Business Continuity Plan

Prepared by: José Miranda

01/15/2022

Revised 01/15/2024

Table of content:

EXECUTIVE OVERVIEW

This Business Continuity Plan provides a framework, guidance, and concept of operations to support the SecureHIT to continue and/or rapidly restore their critical business functions in the event of a disruption to normal operations. This document includes an overview of continuity operations, outlines the approach for supporting an organization's critical business functions, and defines the roles and responsibilities of staff. It also outlines the orders of succession, notification procedures and communication methods, plan activation and deactivation protocols, provisions for alternate work locations, and the plan for maintaining and restoring access to vital records.

This document establishes procedures and processes to maintain operational continuity for businesses based on three types of disruptions that could occur individually or in any combination:

- Loss of access to parts of or the entire IT Infrastructure (e.g., communications blackout, following a fire, sudden storm, or flooding);

- Loss of services due to a reduction in the workforce (e.g., during pandemic, civil disturbance, or strike);

- Loss of services due to equipment or systems failure (e.g., information technology (IT) systems failure, electrical grid failure).

DOCUMENT CHANGE CONTROL

Date	Change/Review
June 2021	José Miranda - ISSO
Jan 2022	José Miranda - ISSO
Jan 2023	José Miranda - ISSO
Jan 2024	José Miranda - ISSO

Introduction

Overview

Continuity of Operations (CoOP) planning ensures businesses can continue or immediately resume the performance of their organization's critical business functions, which are the functions. These are the functions that support the SecureHIT's mission, comply with legal requirements, and support life-safety, under all circumstances. The potential threats and hazards include natural, technological, and man-made incidents, as well as incidents that result in loss of access to parts of or an entire facility or loss of service due to equipment or systems failure. The purpose of this document is to establish a detailed plan of the expected response actions following a myriad of incidents, improve a business' performance of its critical business functions, and ensure timely recovery.

Plan Scope & Applicability

The scope of this plan covers SecureHIT. The plan is applicable once the life safety of employees, patients/customers, and guests has been verified and if a facility is or will become inaccessible. It can be active during normal business hours and after hours, with and without warning.

Plan Objectives

The SecureHIT Business Continuity Plan objective is to facilitate the resumption of critical operations, functions, and technology in a timely and organized manner to ensure a viable and stable organization. In doing this, it is critical to ensure the safety and well-being of employees, customers, and guests.

The primary objectives of the plan are to:

- Maintain Critical Business Functions
  - Network Connectivity (AWS Infrastructure as a Service – IaaS)
  - SecureHIT Resources (Infrastructure, Email, Phone, Direct Secure Messaging Service and ePHI Records – if apply)
- Ensure employees can access an alternate IaaS
- Protect vital records
  - Ensure that they are accessible under all conditions

Plan Assumptions

The following assumptions were used while creating this plan:

- An event has occurred that affects normal business operations.

- There is limited or no access to the affected facility.
- Qualified personnel are available to continue operations

Risk Assessment

The following table reflects hazard probability assumptions gathered from the 2024 SECUREHIT Hazard Mitigation Plan.

Table 1 Hazard Mitigation Analysis

Hazard	Probability	Magnitude	Warning	Duration	Risk Priority
Flooding	4. Highly Likely 3. Likely 2. Possible 1. ==Unlikely==	4. Catastrophic 3. Critical 2. Limited 1. ==Negligible==	4. ==Minimal== 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. ==< 3 hrs.==	High Medium ==Low==
Coastal Hazards (e.g., Hurricane Tropical Storms)	4. Highly Likely 3. Likely 2. Possible 1. ==Unlikely==	4. Catastrophic 3. Critical 2. Limited 1. ==Negligible==	4. ==Minimal== 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. ==< 3 hrs.==	High Medium ==Low==
Thunderstorms / Lightning/Hail	4. Highly Likely 3. Likely 2. ==Possible== 1. Unlikely	4. Catastrophic 3. Critical 2. ==Limited== 1. Negligible	4. ==Minimal== 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. ==< 3 hrs.==	High ==Medium== Low
High Winds	4. Highly Likely 3. Likely 2. ==Possible== 1. Unlikely	4. Catastrophic 3. Critical 2. ==Limited== 1. Negligible	4. ==Minimal== 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. ==< 3 hrs.==	High ==Medium== Low
Earthquake	4. Highly Likely 3. Likely 2. ==Possible== 1. Unlikely	4. Catastrophic 3. Critical 2. ==Limited== 1. Negligible	4. ==Minimal== 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. ==< 3 hrs.==	Low High ==Medium== Low

Note: The below table can be completed based on the business owner or designee's assessment of hazards facing the company that are not included in table 1. Though the impact and duration of hazards for SECUREHIT operations may differ from this table.

