

# Prairie View A&M University

## Business Continuity Plan Presentation

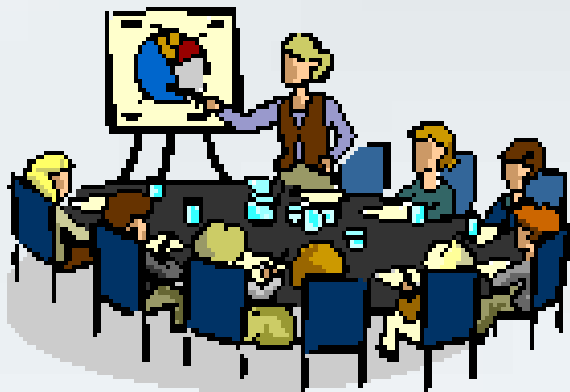
# Introductions

- ◎ Prairie View A&M University
  - › Department BCP Representatives
- ◎ LBL Technology Partners
  - › Geoff Wold, CPA, CISA, CRISC, CGEIT, CITP, CMA, CMC, CFSA



# Overview Topics

1. Definitions
2. Project Objectives and Benefits
3. BCP Development Methodology
4. Recovery Team Structure
5. Assumptions
6. Plan Contents
7. Questions and Answers



# Definitions

- ⦿ **Disaster** – Any event causing enough disruption to deny access to the resources currently used to perform critical business processes.
- ⦿ **Business Continuity Planning** - The advanced planning and preparations which are necessary to:
  - › Identify the impact of potential losses
  - › Formulate and implement viable recovery strategies
  - › Develop recovery plans which ensure continuity of organizational services in the event of an emergency or disaster
  - › Administer a comprehensive training, testing and maintenance program
- ⦿ **Emergency Operations Plan** - Prevent the loss of life and minimize injury and property damage.

# Project Objectives

## The objectives of the BCP Project are to:

1. Ensure that the University is prepared to recover from disaster events and mitigate their impacts
2. Assure that University is prepared to activate the resumption and support of critical systems
3. Continue/Resume/Recover time-sensitive systems for the critical business processes

# Project Objectives

## **The objectives of the BCP Project are to:**

4. Restore critical systems, data communications, and telephone services according to the recovery time objectives
5. Achieve each of the above objectives in a timely, efficient, and cost effective manner
6. Return to a permanent operating environment

# Business Continuity Planning Benefits

## **Before a disaster event**

- ⦿ Reducing dependence on key personnel
- ⦿ Improving documentation
- ⦿ Decreasing potential threats and exposures
- ⦿ Lowering the possibility of a disaster event

