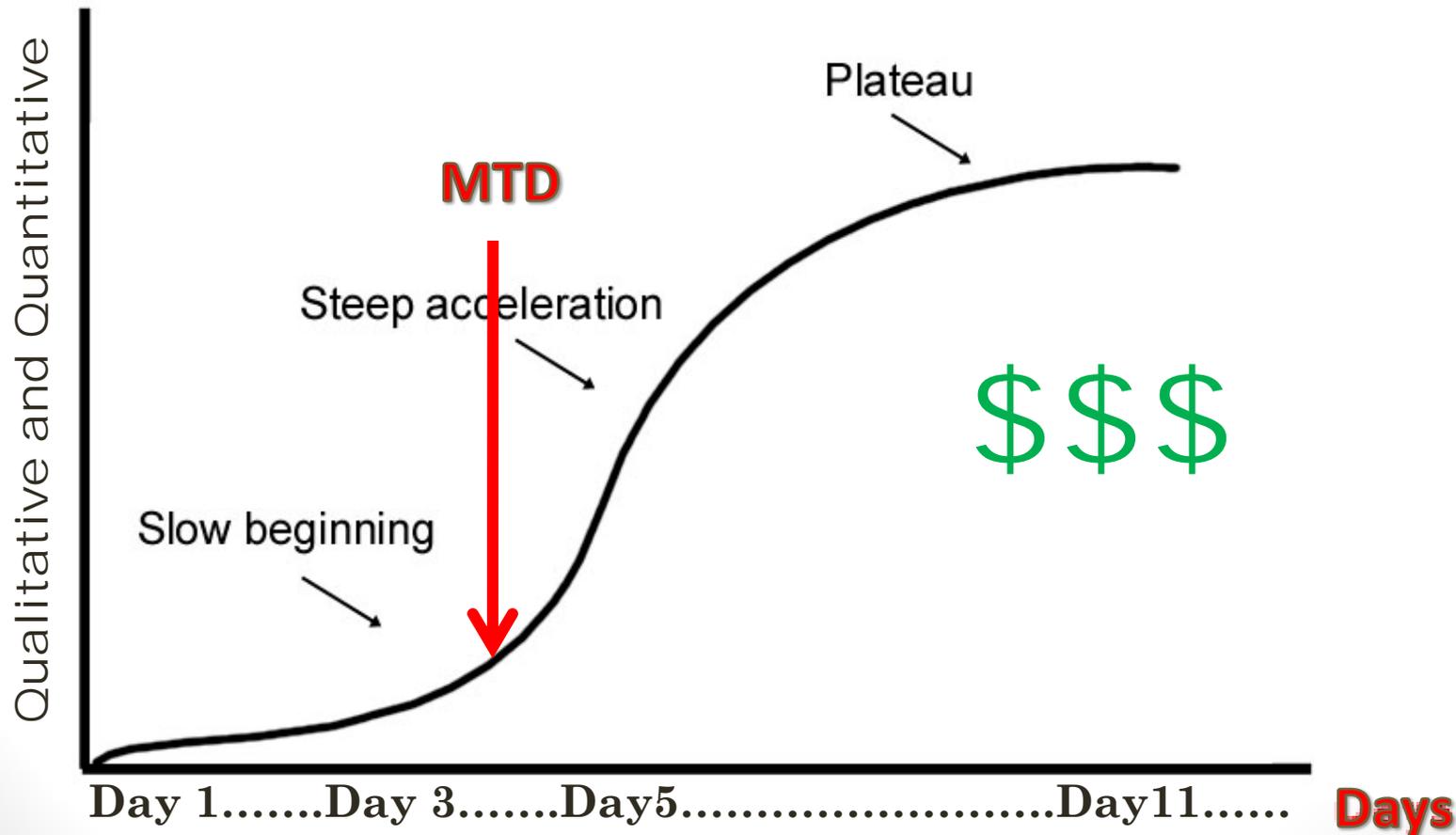
Operational  
Dependencies and  
Alternatives

# OVERVIEW:

- All Colleges, Divisions and their constituent Departments are expected to draft business continuity plans to safeguard their essential programs and records, and to involve appropriate academic program and financial managers in the planning process.

