



University of Houston Business Continuity Planning

Office of Emergency Management
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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

Business Continuity Planning (BCP):

- Ensures compliance with Texas Administrative Code 202.74
Business Continuity Planning.
- Ensures compliance with Texas Department of Public Safety – State Office of Risk Management Directive, Dated October 24, 2013
- 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



Business Continuity Planning

University of Houston Business Continuity Planning:

Business Impact Analysis

Business Continuity Guide

Business Continuity Template for Departments



Purpose and Objective

Purpose:

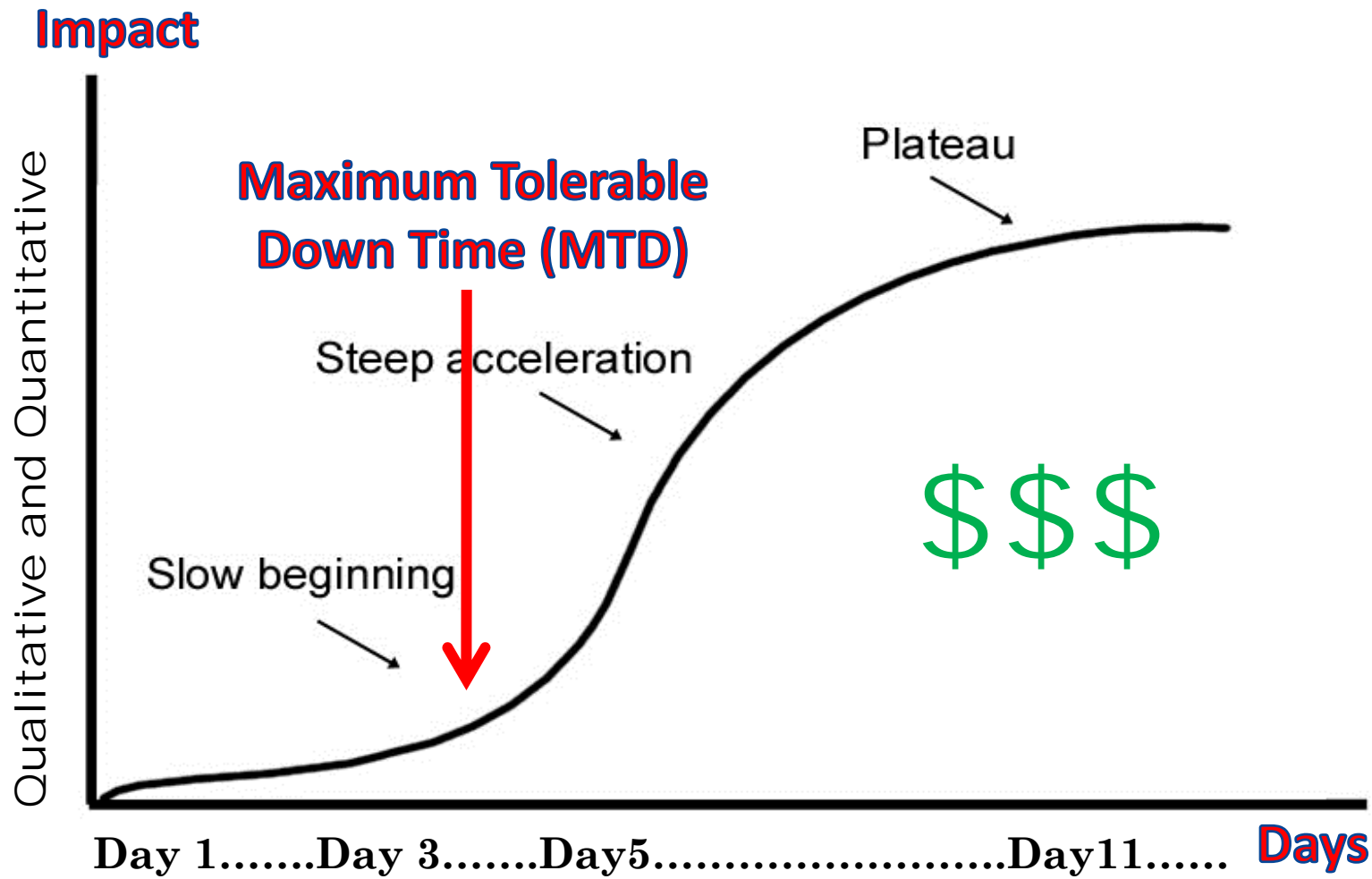
- Improve readiness and response
- Guide for departments to continue functions through any disruptive incident

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?





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

Department Objectives:

Consider your departments objectives and then list those objectives.

Example:

Teaching

Research

Operations



Department Contacts

	Name	Phone Number	Campus Address
Primary Contact			
Email address			
Dept. locations			

	Name	Phone Number	Campus Address
Secondary Contact			
Email address			
Dept. locations			



Data Information/Systems

☐ 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



Department Emergency Communication

<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	



Department's Function

☐ Instruction

☐ Student life support

☐ Laboratory research

☐ Research support

☐ Other research

☐ Facilities support

☐ Administration

☐ Other (describe): _____



Essential Functions

Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			
Essential Function:			
	Primary	Alternate	Second Alternate
People Responsible			
Phone Numbers			



Leadership Succession

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



Key Internal/External Dependencies

Internal

Dependency (product or service):	
Provider (UH department):	
Dependency (product or service):	
Provider (UH department):	

External

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



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

<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	
X Other drill or exercise (describe):		



Recovery

- ❑ 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



Special Considerations

- ❑ 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:

Condition	Days 1 – 2	Days 3 – 4	Days 5 – 10	Days 11+	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					



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



Continuity Planning

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
<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>
- State Office of Risk Management - BCP
<http://www.sorm.state.tx.us/risk-management/business-continuity-planning>



Questions?



**Be Prepared
Make A Plan
Be Informed**

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