# Business Continuity Planning Benefits

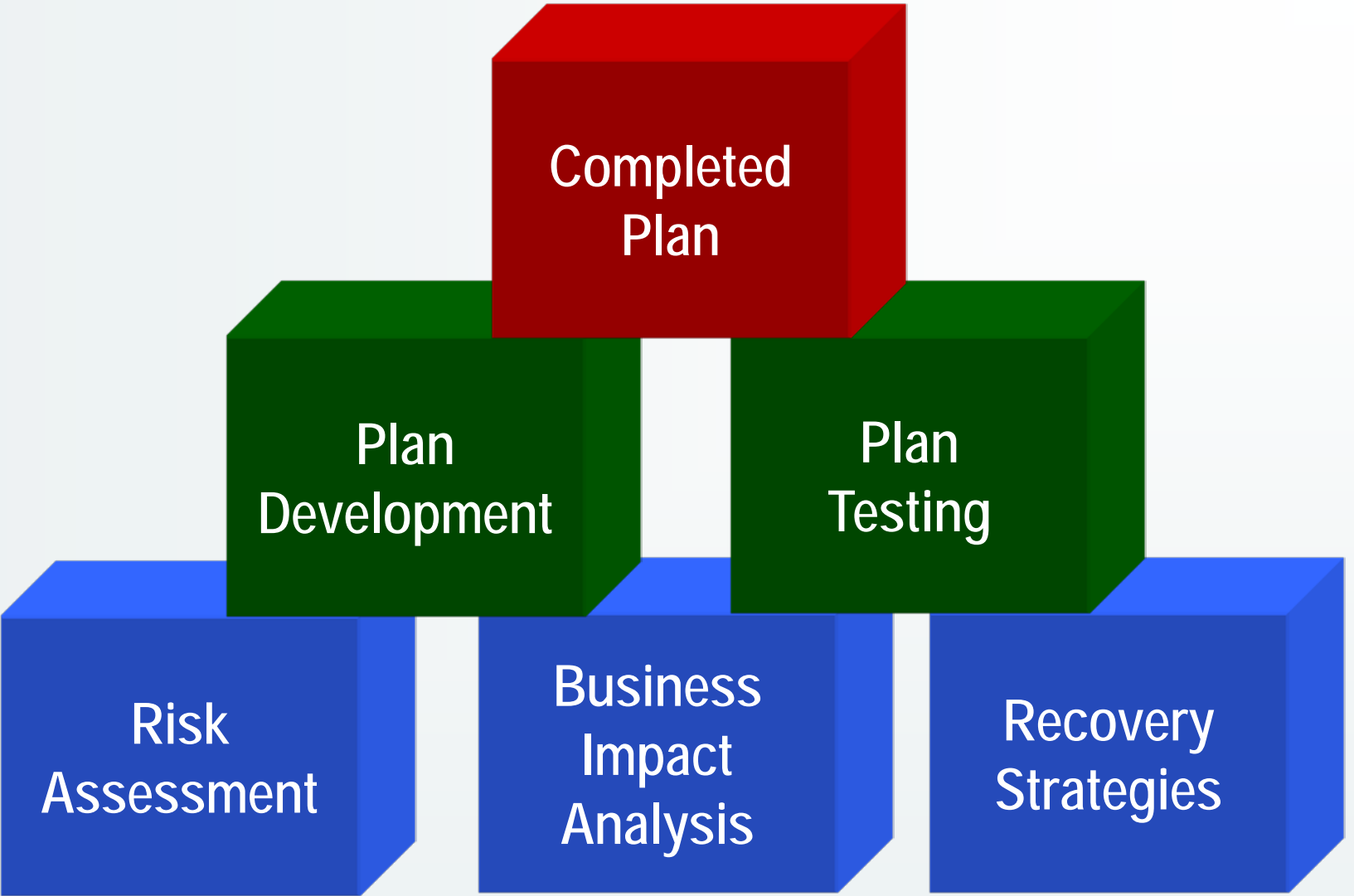
## During a disaster event

- ⦿ Avoiding disruptions to essential operations
- ⦿ Protecting students, faculty, and staff
- ⦿ Safeguarding critical assets
- ⦿ Minimizing confusion and delays
- ⦿ Minimizing decisions during a disaster

# Business Continuity Planning Benefits

## After a disaster event

- ⦿ Continuing critical business processes
- ⦿ Reducing potential financial loss
- ⦿ Decreasing potential legal liability
- ⦿ Ensuring organizational stability and an orderly recovery
- ⦿ Adhering to legal, statutory, and regulatory requirements