Table 2 SecureHIT Additional Possible Hazard Mitigation Analysis

Hazard	Probability	Magnitude	Warning	Duration	Risk Priority
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	❑ High ❑ Medium ❑ Low
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	❑ High ❑ Medium ❑ Low
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	❑ High ❑ Medium ❑ Low
	4. Highly Likely 3 Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	4. Minimal 3. 6 – 12 hrs. 2. 12 – 24 hrs. 1. 24+ hrs.	4. 12+ hrs. 3. 6 – 12 hrs. 2. 3 – 6 hrs. 1. < 3 hrs.	❑ High ❑ Medium ❑ Low

Critical Business Functions

Overview

Critical business functions are those functions and critical activities that an organization must maintain in a continuity situation when there has been a disruption to normal operations, to sustain the mission of the organization, comply with legal requirements, and support life-safety. They are the backbone of a business and must be continued for the organization to meet its mission. These functions are not meant

to be the name of a division, program, unit, etc. but meant to be the actual process/function that must be continued. These processes/functions can be supported or 'owned' by different divisions/units, but the unit itself is not a critical business function.

Table 3

SecureHIT Company Critical Business Function					
Critical Business Function 1: Internet Connectivity					
Business Process to Complete: Service Connectivity Testing, in case of a communications blackout contact WorldNet Support access for Network Operations Center (NOC) space lease for emergencies.					
Supporting Elements					
Supporting Activities (describe)	Lead POC	Vendors and External Contacts	Vital Records	Max Allowed Down Time	
	Alternate			Criticality	
Home Base Employee Internet Access	ISO	Home Internet Connectivity	AWS IaaS	2hrs	
	ISSO			Low	
Contact WorldNet Vendor for NOC Space Emergency Service	Customer Service Officer	787-277-0210 or email to servicegroup@worldnetpr.com	AWS IaaS	8hrs	
	CEO			Low	
Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the service monitoring or recovery. Furthermore, it would result in a delay of the capability to access AWS IaaS .*					
Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*					
Required Resources: *IT Network Administrator, Service Provider NOC contact and Network Engineer*					
Facilities: US East *N. Virginia / US West N. California*					
Supporting Partners: *WorldNet*					
Vital Records: *Security Awareness Program Plan + policies and procedures.*					

SecureHIT Company Critical Business Function					
Critical Business Function 2: OpenVPN					
Business process to complete: Access AWS Console					
Supporting Elements					
Supporting Activities (describe)	Lead POC	Vendors and External Contacts	Vital Records	Max Allowed Down Time	
	Alternate			Criticality	
Access the infrastructure using the	ISO	AWS support	https://support.co	2hrs	

			nsole.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	
Open VPN client	ISSO			Low
If it doesn't work because the server is down, you can use the connect offered by the AWS console.	ISO	Aws support	https://support.console.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	2hrs
	ISSO			Low

Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the recovery procedure. Furthermore, it would result in a delay of the capability to restore the operations.*
Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*
Required Resources: *ISO and ISSO, internet access, computer, passwords, and other resources.*
Facilities: *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*
Supporting Partners: *AWS support*
Vital Records: *Internet access/connectivity, passwords, Security Awareness Program Plan + policies and procedures.*

SecureHIT Company Critical Business Function				
Critical Business Function 1: Network Security				
Business Process to Complete: In HIPAA compliance for Security Requirements, confirm that network security is not compromised.				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External	Vital Records	Max Allowed Down Time
	Alternate	Contacts		Criticality
Restore the last security configuration and do tests.	ISO	AWS Support	https://support.console.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	2hrs
	ISSO			Low
Implications If Not Conducted: *Interruption and/or loss of this function would interrupt···. Furthermore, it would result in a delay of the capability to···*				

Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*
Required Resources: *ISO and ISSO, internet access, computer, passwords, and other resources.*
Facilities: *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*
Supporting Partners: *AWS support*
Vital Records: *Internet access/connectivity, passwords, Security Awareness Program Plan + policies and procedures.*

SecureHIT Company Critical Business Function				
Critical Business Function 1: Data Bases				
Business Process To Complete: Confirm that the MariaDB Direct/API database is uncorrupted and functional.				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External	Vital Records	Max Allowed Down Time
	Alternate	Contacts		Criticality
After AWS fails over to RDS, which guarantees a maximum outage of <5 minutes, it will connect to MariaDB via a connection string and use an IntelliJ Database Management Tool (java tool) to check against the database that the tables are correct. SecureHIT's RDS has a read only replication.	ISO	AWS support	https://support.console.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	2hrs
	ISSO			Low
Troubleshoot and identified the problem, if necessary.	ISO	ISO and AWS Support	https://support.console.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	2hrs
	ISSO			Low
Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the Direct Secure Messaging service. Furthermore, it would result in a delay of the capability to offer the service.*				
Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*				
Required Resources: *ISO and ISSO, internet access, computer, passwords, and other resources.*				
Facilities: *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*				

Supporting Partners: *AWS support*
Vital Records: *Internet access/connectivity, passwords, Security Awareness Program Plan + policies and procedures.*

SecureHIT Company Critical Business Function				
Critical Business Function 1: Direct Java Reference				
Business Process to Complete: Confirm that it is working properly and passes federal validations.				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External Contacts	Vital Records	Max Allowed Down Time
	Alternate			Criticality
Do the validations data testing process	ISO	DirectTrust ATAB Admin TTPEdge: https://www.healthit.gov/techlab/ipg/node/4/submission/2116	Validation Data Testing	2hrs
	ISSO			Low
Troubleshooting	ISO	ISO and ISSO	https://support.console.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	8hrs
	ISSO			Low
Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the Direct Secure Messaging service. Furthermore, it would result in a delay of the capability to offer the service.*				
Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*				
Required Resources: *ISO and ISSO, internet access, computer, passwords, and other resources.*				
Facilities: *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*				
Supporting Partners: *AWS support*				
Vital Records: *Internet access/connectivity, passwords, Security Awareness Program Plan + policies and procedures.*				

SecureHIT Company Critical Business Function
Critical Business Function 1: Direct API

Business Process to Complete: Confirm that it is working properly, passes federal validations and serves the required API customers integrations, in compliance with the SLA.				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External	Vital Records	Max Allowed Down Time
	Alternate	Contacts		Criticality
Do the validations data testing process	ISO	DirectTrust ATAB Admin TTPEdge: https://www.health it.gov/techlab/ip g/node/4/submiss ion/2116	Validation Data Testing	2hrs
	ISSO			Low
Restore an image or compile the last version of the source code.	ISO	ISO/ ISSO AWS and Google Drive	https://support.co nsole.aws.amazon. com/support/hom e?#/case/create?is sueType=technical Account: 923289978863	8hrs
	ISSO			Low
Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the Direct Secure Messaging service. Furthermore, it would result in a delay of the capability to offer the service.*				
Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*				
Required Resources: *Staff, equipment, supplies, information technology, and other resources.*				
Facilities: *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*				
Supporting Partners: *List private sector or public sector supporting partners.*				
Vital Records: *List relevant vital records and their location, if appropriate.*				

SecureHIT Company Critical Business Function				
Critical Business Function 1: Service Desk – Help Desk SLA				
Business process to complete: Confirm that it is working properly, in compliance with the SLA.				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External	Vital Records	Max Allowed Down Time
	Alternate	Contacts		Criticality
Do the validations data testing	ISO	ManageEngine	Validation Data	2hrs

process	ISSO	Support https://www.manageengine.com/support.html	Testing	Low
Restore an image or compile the last version of the source code.	ISO	ISO/ ISSO AWS and Google Drive	https://support.console.aws.amazon.com/support/home?#/case/create?issueType=technical Account: 923289978863	8hrs
	ISSO			Low

Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the SLA. Furthermore, it would result in a delay of the capability to offer the service agreement.*

