

4.3 Departmental and University IT Systems Back-Up and Recovery Strategies

In General one of the most important aspects of Business Continuity Planning for the majority of departments or functions is in choosing an appropriate strategy for the back-up and recovery of the IT- based systems.

In this section of the Plan, the key business processes are matched against the IT system and an appropriate time frame to complete recovery is chosen. This section may require in-depth research to determine the relevant costs of each strategy. It may also be necessary to prepare a detailed Request for Proposal for vendors to establish the viability and cost of the preferred strategic approach.

Consideration should also be given to the impact of potential severe damage to both facilities and communication's systems, which could have a significant impact on the department's /or function's IT, services and systems.

There are two levels of IT systems. One level is for departmental owned IT systems. These are for the systems that are owned, supported and operated by your department. The other level of systems are the institutional systems that are owned, supported and operated by Information Services.

A summary of our departments IT systems and the agreed back-up strategy are listed below. Each department systems will also need to develop disaster recovery/restoration procedures. (See example of UTMB Information Services disaster recovery documentation)

| NAME OF IT SYSTEM | RECOVERY TIME REQUIRED | KEY BUSINESS PROCESS SUPPORTED | POTENTIAL IMPACT |
|---|------------------------|--|------------------|
| | | | |
| IS SYSTEM BACKED UP? HOW OFTEN IS SYSTEM BACKED UP? WHERE ARE BACKUP TAPES KEPT? DOES THIS SYSTEM HAVE VITAL ELECTRONIC RECORDS AND/OR DATA: | | | |
| AGREED BACK-UP STRATEGY: (What is your strategy if system is not available?) | | | |
| PERSON RESPONSIBLE FOR SYSTEM (i.e. maintenance, backup, restoration) | | ALTERNATE PERSON RESPONSIBLE FOR SYSTEM | |
| | | | |
| NAME OF IT SYSTEM | RECOVERY TIME REQUIRED | KEY BUSINESS PROCESS SUPPORTED | POTENTIAL IMPACT |

| | | | |
|---|--|--|--|
| | | | |
| IS SYSTEM BACKED UP? HOW OFTEN IS SYSTEM BACKED UP? WHERE ARE BACKUP TAPES KEPT? | | | |
| AGREED BACK-UP STRATEGY: (What is your strategy if system is not available?) | | | |
| PERSON RESPONSIBLE FOR SYSTEM (i.e. maintenance, backup, restoration) | | ALTERNATE PERSON RESPONSIBLE FOR SYSTEM | |

A summary of the University centralized IT Systems/Applications, which support department functions, and the Information Services contact information. *(It is Information Services responsibility to establish back-up strategy for the IT System listed below)*

| NAME OF IT SYSTEM | KEY BUSINESS PROCESS SUPPORTED | POTENTIAL IMPACT |
|--|---|---|
| Campus Data Network | Connectivity for data access/exchange from all servers on the campus. | Inability to access/process data filed on any server on the campus. |
| IS CONTACT INFORMATION; IS Help Desk – ext 25200 | | |
| NAME OF IT SYSTEM | KEY BUSINESS PROCESS SUPPORTED | POTENTIAL IMPACT |
| | | |
| IS CONTACT INFORMATION: | | |