Completed  
Plan

Plan  
Development

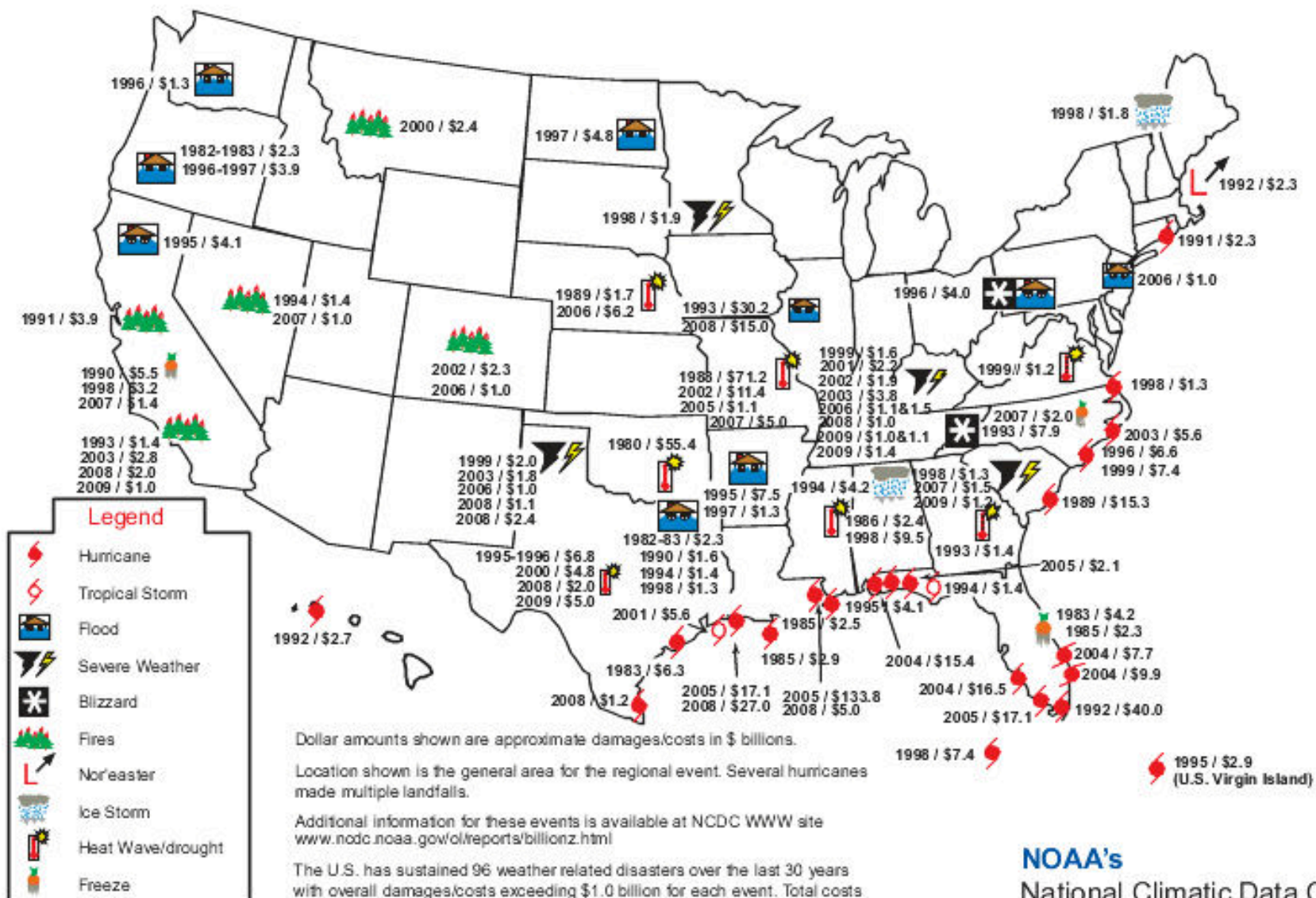
Plan  
Testing

Risk  
Assessment

Business  
Impact  
Analysis

Recovery  
Strategies

# Billions Dollar Weather Disasters 1980 - 2009



Dollar amounts shown are approximate damages/costs in \$ billions.

Location shown is the general area for the regional event. Several hurricanes made multiple landfalls.

Additional information for these events is available at NCDC WWW site [www.ncdc.noaa.gov/clireports/billionz.html](http://www.ncdc.noaa.gov/clireports/billionz.html)

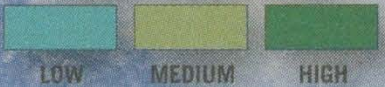
The U.S. has sustained 96 weather related disasters over the last 30 years with overall damages/costs exceeding \$1.0 billion for each event. Total costs for the 96 events exceed \$700 billion using a GNP inflation index.

