

EMERGENCY PREPAREDNESS

The fiscal/employer agent (F/EA), regardless of the architecture of its systems, must develop and be continually ready to invoke an all-hazards preparedness plan to protect the availability, integrity, and security of data during unexpected failures or disasters (either natural or man-made) to continue essential application or system functions during or immediately following failures or disasters.

The all-hazards preparedness plan shall include a disaster recovery plan (DRP) and a business continuity plan (BCP). A DRP is designed to recover systems, networks, workstations, applications, etc., in the event of a disaster. A BCP shall focus on restoring the operational function of the organization in the event of a disaster and includes items related to information technology (IT), as well as operational items such as employee notification processes and the procurement of office supplies needed to do business in the emergency mode operation environment. The practice of including both the DRP and the BCP in the all-hazards planning process is a best practice.

At a minimum, the all-hazards preparedness plan must address the following scenarios:

1. Central computer installation and resident software are destroyed or damaged;
2. System interruption or failure resulting from network, operating hardware, software, or operations errors that compromise the integrity of transaction that are active in a live system at the time of the outage; and
3. System interruption or failure resulting from network, operating hardware, software or operations errors that compromise the integrity of data maintained in a live or archival system.

The all-hazards preparedness plan must specify projected recovery times and data loss for mission-critical systems in the event of a declared disaster. The following minimum criteria are required:

1. System restoration within 24 hours;
2. Two physical locations for maintaining data; and
3. Backups of all system data every 24 hours.

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The F/EA shall annually test its plan through simulated disasters and lower level failures in order to demonstrate to Louisiana Department of Health (LDH) that it can restore system functions. In the event the F/EA fails to demonstrate through these tests that it can restore system functions, the F/EA shall be required to submit a corrective action plan to LDH describing how the failure shall be resolved within ten (10) business days of the conclusion of the test.