

**UT HEALTH SAN ANTONIO HANDBOOK OF OPERATING PROCEDURES**

Chapter 8	Health and Safety	Effective:	June 2000
Section 8.3	Emergency Closings and Business Continuity Planning	Revised:	November 2016
<b>Policy 8.3.2</b>	<b>Business Continuity Planning</b>	Responsible Party:	President's Office

## **BUSINESS CONTINUITY PLANNING**

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### **Overview**

UT Health San Antonio is committed to its employees, students, patients and stakeholders to ensure the availability of essential services, including teaching, research, health care and community service activities, in the event of an operational disruption, or an adverse, major or catastrophic event (e.g., environmental disasters, equipment or system failures, loss of facilities or utilities, and/or deliberate acts of disruption). This policy is in support of a comprehensive program for business continuity, disaster prevention and total business recovery.

Business continuity, disaster recovery, and contingency plans are required by some federal and state regulatory agencies to meet various program requirements and accreditation certifications. UT Health San Antonio takes into consideration all of these regulatory requirements in its overall Business Continuity Plan.

The business continuity planning process is an ongoing process that includes business recovery, disaster recovery, business resumption, contingency planning, and crisis management planning.

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### **Policy**

In order for UT Health San Antonio to resume its operations within a reasonable period of time following any event or disruption, each critical functional support department and business unit will have a Business Continuity Plan. This plan may be unit specific or may be part of a larger entity-level plan. For mission critical activities, particularly those relying heavily on information technology, the institution's Business Continuity Planning Team will conduct a business impact analysis and a risk assessment based on the unit specific plan assessments.

Business Continuity Plans will be reviewed and updated annually, or as critical processes change. The plans will be approved by the appropriate unit management. Each unit management will also certify annually that the Business Continuity Plan has been reviewed, tested and employees have been trained on the Plan. Executive leadership will have final accountability for unit plans and stewardships of resources.

All Business Continuity Plans will be stored in a central repository to

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ensure they are readily available to institutional leadership and the Business Continuity Planning Team during an event.

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**Definitions**

All-Hazards: An approach for mitigation, prevention, preparedness, response, and recovery that addresses a full range of threats and hazards, including domestic terrorist attacks, natural and man-made disasters, accidental disruptions and other emergencies.

Business Continuity Plan: The documentation of a predetermined set of instructions or procedures that describe how the institution's business functions and units will be sustained during and after a significant event or disruption.

Business Continuity Planning: The strategic act of planning an event or preventing, if possible, and minimizing and managing the consequences of an event that interrupts critical business processes. The process includes development of advance arrangements and procedures that enables UT Health San Antonio to respond to an interruption in such a manner that critical business functions continue with planned levels of interruption or essential change.

Business Impact Analysis: Involves the identification of critical business functions and workflows; identifies critical information resources; determines the qualitative and quantitative impact of a disruption; and, prioritizes recovery objectives.

Mission Critical Activities: Any significant operational and/or business support activities, either provided internally or externally, without which UT Health San Antonio would be unable to achieve its objectives. Also, any supported health care delivery activity, which, if interrupted, could result in a life and safety event for patients.

Risk Assessment: A systematic and analytical approach that identifies and assesses risk to business processes and provides recommendations to avoid or reduce risk.

Unit: Critical functional areas for business continuity planning and business resumption activities, such as a UT Health San Antonio institute, center, department or other areas that have some operational function within the institution.

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**Business Continuity Planning Team**

The Business Continuity Planning Team is composed of individuals who are trained in and understand business continuity planning and emergency management. The Team has overall responsibilities for any emergencies or disruption of services. Responsibilities include:

- Developing strategies and coordinating the development of the Institution's Business Continuity Plan and keeping the Plan updated.
- Conducting business impact analyses and risk assessments.
- Approving unit business continuity plans.
- Conducting training for responding and recovery during an event or disaster.
- Ongoing responsibilities for business continuity plan maintenance, testing and exercising.
- Serving as the response management team, in coordination with the President's Office, for major or catastrophic incidents involving business continuity and continuing of academic, research, patient care, and administrative operations in the event of an emergency.
- Providing communication updates to the President's Office and campus community during an incident.

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**Business Continuity Planning Team Members**

The Business Continuity Planning Team members work in coordination with the President, or his designee, the Senior Executive Vice President and Chief Operating Officer. The Team is composed of leadership with expertise in law enforcement, safety, information technology systems, communication, and business processes and functions. The Team will be composed of the following individuals:

- Senior Executive Vice President and Chief Operating Officer
- Executive Vice President for Facility Planning and Operations
- Vice President and Chief Information Officer

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- Vice President for Academic, Faculty and Student Affairs
  - Assistant Vice President for Strategic Planning & Institutional Analysis, Chair
  - Assistant Vice President for Business Affairs
  - Assistant Vice President for Environmental Health and Safety
  - Associate Vice President for Facilities Management
  - Chief of University Police
  - Senior Executive Director of Communications
  - Senior Director for Information Security & Operations
  - Director for Laboratory Animal Resources
  - Senior Manager, Systems Planning & Engineering
  - Senior Project Coordinator, Strategic Planning & Institutional Analysis

**Departmental Responsibilities**

Academic, research, health care and business continuity planning plays a vital role in the all-hazards disaster preparedness approach for UT Health San Antonio. It is through the Business Continuity Planning process the University units will develop the necessary understanding of their core processes and interdependencies required for an effective prevention of and response to operational disruptions or adverse events.

UT Health San Antonio's policy is that each Executive Committee member and their respective units will be responsible for the operational continuity in their respective areas of responsibility. The Executive Committee members and their respective areas of responsibility should plan and receive input from their faculty and staff for all aspects of critical functional operations. The institution will provide training and tools for the development of business continuity plans at the unit level.

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Each unit will provide a reasonable amount of time and resources towards developing their unit Business Continuity Plans, with oversight and direction from the Business Continuity Planning Team. Plans will be updated annually, or as needed and periodic testing of the plan will be conducted with oversight from the Business Continuity Planning Team.

**Major or Catastrophic Events**

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In the event of a major or catastrophic event, University Police has jurisdiction in the investigation of any disaster occurring on-campus. University Police should be notified immediately so the President's Office and other appropriate officials may be alerted. Also, the Business Continuity Planning Team will be activated and will notify and provide guidance to others affected by the event in accordance with the institution's Business Continuity Plan.

The Office of Marketing, Communications & Media has the overall responsibility of providing the media with information about a major or catastrophic event.

If necessary, any other interested individuals (e.g., employees, students, patients, etc.) will be notified in accordance with the communication plan included as part of the institutional Business Continuity Plan.

**Training**

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Each department or unit will be responsible for training their employees on their Business Continuity Plans on an annual basis so all employees are ready to respond to and implement any recovery activities in the event of an operational disruption, or an adverse, major or catastrophic event.

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