# The impact over time without the use of a continuity plan:

## Impact



# General Guidelines

- Maintained at a higher level of readiness
- Capable of execution - with or without warning
- Operational no later than 12 hours after activation
- Maintain operations for up to 30 days

# 8 Elements of a BCP

1. Essential Functions
2. Key personnel responsibilities
3. Delegations of authority and succession
4. Vital records, database, systems and equipment
5. Alternative facilities
6. Communications
7. Reconstitution and Devolution
8. Testing, Training and Exercise (TT&E)

# Completing the plan

- Department contacts
- Department's function within the University of Houston
- Department emergency communication system
- Essential functions
- Departmental leadership succession
- Key internal (UH) dependencies
- Key external dependencies
- Recovery
- Disaster recovery strategies
- Exercise your plan

# Department Contacts

<b>Primary Contact</b>	<b>Name</b>	<b>Phone Number</b>	<b>Campus Address</b>
<b>Email address</b>			
<b>Dept. locations</b>			

<b>Secondary Contact</b>	<b>Name</b>	<b>Phone Number</b>	<b>Campus Address</b>
<b>Email address</b>	email @uh.edu		
<b>Dept. locations</b>			

# Department's function within the University of Houston

<input type="checkbox"/> Instruction	<input type="checkbox"/> Student life support
<input type="checkbox"/> Laboratory research	<input type="checkbox"/> Research support
<input type="checkbox"/> Other research	<input type="checkbox"/> Facilities support
<input type="checkbox"/> Administration	<input type="checkbox"/> Other (describe): _____

# Departmental Emergency Communication System

<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Text messaging
<input type="checkbox"/> Call tree	<input type="checkbox"/> UH web sites	<input type="checkbox"/> Pager
<input type="checkbox"/> Instant messaging	<input type="checkbox"/> Other (describe): Electronic Billboard UH radio station	

# Essential Functions

<b>Essential Function:</b>	<b>Teaching</b>		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			
<b>Essential Function:</b>	<b>Clinical Coordination</b>		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
<b>People Responsible</b>			
<b>Phone Numbers</b>			

# Departmental Leadership Succession (Delegation of Authority)

	Name	Phone Number	Alt Phone Number
Head of BCP			
First Successor			
Second Successor			
Third Successor			

# Key UH Internal Dependencies

Dependency (product or service):	
Provider (UH department):	IT (Phone Number)
Dependency (product or service):	
Provider (UH department):	Student Health
Dependency (product or service):	
Provider (UH department):	UH DPS Police
Dependency (product or service)	
Provider (UH department):	UH DPS Environmental Safety

# Key external dependencies

Dependency (product or service)		
	Primary	Alternate
Supplier/Provider		
Phone Numbers		
Dependency (product or service)		
	Primary	Alternate
Supplier/Provider		
Phone Numbers		
Dependency (product or service)		
	Primary	Alternate
Supplier/Provider		
Phone Numbers		
Dependency (product or service)		
	Primary	Alternate
Supplier/Provider		

# Recovery:

- ❑ Include how your department will begin the recovery process 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

