



SBH-ASO POLICIES AND PROCEDURES

Policy Name: DISASTER RECOVERY AND BUSINESS CONTINUITY **Policy Number:** IS604

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Executive Board Approval Dates: 5/17/2019; 11/20/2020

CROSS REFERENCES

- Policy: Kitsap County Information Services Disaster Recovery Policy

PURPOSE

To outline the process of Salish Behavioral Health Administrative Services Organization (SBH-ASO) coordination with Kitsap County Information Services for the purpose of implementing the Disaster Recovery Plan.

POLICY

The SBH-ASO has and requires its subcontractors to have a primary and back-up system for electronic submission of data requested by HCA. The system includes the use of the Inter-Governmental Network (IGN) Information Systems Services Division (ISSD) approved secured virtual private network (VPN) or other ISSD-approved dial-up. In the event these methods of transmission are unavailable and immediate data transmission is necessary, an alternate method of submission will be considered based on HCA approval.

It is the mission of SBH-ASO to create and maintain a business continuity and disaster recovery plan that ensures timely reinstitution of the Consumer information system following total loss of the primary system or a substantial loss of functionality

The scope of this policy is limited to the effective and efficient restoration of communications and data flow between SBH-ASO, its subcontractors, HCA, and the MCOs.

PROCEDURE

- A. Appointed Disaster Recovery Staff for SBH-ASO will consist of:
 - SBH-ASO Administrator
 - SBH-ASO IS Manager
- B. In the event of an emergency, the SBH-ASO Administrator would be the first point of contact by Kitsap County IS. The SBH-ASO IS Manager would assist the Administrator and Kitsap County IS during the recovery operations. If the SBH-ASO Administrator and SBH-ASO IS Manager are unable to perform these duties, Kitsap IS will fill those roles.
 - The SBH-ASO Administrator and the SBH-ASO IS Manager will be the points of contact for SBH-ASO subcontractors.
- C. The Kitsap County Disaster Recovery Management Team is responsible for leading the overall system recovery priority and restoring communications for Kitsap County. A complete list of emergency contacts is kept by Kitsap IS on each of their cell phones.
 - SBH-ASO employees have a phone list at home in case of emergency and to support disaster recovery activities.
- D. Kitsap County IS maintains the applications inventory for SBH-ASO as well as confirmation of updated systems and operations documentation. Kitsap County IS also maintains all hardware and software vendor lists.
- E. All backup processes are run nightly by Kitsap County IS, including SBH-ASO data, and off-site storage of data backups is kept in the cloud and at the Kitsap 911 facility.
- F. Designated recovery site strategies are facilitated by Kitsap County IS and Facilities.
- G. The file recovery system is tested weekly and logs are available on request.
- H. SBH-ASO will submit an annual certification statement indicating there is a business continuity disaster plan in place for both the SBH-ASO and its Subcontractors. The certification must be submitted by January 1 of each Contract year. The certification must indicate the plan is up to date, the system and data backup and recovery procedures have been tested, and copies of the SBH-ASO and Subcontractor plans are available for HCA to review and audit.