**NOAA's**  
National Climatic Data Center

# NO MATTER WHERE YOU LIVE – DISASTERS ARE POSSIBLE



## EARTHQUAKE



## TORNADO



## HURRICANE



## OTHER



*Courtesy of the National Disaster Coalition*

# Recommended IT Recovery Strategies

- Datacenter: Use an internal hotsite with data replication for the recovery of the core systems and critical applications in the event of a disaster
- PCs and Printers: Acquire the devices at the time of need

# Benefits of an Internal Hotsite

- ⦿ Faster recovery time
- ⦿ Lower cost than commercial options
- ⦿ More control over the recovery process
- ⦿ Easier and less costly to test
- ⦿ Ensured system compatibility
- ⦿ Guaranteed availability of the internal hot site
- ⦿ Extra capacity can be used for testing, upgrading, and special processing

# Facility Recovery Strategies

- Campus Facilities: Use an alternate work location if a main campus facility is not available
  - › BCP contains a listing of primary and secondary work locations for PVAMU Departments and facilities
  - › Use Distance Education for course delivery if campus not operational
- North West Houston Center (NWHC): Use a facility on the main campus or distance education resources
- College of Nursing: Use a facility on the main campus or distance education resources. For a longer loss use outsourcing (need for simulated patient systems).

# Plan Assumptions

## The BCP Plan is based on the following assumptions:

1. Sufficient key staff is available to perform the necessary activities described in the Plan.
2. The Plan is current and available.
3. Staff are knowledgeable about the Plan.
4. Subsets of the overall Plan can be used to recover from minor interruptions.
5. Recovery services from critical vendors are available.

