

# UNIVERSITY OF HOUSTON

## EMERGENCY MANAGEMENT BUSINESS CONTINUITY PLANNING DEPARTMENT GUIDE



2014



## BUSINESS CONTINUITY PLAN (BCP/COOP)

### A. BUSINESS CONTINUITY PLAN (BCP)

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To be better prepared, UH personnel and its programs may use this form to complete a Business Continuity Plan (BCP) checklist - to describe how your program will operate during an emergency and to recover afterwards to be fully operational.

### B. DEPARTMENT OBJECTIVES

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Considering your unique mission, describe your teaching, research and/or service objectives:

**Considerations:**

1. Assure that all students receive information about outbreak (via web-site, e-mails, phone tree)
2. Assure students' emergency contact, address, and phones are updated
3. Ensure access to clinical clearance documentation
4. Assure that all faculty are notified of an incident (via phone tree, e-mails)
5. Switch from traditional lectures to web based presentation of classes/courses
6. Determine the impact of clinical hours

**Research Considerations:**

1. Determine how many faculty can continue their research off campus (i.e. availability of computers)
2. Alert graduate assistants about continuing data collection or analysis of data off campus
3. Document types of activities carried off campus by faculty or assistants
4. Assure integrity of lab samples, supplies, equipment

**Service Considerations:**

1. Assure that all clinical agencies are notified of students' ability/inability to practice in their health care facility
2. Restrict faculty travel during an incident
3. Document hours provided to health care agencies, manpower available
4. Activate faculty and student volunteers to assist clinical sites as needed

### C. MORE INFORMATION REGARDING YOUR DEPARTMENT

Please note below information for your department's contact.

<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>
	email @uh.edu		
<b>Dept. locations</b>			

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

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

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

Please indicate below the principle nature of your department's operations (check all that apply):

- |  |   |
|--|---|
| <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):    |

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#### **D. EMERGENCY ACCESS TO INFORMATION AND SYSTEMS**

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Is your essential data backed up regularly? Would the information be accessible if your building was closed, or if the University network was down? If access to your department's information and systems is essential in an emergency, describe your emergency access plan below.

This may include remote access (or authorization to allow remote access), contacting IT support, Blackboard, off-site data backup, backup files on flash drives, hard copies, or mobile device storage. All data must be protected in accordance with MAPP 10.05.03, Data Classification and Protection. Identify what critical data and records are backed up, whether the backup is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover "lost" critical data. Describe how your department will respond to the destruction of critical data. If telecommuting is an option for one or more of your staff, include the specifics to ensure compliance.

- Some of the computers are able to back-up data (student clearances: CPR, vaccinations, orientation, background checks, drug testing).
- Critical data is backed up at the XXX every two weeks. Student academic records are saved at the University server.
- Current XXX server will be moved to LOCATION

#### **E. EMERGENCY COMMUNICATION SYSTEMS**

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All UH employees are responsible for keeping informed of emergencies by monitoring news media reports, UH's emergency website home page, email, and PIER alert messages. To rapidly communicate with our staff in an emergency, we have prepared a call tree.

**Note:** List multiple communication systems that can be used for backup, after hours, when not on campus, or for other contingencies.

- |  |  |   |
|--|--|---|
| <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 |   |

**F. DEPARTMENT ESSENTIAL FUNCTIONS/PERSONNEL**

List below your department’s functions that are essential to operational continuity and/or recovery, and who is responsible for them. Make sure that alternates are sufficiently cross-trained to assume responsibilities.

<b>Essential Function:</b>	Teaching		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
	<b>People Responsible</b>		
	<b>Phone Numbers</b>		
<b>Essential Function:</b>	Clinical Coordination		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
	<b>People Responsible</b>		
	<b>Phone Numbers</b>		
<b>Essential Function:</b>	Research		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
	<b>People Responsible</b>		
	<b>Phone Numbers</b>		
<b>Essential Function:</b>	Center for Infection Control		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
	<b>People Responsible</b>		
	<b>Phone Numbers</b>		
<b>Essential Function:</b>	Data - Computer Management		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
	<b>People Responsible</b>		
	<b>Phone Numbers</b>		
<b>Essential Function:</b>			
<b>Essential Function:</b>	Data - Computer Management		
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>
	<b>People Responsible</b>		
	<b>Phone Numbers</b>		
<b>Essential Function:</b>			

## G. YOUR DEPARTMENT'S LEADERSHIP SUCCESSION

List the people who can make operational decisions if the head of your department or unit is absent. Review your department's key personnel, team leaders, department heads and those responsible for the above essential functions to identify your department's **Emergency Business Continuity Plan**.