Calendar Dependence: *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*

Required Resources: *ISO and ISSO, internet access, computer, passwords, and other resources.*

Facilities: *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*

Supporting Partners: *AWS support*

Vital Records: *Internet access/connectivity, passwords, Security Awareness Program Plan + policies and procedures.*

SecureHIT Company Critical Business Function				
Critical Business Function 1: Google Drive				
Business process to complete: Confirm that the email system is functional, in compliance with the SLA integrated with the Service Desk.				
Supporting Elements				
Supporting Activities (describe)	Lead POC	Vendors and External Contacts	Vital Records	Max Allowed Down Time
	Alternate			Criticality
Log in to the email portal	CEO	Google Support	Internet access	2hrs
	ISO			Low
Contact Google Support	CEO	Google Support	Internet access	8hrs
	ISO			Low
Implications If Not Conducted: *Interruption and/or loss of this function would interrupt the customers communication. Furthermore, it would result in a delay of the capability to the compliance with the SLA.*				

<u>Calendar Dependence:</u> *e.g., this function is always occurring; this function only occurs in summer months; this function is active during inclement winter weather, etc.*
<u>Required Resources:</u> *CEO, internet access, computer, passwords, and other resources.*
<u>Facilities:</u> *Standard office space that can accommodate up to XX people at any time. Traditional office equipment and space for phones, computers, scanners, printers, etc., with network access to Internet, radio, and other telecommunications services.*
<u>Supporting Partners:</u> *Google support*
<u>Vital Records:</u> *Internet access/connectivity, passwords, Security Awareness Program Plan + policies and procedures.*

PLAN ACTIVATION PROCEDURES

The CEO or designee initiates the implementation of the Business Continuity Plan.

Plan Activation During Normal Business Hours

If it is determined that the facility cannot be re-inhabited, the CEO or designee will inform personnel on next steps. Employees may be instructed to go home to await further instructions or to activate the Business Continuity Plan, which may trigger activation of an alternate site or activation of a telework plan. Further communications, such as instructions on where and when to report for work will utilize the communication procedures detailed in Table 4.

Plan Activation Outside Normal Business Hours

If an event occurs outside normal business hours that renders a facility uninhabitable, the CEO or designee will activate the Business Continuity Plan using the communication procedures detailed in Table 4.

Actions upon Activation

Upon activation of the Business Continuity Plan, the CEO or designee will be responsible for notifying the alternate site, if appropriate, of their impending arrival.

Internal communication procedures

Staff Accountability

Once employees, customers, and guests have been informed from the impacted facility or service interruption, personnel should remain on call at the home and await further instructions.

Once at the assembly point accountability must be performed:

- Initiate headcount and make note of missing and/or injured employees, customers, and guests; and
- Report missing and/or injured employees, customers, and guests to the Business Owner or designee. This information should be shared with emergency first responders on scene.

The CEO or designee should determine the best methods for disseminating communications to staff and socialize these policies with staff prior to an incident occurring. See Employee Contact List.

Table 4

Employee Communication Methods		
Key Personnel	Contact Information	
DRP Director	Work	787-231-7031
Janet Ríos Colón, CIO	Home	
PO Box 1666 Sabana Seca PR 00952	Cellular	787-562-7036
Insert City, State, and Zip Code	Email	jrios@securehitpr.com
DRP Director – Alternate	Work	787-231-7031
José A. Miranda Báez, ISSO	Home	
	Cellular	787-553-3354
	Email	jmiranda@securehitpr.com
DRP Coordinator	Work	787-231-7031
Maria J. Díaz, Customer Service Officer	Home	
	Cellular	787-392-5799
	Email	mdiaz@securehitpr.com
DRP Coordinator – Alternate	Work	787-231-7031
Samuel Rivera, ISO	Home	
	Cellular	787-234-4330
	Email	srivera@securehitpr.com
DRP Team – Team Lead	Work	787-231-7031
José A. Miranda Báez, ISSO	Home	
	Cellular	787-553-3354
	Email	jmiranda@securehitpr.com
DRP Team – Team Members	Work	787-231-7031
José A. Miranda, ISSO	Cellular	787-553-3354
Samuel Rivera, ISO	Cellular	787-234-4330
	Email	support@securehitpr.com

Alternate Facilities

Overview

An alternate continuity facility provides a fallback location for a business to safely transfer operations should the main facility become inoperable due to loss of access to parts of the facility or the entire facility. The use of alternate facilities and telework options, when available, enhances organizational resilience during incidents that render primary facilities unavailable.