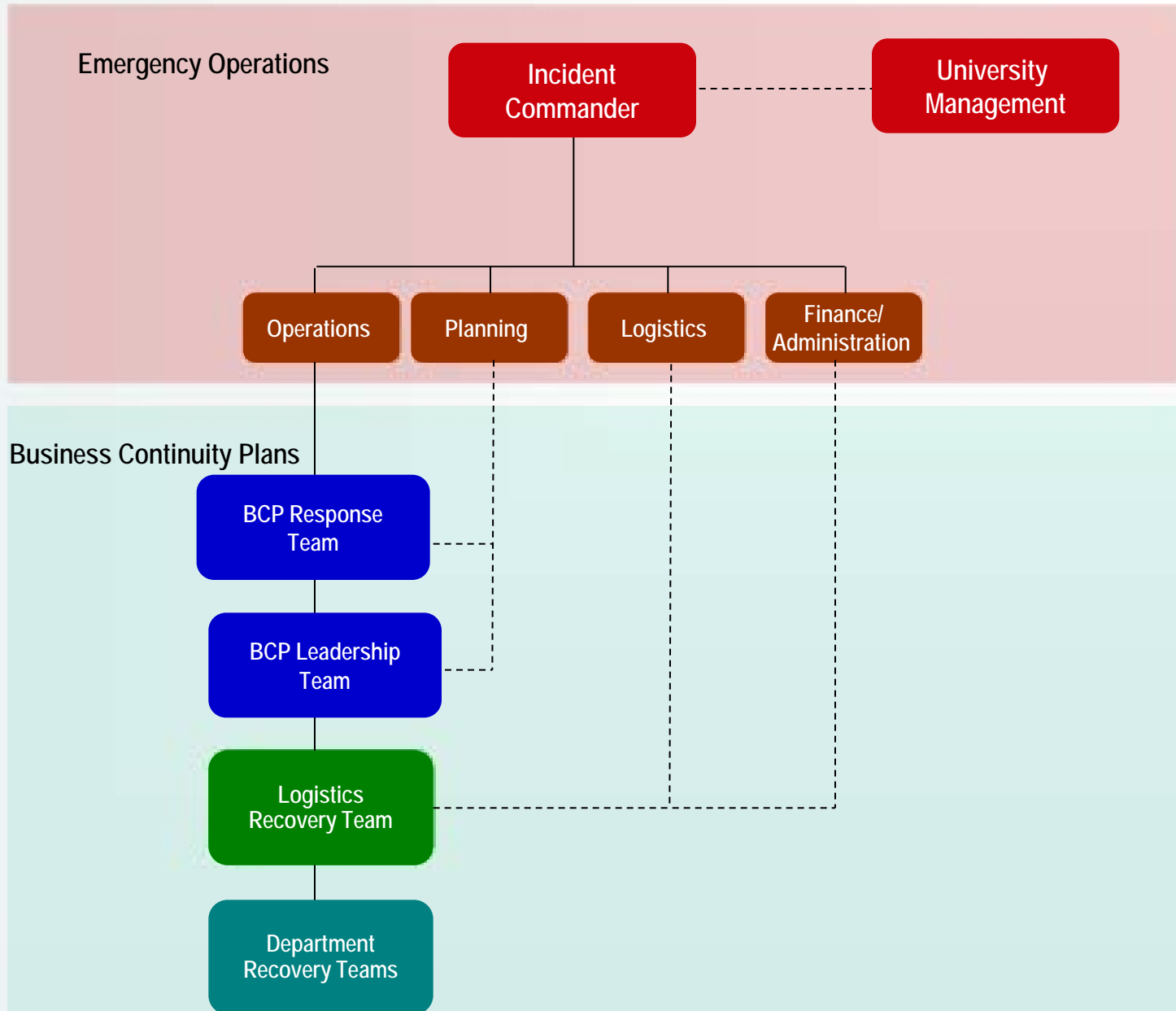
# Plan Assumptions

6. Vital data communications can be restored.
7. The BCP Plan is tested at least annually.
8. The Plan is maintained to assure its continuing viability.
9. Off-site storage media and materials are available, are current, correct and readable.
10. A recovery site is available and critical systems can be restored quickly.

# BCP Organization Structure

- ◎ BCP Leadership Plan:
  - > BCP Response Team
  - > BCP Leadership Team
  - > Logistics Team
- ◎ Department BCP Plans:
  - > Office of the President
  - > Provost & Academic Affairs
  - > Research
  - > Student Affairs & Institutional Advancement
  - > Division of Business Affairs
  - > Administration & Auxiliary Services

# PVAMU BCP Structure



# BCP Team Purpose

BCP Teams are operational groups responsible for restoring specific functions. The BCP Teams are organized to address all issues related to an emergency and authorized efforts. The teams have specific responsibilities that allow them to make certain decisions relative to recovery for a quick and successful recovery process.

# BCP Response Team

- ⦿ Consists of a limited number of key management personnel who will assess the level of damage to critical services and operations in an emergency
- ⦿ General responsibilities of this team are to evaluate the event and recommend to the BCP Leadership Team to activate the BCP or not

# BCP Leadership Team

- ⦿ Members would be situation dependent but would more than likely include President, VPs, College Heads (or designees) and situational dependent personnel required to complete the task required based on the extent of the incident.
- ⦿ General responsibilities:
  - › Activating the BCPs
  - › Communicating University-wide priorities
  - › Coordinating restoration efforts
  - › Providing strategic direction
  - › Allocating critical BCP resources
  - › Monitoring recovery operations
  - › Reconstituting to normal operations

# Logistics Team

- ⦿ Members of the Logistics Recovery Team would be built based on incident parameters and situation
- ⦿ General responsibilities:
  - › Determining immediate operating needs
  - › Arranging for alternate facilities, if needed
  - › Coordinating salvage efforts
  - › Arranging for basic support services
  - › Arranging transportation, travel and food
  - › Verifying personnel status
  - › Arranging for security
  - › Arranging for temporary personnel
  - › Analyzing records salvage requirements
  - › Coordinating asset removal

# Department BCP Teams

- ⦿ Members consists of Department Management
- ⦿ General responsibilities:
  - › Determining department immediate needs
  - › Notifying department staff
  - › Initiating alternate procedures
  - › Executing BCP procedures
  - › Performing critical business processes
  - › Relocating as necessary
  - › Reconstructing data as necessary
  - › Reporting status to the BCP Leadership Team
  - › Reconstituting to normal operations

# BCP Scenarios

## ⦿ Scenario #1- IT Disaster Event:

- Faculty, staff, and students have access to the building(s) but IT has technical difficulties that will require several days to be resolved.
- In this scenario, the Departments would activate the alternate procedures described in their BCPs.

