



## **SALISH BHO**

# **MANAGEMENT INFORMATION SERVICES POLICIES AND PROCEDURES**

**Policy Name:** Disaster Recovery and Business Continuity      **Policy Number:** 4.06

**Reference:** State Contract

**Effective Date:** 4/2004

**Revision Date(s):** 07/2016; 3/2018

**Reviewed Date:** 12/2014; 7/2016; 06/2017; 03/2018

**Approved by:** SBHO Executive Board

## **CROSS REFERENCES**

- Plan: Kitsap County IS Disaster Recovery and Business Continuity Strategic Plan
- Policy: Corrective Action Plans

## **PURPOSE**

To ensure that Salish Behavioral Health Organization (SBHO) data stored electronically is adequately backed up and there are plans in place to provide recoverability due to data corruption or a regional computer system failure.

### Mission and Scope

The mission of this policy is to provide reliable and responsive service to SBHO providers enabling them to provide their services effectively without major disruption.

The scope of this policy is limited to the effective and efficient restoration of communications and data flow between SBHO, CommCare, its providers and DBHR.

Appointed Disaster Recovery Staff for SBHO will consist of:

- SBHO Administrator
- SBHO IS Manager

In the event of an emergency, the SBHO Administrator would be the first point of contact by Kitsap County IS. The SBHO IS Manager would assist the Administrator and Kitsap County IS during the recovery operations. In the event that the Administrator and IS Manager are unable to perform these duties, the Deputy Administrator and Kitsap IS will fill those roles. SBHO providers and will use the SBHO Administrator and the SBHO IS Manager as their main point of contact during the events.

The Kitsap County Disaster Recovery Management Team is responsible for leading the overall system recovery priority and restoring communications for Kitsap County. The complete list of emergency contact numbers are listed in the Kitsap County IS Disaster Recovery and Business Continuity Strategic Plan on page 152 of the plan. The main coordinators for Kitsap County IS will be listed in Addendum 1.

Kitsap County IS maintains the applications inventory for SBHO and confirmation of updated system and operations documentation. Kitsap County IS maintains all hardware and software vendor lists. All backup processes are run by Kitsap County IS and they are responsible for off-site storage of data backups. SBHO data is scheduled to be backed up on a nightly basis.

Designated recovery site strategies are outlined in Table 50 of the IS Disaster Recovery and Business Continuity Strategic Plan. All Disaster Recovery Testing for Kitsap County is detailed in section 25 of the Kitsap County IS Disaster Recovery and Business Continuity Strategic Plan.

## **MONITORING**

1. This policy is mandated by contract. This policy will be monitored by the SBHO by the following means:
  - Annual EQRO audits and findings. The SBHO will follow-up with any assigned corrective action requirements.

Addendum 1- IS Recovery Staff Contact Information

Bud Harris – IS Recovery Coordinator

360-337-4405 (office)

253-564-0530 (home)

Ed Sherman – Recovery Team Leader

360-337-4401 (office)

360-874-1818 (home)

Craig Adams – Logistics Team Lead

360-337-4946 (office)

360-337-2204 (home)