Alternate Facility Selection

AWS IaaS provides the required capabilities needed to perform critical business functions. The IaaS include but is not limited to the following elements:

US East N. Virginia and US West N. California with sufficient distance from the primary facility to avoid being impacted by cascading events.

Access to critical equipment and supplies is not required, SecureHIT operates remotely using AWS IaaS for 100% essential and non essential operations and supplies within 12 hours of Business Continuity Plan activation.

SecureHIT is a Home-Based company

Teleworking is an arrangement between an employee and the employee's supervisor that allows the employee to work at home or other non-traditional location. The SecureHIT's teleworking policy is in place, to support continuity of operations.

Alternate Site Ranking Table

The following information details how to complete elements of Table 5.

Site address

Include the physical address for the facility. It is strongly recommended that maps illustrating a route from the primary facility to the alternate facility be included as an annex to this plan.

Distance from the Primary Facility

Include the driving distance between the two locations.

Facility POC

Include the name, title, and contact information (including cell phone number) of the person responsible for activating the alternate facility during a continuity event. This person should be predesignated, and plan socialization and testing should occur on a regular basis.

Required Equipment

Equipment not currently staged at the facility that is critical to maintaining critical business functions.

Parking/Public Transit Accessibility

What, if any, parking availability does this facility have? List which public transportation routes would be used to access this location.

Americans with Disability Act (ADA) Compliance

Identify if the facility is ADA compliant. If the facility is partially compliance, site what elements this includes.

Alternate Site Ranking

Table 5

#	Site Address	Distance from Primary Facility	Facility POC	Required Equipment (pre-staged or procurement needed?)	Parking/Public Transit Accessibility	ADA Compliant
1	US East North Virginia https://us-east-1.console.aws.amazon.com/console/home?region=us-east-1#	AWS Zone A	https://support.console.aws.amazon.com/support/home/?nc2=h_ql_cu#/	No	N/A	N/A
2	US West North California https://us-west-1.console.aws.amazon.com/console/home?region=us-west-1#	AWS Zone B	https://support.console.aws.amazon.com/support/home/?nc2=h_ql_cu#/	No	N/A	N/A
3						

Orders of succession and delegations of authority

OVERVIEW

Orders of succession are prepared to provide clarity of senior leadership roles and responsibilities if individuals in these roles during normal operations are unavailable. A delegation of authority provides successors with the legal authorization to act on behalf of critical positions within the organization for specific purposes and duties.

ORDERS OF SUCCESSION

These orders of succession are a formal and sequential list of senior leadership positions, written by position and not name, to identify who is authorized to assume the role of a position, should the incumbent be unavailable. The term unavailable means the incumbent of a position is not able, because of absence, disability, incapacity, or other causes, to exercise the powers and duties of an office. *Pre-identifying orders of succession is critical to ensuring the continuation of effective leadership during an incident that disrupts operations.*

DELEGATIONS OF AUTHORITY

Delegations of authority are the legal authorization to act on behalf of critical positions within the organization for specific purposes and duties. In order to ensure the rapid response to any situation requiring the activation of this Business Continuity Plan employees who serve in key decision-making positions must develop and maintain pre-delegated authorities for policy determinations and decisions, as needed. The delegations of authority should include what type of authority is being delegated, such as signatory or credit card authorization for purchasing, and limitations of the delegated authority. All duties of each decision-making position are delegated, as listed in the Orders of Succession.

When the incumbent cannot fulfill that authority for any reason, to include but not limited to absence, disability, incapacity, or other causes, the Delegations of Authority are activated. Each authority is also terminated when the incumbent returns. The importance of pre-delegated authorities is to ensure that important functions or authority can continue should the primary position become unavailable to complete their given functions. Staff who hold critical positions must maintain the pre-delegated authorities through effective cross-training and exercises for their successors.