## ⦿ Scenario #2 - Facility Disaster Event:

- IT is operational, but some Departments do not have access to their premises for several days due to the disaster event.
- In this case, the Department faculty, staff, and students would be relocated to another building on campus.

# BCP Scenarios continued

## ◎ Scenario #3 - IT and Facilities Disaster Event:

- › All faculty, staff, and students are available, but the Departments do not have access to their premises or IT infrastructure and systems for several days.
- › In this scenario, the BCP Leadership Team would contact IT to activate the recovery strategies for mission critical applications and technology infrastructure.
- › In addition the BCP Leadership Team would contact the affected Departments to relocate to their alternate locations.
- › In this scenario, the Department Recovery Teams would follow the guidelines described in their BCPs.
- › North West Houston Center & College of Nursing in Houston

# BCP Scenarios continued

## ◎ Scenario #4: Weather Disasters:

- › A severe weather caused disaster event occurs at the PVAMU campus.
- › A severe weather disaster could result in Scenario 1, 2, or 3 described above.
- › It is also possible that PVAMU would close the campus.

# BCP Leadership Team

**LBL Technology Partners** —

A Division of Lurie Besikof Lapidus & Company, LLP

# BCP Leadership Plan

## Section 1 - Overview

### 1.1 Introduction

### 1.2 NIMS / ICS System

1.2.1 National Incident Management System

1.2.2 Incident Command System

### 1.3 Plan Activation Process

### 1.4 BCP Organization Structure

1.4.1 BCP Response Team

1.4.2 BCP Leadership Team

1.4.3 Logistics Recovery Team

1.4.4 Department Recovery Teams

### 1.5 Plan Objectives

### 1.6 Plan Assumptions

### 1.7 Policy Statement

# BCP Leadership Plan

## Section 2 – Communications Plan

- 2.1 Overview
- 2.2 BCP Response Team Communications
- 2.3 BCP Leadership Team Communications
- 2.4 Department Communications
- 2.5 Methods of Communication
- 2.6 Faculty and Staff Communications
- 2.7 Student Communications
- 2.8 News Media Communications
- 2.9 Vendor Communications
- 2.10 Other Communications

