

Operational Policy

Policy title:	Business Continuity Planning		
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Approved:	Jim Scherzinger, COO DHS, Suzanne Hoffman COO OHA		

Purpose

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are committed to ensuring the continuity of critical business and technical functions and public services under any circumstances, including disaster, crisis, emergency or other unplanned event whether natural or man-made. In addition, the Office of Information Services (OIS) shall ensure critical information technology business functions continue, preventing unacceptable interruptions in the delivery of services.

Description

This policy sets forth guidelines for OHA and DHS to develop, test and maintain business continuity plans and describes the roles and responsibilities of agency staff in addressing business continuity planning.

Applicability

This policy applies to all DHS and OHA staff including employees, volunteers, trainees and interns.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Policy

1. Business continuity plans (BCP) ensure that DHS and OHA continue providing essential services to Oregonians in the event of a disaster, crisis, emergency or other unplanned events.
2. Business continuity plans address four primary areas of need:
 - a. Loss of personnel
 - b. Loss of infrastructure
 - c. Loss of facilities
 - d. Loss of information technology
3. Workplace incident response plans ensure the safety and security of agency stakeholders, staff and facilities during an immediate threat or hazard and are covered in DHS|OHA 080-013.
4. DHS and OHA shall work collaboratively and in conjunction with other state agencies to create and implement business continuity plans that meet state emergency preparedness needs.

5. Each division, program or office of DHS and OHA shall work collaboratively and in conjunction within the agency to create and implement business continuity plans.
6. Each area of the agency shall review and update their business continuity plan at least annually.
7. The Emergency Preparedness and Business Continuity Program Manager (sponsor):
 - a. Oversees DHS and OHA business continuity planning and operations.
 - b. Has direct access to the DHS and OHA Directors or a designee.
 - c. Has the authority to advise the Directors or a designee in the event of a disaster, crisis, emergency or other unplanned event.
8. Under the direction of the sponsor, the DHS|OHA Emergency Preparedness and Business Continuity Program:
 - a. Reviews DHS and OHA policy related to preparedness and the implementation of business continuity plans.
 - b. Reviews DHS and OHA operations.
 - c. Participates in the development of business continuity plans.
 - d. Reports to the DHS|OHA Joint Operations Steering Committee.
9. The BCP process shall include risk assessment, business impact analysis, identifying recovery alternatives, plan development, maintenance, testing, and awareness training for each division, program or office related to disaster, crisis and emergency response.
10. Creation of business continuity plans shall overlap with and include consideration of:
 - a. DHS and OHA workplace incident response processes.
 - b. DHS and OHA information technology disaster recovery plans.
 - c. The statewide planning efforts facilitated by the Oregon Office of Emergency Management including:
 - A. The Emergency Operations Plan that outlines statewide plans for responding to disasters; and
 - B. The Disaster Recovery Plans that outlines plans to return communities to normal and steady state of business activity following disasters.
11. The final DHS|OHA business continuity plan shall include:
 - a. Identification of critical business functions and recovery time objectives for essential functions and services
 - b. Internal and external dependencies
 - c. Alternate work site strategies to cover the possibility of facility loss
 - d. Response to loss of power, phones, computer networks or other infrastructure
 - e. Response to loss of key decision making staff
 - f. Response to loss of primary workforce
 - g. Response to critical equipment failure
 - h. Techniques for vital records preservation
 - i. Emergency communications planning
 - j. Disaster recovery planning
 - k. Succession planning
 - l. Delegation of authority
 - m. Short and long-term review plans, including plans for making sure contact information for critical staff is up-to-date.
12. All managers responsible for individual business continuity planning shall receive ongoing training as identified by the Emergency Preparedness and Business Continuity Program Manager.
13. All DHS and OHA employees shall receive training as needed in business continuity planning and workplace incident response, including at a minimum, awareness level training on business continuity planning and agency plans.

References

[OAR Chapter 461, Division 105](#)

[ORS 291.038](#)

[45 CFR 164.308](#)

[National Institute of Standards and Technology \(NIST\) 800-34 Rev.1, May 2010, Contingency planning for federal information systems](#)

Related policies

[DAS 107-001-010 Statewide Business Continuity Planning](#)

[DHS-080-013 Workplace Incident Response Policy](#)

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Policy history

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BCP, Business Continuity Plan, Business Impact Analysis, Business Resumption Planning, Contingency, Contingency Planning, Continuity of Operations, Disaster, Disaster Recovery Plan, Disruption, Emergency, Emergency Preparedness Plan, Emergency Response Plan, Interruption, Recovery, and Risk Assessment.

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