Orders of Succession and Delegations of Authority Table

The following information details how to complete elements of Table 6. This table is customizable and has no limit to how much information is included.

ORDERS OF SUCCESSION AND DELEGATIONS OF AUTHORITY

Table 6

Position to be Succeeded	Successors	Delegated Authorities	Activation and Termination Triggers
Chief Executive Officer	*Information System Security Officer*	*Decision Making*	*Activate: Incapacitated, unavailable, or selective decision* *Terminate: Return of the CEO*
	Customer Service Officer	*Decision Making*	*Activate: Incapacitated or unavailable* *Terminate: Return of Director*
	Information System Officer	*Decision Making*	*Activate: Incapacitated or unavailable* *Terminate: Return of Director*

Plan Deactivation

Overview

Plan deactivation is the process of the validation of federal DirectTrust interoperability bundle is confirm in any on the facilities and restoring critical business. Plan deactivation may not consist of an exact replacement of lost facilities, equipment, or processes. The goal of plan deactivation is to reestablish the SecureHIT's capabilities in the efficient and compliance manner. In some continuity incidents, extensive coordination may be necessary to backfill staff, procure a new operating facility, and re-establish IT infrastructure and vital records. When it is determined the activation of the Business Continuity Plan is no longer needed all personnel should be informed of new locations, policies, and procedures.

Criteria For Plan Deactivation

The CEO or designee will determine, based on input from first responders, staff responsible, and other entities, when it is safe and when the organization is prepared to restore critical business functions to the original operations.

Critical business functions must be restored in priority sequence based upon the classification and criticality of the function. The following elements are typically completed prior to plan deactivation:

- DirectTrust successful validations
- SLAs successful operations
- Office desktop tools successfully restore, home based

Resumption Procedures

Provide information as to how each function outlined in Table 1 will be resumed and which staff members need to be active participants in this process.

Deactivation Plan Table

The following information details how to complete elements of Table 7. When completing this table minimize the use of acronyms and describe actions in plain terms so that staff members who may be unfamiliar with the function will be able to use the document to resume and sustain the critical business function, if necessary. Some information needed to complete this can be drawn from Table 3.

BUSINESS FUNCTION RESUMPTION/PLAN DEACTIVATION PROCESS

Table 7

#	Function	Supplies	Required Resources
1	Validate DirectTrust operations	Internet Computer	
2	Raise Zone B	AWS Console Access	
3	Restore imaging machines	AWS Console Access	
4	Connect the RDS	AWS Console Access	
5	Test API functions	AWS Console Access	

6	Confirm that Google Business is online	Internet Computer Google Access	
7	Confirm the operation of Service Desk	Internet Computer Service Desk Access	

Employee Contact List

Table 8

Employee Name	Title / Responsibility	Home / Cell Number	Personal Email Address
Janet Ríos	CEO	787-562-7036	jrios@securehitpr.com
José A. Miranda	ISSO	787-553-3354	jmiranda@securehitpr.com
María J. Díaz	CSO	787-392-5799	mdiaz@securehitpr.com
Samuel Rivera	ISO	787-234-4330	srivera@securehitpr.com

Vendor Contact List

Table 9

Vendor	Resource/Service	Contact Information
WorldNet	Internet NOC	https://www.worldnetpr.com/en/customer-service/ 787-705-9000
AWS Support	Infrastructure	https://support.console.aws.amazon.com/support/home/?nc2=h_ql_cu#/
Google Support	Email	https://support.google.com/googleone#topic=9171059
Rhapsody	Email	norm.carnick@rhapsody.health
Manage Engine	webpage	https://www.manageengine.com/support.html

Family Emergency Plan

Employees must also prepare in advance for what to do in an emergency and should develop a Family Support Plan to increase personal and family preparedness.

BASIC DISASTER SUPPLIES KIT

To assemble your kit, store items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers such as plastic bins or a duffel bag.

A basic emergency supply kit could include the following recommended items:

- Water - one gallon of water per person per day for at least three days, for drinking and sanitation
- Food - at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert
- Flashlight
- First aid kit
- Extra batteries
- Whistle to signal for help
- Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Manual can opener for food
- Local maps
- Cell phone with chargers and a backup battery
- Download the Recommended Supplies List (PDF)