	Name	Phone Number	Alt Phone Number
<b>Head of BCP</b>			
<b>First Successor</b>			
<b>Second Successor</b>			
<b>Third Successor</b>			

## H. KEY INTERNAL (WITHIN UH) DEPENDENCIES

What are your department's business interdependencies? What do you need from other departments to perform critical functions? Which departments depend on you to perform *their* critical functions? All UH departments rely: Payroll, Purchasing, Business & Finance, Fire and Police, Human Resources and Plan Operations. List below the other products and services upon which your department depends on and the internal UH departments or units that provide them.

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

## I. KEY EXTERNAL DEPENDENCIES

What are your department's business interdependencies? What do you need from other departments to perform critical functions? Which departments depend on you to perform *their* critical functions? List below the products, services, suppliers and providers upon which your department depends. We recommend that you encourage them to prepare continuity of operations plan.

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

## J. MITIGATION STRATEGIES

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Considering your objectives, dependencies and essential functions, describe below the steps you can take now to minimize the impact of various types of crises on your operations. For example, you may wish to **stock up on your critical supplies and develop contingency work-at-home procedures**. This may be the most important step of your emergency continuity planning process. Formulation of your mitigation strategies may require reevaluation of your objectives and functions.

### EXAMPLE:

What human resources would you need to restore your most critical functions?

- Do your employees have personal emergency preparedness plans for their households?
- If only 50% of your staff/faculty could return to work, could you open?
- Can some employees telecommute during a disaster? What can you do now to plan for that?
- If the University had volunteer workers available after a disaster, what skills would be needed in your department?

### Academic Process

- Develop policies for faculty to continue teaching via Blackboard or internet
- Develop policies for contingency plans to make-up lost hours for students
- Conduct testing of phone tree to determine weaknesses in communication
- Develop protocol to call all staff where department students practice
- Develop call tree for external agencies

## K. EXERCISING YOUR CONTINUITY PLANS & INFORMING YOUR STAFF

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Share your completed BCP with your staff. Hold exercises to test the Plan and to maintain preparedness and awareness.

**Note** below the type of exercises you will use and their scheduled dates.

- |   |  |
|---|--|
| <input type="checkbox"/> Staff orientation meeting  | <input type="checkbox"/> Emergency communication test    |
| <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    |
| <input type="checkbox"/> Interdepartmental exercise | <input type="checkbox"/> Emergency assembly drill        |

<b>Exercise Dates</b>
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<b>Staff Distribution Date</b>
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X Other drill or exercise (describe):

## L. RECOVERY

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Describe your BCP to fully resume 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, and personal needs.

EXAMPLE: Upon clearance of crisis, Faculty will report to work as instructed by UH administration; maintain data files of lost clinical hours per student; maintain records of continuity of classes or lack of; determine the number of students returning to classes.

## **M. SPECIAL CONSIDERATIONS FOR YOUR DEPARTMENT**

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Describe any additional or unique considerations that your department may face in an emergency.

### **EXAMPLE**

- Many certified and credentialed health care providers on our faculty, including psych, med-surge and community health specialists. They would likely be asked to staff emergency treatment teams and centers in the event of a crisis.
- A strategic plan will include covering classes for faculty who may be mobilized for some protracted amount of time.
- Also, in the aftermath of the hurricane in 2005, we had many students wanting to volunteer to help with that crisis. A policy will be in place to direct students.

## N. 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 available					
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					

## O. BCP SUBMISSION

**Department Head(s)**

\_\_\_\_\_ Title: \_\_\_\_\_

Date submitted: \_\_\_\_\_

\_\_\_\_\_ Title: \_\_\_\_\_

Date submitted: \_\_\_\_\_