# BCP Leadership Plan

## Section 3 – BCP Scenarios

**3.1 Scenario #1: IT Disaster Event**

**3.2 Scenario #2: Facility Disaster Event**

**3.3 Scenario #3: IT and Facilities Disaster Event**

**3.4 Scenario #4: Weather Disasters**

3.4.1 Hurricane

3.4.2 Thunderstorm

3.4.3 Tornado

3.4.4 Winter Storm

# BCP Leadership Plan

## Section 4 – Recovery Operations

4.1 Overview

4.2 BCP Response Team Procedures

4.3 BCP Leadership Team Procedures

4.4 Logistics Recovery Team Procedures

# BCP Leadership Plan

## Section 5 – Training & Testing

### 5.1 BCP Training

5.1.1 Training Overview

5.1.2 Training Objectives

### 5.2 BCP Testing

5.2.1 Testing Overview

5.2.2 Testing Objectives

### 5.3 BCP Exercises

5.3.1 Types of Exercises

5.3.2 Testing Approach

5.3.3 Test Schedule

5.3.4 Exercise Forms

5.3.5 After Action Report

### 5.4 Testing Forms

# BCP Leadership Plan

## Section 6 – Distribution & Maintenance

### **6.1 BCP Distribution**

6.1.1 Overview

6.1.2 BCP Distribution Responsibilities and Procedures

6.1.3 BCP Distribution Register

### **6.2 BCP Maintenance**

6.2.1 Overview

6.2.2 Maintenance Procedures

6.2.3 BCP Maintenance Log

# BCP Leadership Plan

## Section 7 - Exhibits

### 7.1 Notification Forms

Exhibit 1: BCP Leadership Team Assignment Form

Exhibit 2: Logistics Recovery Team Assignment Form

Exhibit 3: Department Contact List

Exhibit 4: Employee / Faculty Calling List

Exhibit 5: Vendor Calling List

Exhibit 6: Emergency Contact List

Exhibit 7: Unused

# BCP Leadership Plan

## Section 7 - Exhibits

### 7.2 Recovery Forms

Exhibit 8: Disaster Assessment Report

Exhibit 9: Team Recovery Progress Report

Exhibit 10: Emergency Operations Center Locations

Exhibit 11: Emergency Operations Center Equipment and Supplies

Exhibit 12: Alternate Work Sites

Exhibit 13: Application and System Recovery Priorities

Exhibit 14: ICS Primary Positions and Functions

Exhibit 15: Unused

### 7.3 Maintenance Forms

Exhibit 16: Plan Control List

Exhibit 17: Plan Maintenance Log

Exhibit 18: Glossary of Terms

# Business Continuity Plan

**CONFIDENTIAL**

## BCP Team Procedure Format

Section Number

#	Guideline Description	Responsible Party	Date/Time
	<p><b>Plan Procedure Documentation:</b></p> <ul style="list-style-type: none"><li>■ Column 1 – Identifies the number of each guideline for easy reference.</li><li>■ Column 2 – Describes the procedure that should be completed when the BCP is activated.</li><li>■ Column 3 - Documents the person responsible for completing the procedure.</li><li>■ Column 4 - Identifies the date and time the procedure is completed.</li></ul> <p><b>Exhibits:</b></p> <ul style="list-style-type: none"><li>■ Exhibits contain additional information such as Notification Forms, Inventory Forms, Recovery Forms, etc.</li></ul>		
1			
2			
3			
4			

# BCP Team Assignment Form

Name/ Email	Home/ Office	Cell/ Pager	Team Position	Contact Date/Time
			Team Manager	
			Alternate Manager	
			Team Member	
			Team Member	
			Team Member	

# Employee Calling List

Name/ Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time

# Vendor Calling List

Vendor Name/Contact	Service/Product Supplied	Day/Night Phone	Cell/Pager Number	Email/Web Site	Contact Date/Time	Alternate Vendor

# Application Recovery Priorities

Location	Priority	Recovery Time	Application Name	Platform

# Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By

# Department BCP Plan

**LBL Technology Partners** —

A Division of Lurie Besikof Lapidus & Company, LLP

# Department BCP Plan

## Section 1 - Overview

- 1.1 Introduction
- 1.2 Department BCP Scope
- 1.3 Plan Objectives
- 1.4 Plan Assumptions
- 1.5 Policy Statement
- 1.6 Plan Activation Process
- 1.7 Department Recovery Team

# Department BCP Plan

## Section 2 – Recovery Operations

### 2.1 Overview

### 2.2 Department Recovery Team Procedures

### 2.3 Execution of Critical Business Processes

2.3.1 Department A

2.3.2 Department B

2.3.3 Department C

# Department BCP Plan

## Section 3 – Training & Testing

### **3.1 BCP Training**

3.1.1 Training Overview

3.1.2 Training Objectives

### **3.2 BCP Testing**

3.2.1 Testing Overview

3.2.2 Testing Objectives

### **3.3 BCP Exercises**

3.3.1 Types of Exercises

3.3.2 Testing Approach

3.3.3 Test Schedule

3.3.4 After Action Report

### **3.4 Testing Forms**

# Department BCP Plan

## Section 4 – Distribution & Maintenance

### **4.1 BCP Distribution**

4.1.1 Overview

4.1.2 BCP Distribution Responsibilities and Procedures

4.1.3 BCP Distribution Register

### **4.2 BCP Maintenance**

4.2.1 Overview

4.2.2 Maintenance Procedures

4.2.3 BCP Maintenance Log

# Department BCP Plan

## Section 5 – Exhibits

**Exhibit A – Department Recovery Assignment Form**

**Exhibit B – BCP Distribution Register**

**Exhibit C – BCP Maintenance Log**

# Questions?

# Thank You!