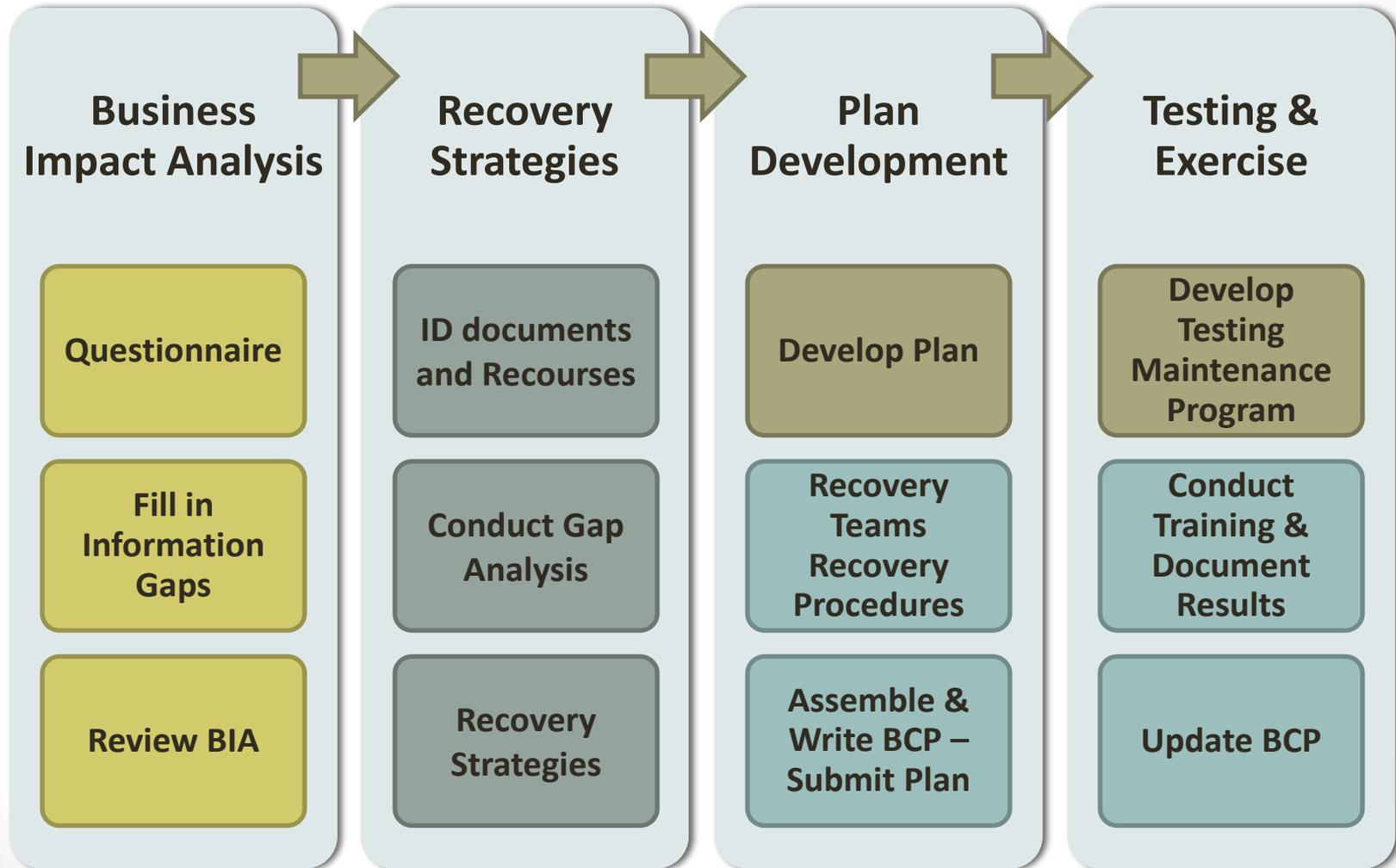
# Disaster Recovery Strategies

Condition	1 – 2 days	3 – 4 days	5 – 10 days	11+ days	Comments
Critical program space & facilities are damaged or not available					
Critical equipment is damaged or not available					
Centrally provided power becomes unavailable					
Communications via phone, fax, email, and internet becomes unavailable					
Central Information Systems are non-functional. Mission critical data is not unavailable					
Local information systems (LAN or desktops) become non-functional					
Staff is impacted by the disaster and not available to work					
Critical business partners or vendors are unable to provide goods or services					

# Exercise your plan

<input type="checkbox"/> Staff orientation meeting	<input type="checkbox"/> Emergency communication test	Exercise Dates
<input type="checkbox"/> Call tree drill	<input type="checkbox"/> Offsite information access test	
<input type="checkbox"/> Tabletop exercise	<input type="checkbox"/> Unscheduled work at home day	Staff Distribution Date
<input type="checkbox"/> Interdepartmental exercise	<input type="checkbox"/> Emergency assembly drill	
<input checked="" type="checkbox"/> Other drill or exercise (describe):		

# BCP 1, 2, 3,4



# Resources

- Business Continuity Resources From FEMA  
<http://www.ready.gov/business/implementation/continuity>
- Business Ready.gov <http://www.ready.gov/business>
- FEMA Emergency Management Guide for Business and Industry, A Step-by-Step Approach to Emergency Planning, Response, and Recovery for Companies of All Sizes <http://www.fema.gov/business/guide/toc.shtm>
- NFPA 1600 (National Fire Protection Agency) Standard on Disaster/Emergency Management and Business Continuity Programs  
<http://www.nfpa.org/assets/files/pdf/nfpa1600.pdf>

# Q&A

## QUESTIONS?

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