NEU

NATIONAL EDUCATIONAL UNIVERSITY

Business continuity management

mechanisms and action plan

Ensuring business continuity processes involves preventing possible risks at the local level and, accordingly, developing management mechanisms. The goal of the Business Continuity Plan of the "NEU - National Educational University" (hereinafter referred to as the "University") is to implement effective response management mechanisms throughout the university in crisis situations, which in turn guarantees the continuity of the educational process. The development of effective business continuity management mechanisms is combined with the assessment of various types of risks that may affect the functioning of the institution. The university will develop appropriate measures to minimize the above-mentioned risks and losses.

Strategic objectives of business continuity management:

- Identifying predictable business process challenges;
- Checking, determining, evaluating and minimizing business continuity risk;
- Establishing a business continuity team with the participation of the management team;
- Assessing existing resources and verifying/neutralizing threats.

Key components of a business continuity plan:

- Analysis of the effectiveness of business control mechanisms;
- Business continuity planning;
- Plan approval, implementation and implementation.

Analysis of the effectiveness of business control mechanisms: includes assessing high and low risks, analyzing them, and conducting a detailed analysis of specific cases. As a result of the analysis, the listed circumstances are brought into line with financial resources and the implementation of resolution mechanisms. Risk management involves managing risks caused by both micro and macro environmental actors.

Business continuity planning: refers to ensuring the continuous operation of an institution in the event of unexpected or emergency circumstances and maintaining the operational continuity of the organization while using reduced or limited infrastructure capabilities.

Approval, implementation and implementation of the plan: is carried out by the relevant structural unit of the university, and all structural units of the university are involved in its implementation. The goal of the plan is to ensure the institution's proper preparedness in emergency situations, and actions aimed at restoring normal and permanent work.

Analysis of the effectiveness of business control mechanisms

Natural disasters	Technological	Operational	Financial and legal	Strategic
▪ Earthquake ▪ Flood ▪ Torque ▪ Storm ▪ Landslide ▪ Fire	▪ Cyber-attack (hacking or virus attacks on information infrastructure) ▪ Internet service interruption ▪ Telephone service interruption	▪ Insufficient amount of hardware and inventory required for the effective operation of the university ▪ Insufficient amount of software and inventory required for the effective operation of the university ▪ Quarantine due to viral/epidemic ▪ High percentage of employee turnover (due to dismissal, termination of labor relations, unforeseen events) ▪ Disruption of utility services (electricity, natural gas, water)	▪ Revenue reduction ▪ Fines and penalties	▪ Loss of authorization/accreditation ▪ Change in state policy in the field of education

Business continuity planning

In order to effectively implement business continuity management and implement civil defense measures in a timely and high-level manner, a permanent group working on business continuity was created by the legal act of the university rector and their rights and obligations, instructions, and action plans in various situations were defined.

The business continuity team is composed of:

- Head of the group - Rector;
- Deputy Head of the group in matters of evacuation - Head of the Security and Health Service;
- Deputy Head of the group in the field of material and technical supply - Head of the Financial and Material Resources Service;
- Assistant to the Head of the group in matters of communication and notifications - Head of the Registry and Information Technology Service;
- Person responsible for fire and rescue operations - Head of the Security and Health Service;
- Person responsible for the legal support of the group - Head of the Legal Support Service;
- Group support person/staff - Dean/Deputy Dean of the School, Head of the Human Resources Management Service.

The Business Continuity Management Team meets at least once a year to review the Business Continuity Plan and make appropriate changes.

Approval, implementation and implementation of the plan

The developed business continuity plan is reviewed and approved by the decision of the University Senate. To ensure the continuity of key processes, a business continuity group has been created, which analyzes business incidents every year, develops recommendations for improving procedures and presents them to the University Senate.

Risk category: Natural disasters

Risk	Probability (high, medium, low, unlikely)	impact (Small, Medium, High, Scalable)	Preventive action	Responsible entity/person	Action	Evaluation
Earthquake, flood, mudslide, storm	medium	Scalable	- Proper arrangement of infrastructure; - Proper arrangement of the evacuation system; - Training on behavior during natural disasters; - Raising awareness among the university community; - The building has been provided with an 8-point seismic resistance.	Head of the Financial and Material Resources Service; Head of the Safety and Health Service;	- Immediately evacuate students and staff to safe areas in accordance with the evacuation plan; - Contact relevant local and central government structures for assistance in organizing work; - If necessary, provide first aid to victims; - Interrupt the educational and work process; - Assess the material damage caused; - Allocate appropriate funds, taking into account financial sustainability;	Rector

					▪ Inventory; ▪ Make changes to the educational process schedule;	
Landslide	Medium	Scalable	▪ Proper arrangement of infrastructure; ▪ Proper arrangement of evacuation system; ▪ Training on behavior during natural disasters; ▪ Raising awareness among the university community.	Head of the Financial and Material Resources Service; Head of the Safety and Health Service;	▪ Immediately evacuate students and staff to safe places in accordance with the evacuation plan; ▪ Appeal to relevant local and central government structures for assistance in organizing work; ▪ Provide first aid to victims if necessary; ▪ Suspend the educational and work process; ▪ Assess the material damage caused; ▪ Allocate appropriate funds, taking into account financial sustainability; ▪ Inventory; ▪ Make changes to the educational process schedule.	Rector
Fire	Unlikely	Scalable	▪ Proper arrangement of infrastructure; ▪ Proper arrangement of the evacuation system;	Head of the Financial and Material Resources Service;	▪ Immediately evacuate students and staff to safe areas in accordance with the evacuation plan;	Rector

			- Training on behavior during natural disasters; - Raising awareness among the university community; - Compliance with fire safety standards.	Head of the Safety and Health Service;	- Contact relevant local and central government structures for assistance in organizing work; - If necessary, provide first aid to victims; - Suspension of the educational and work process; - Assessment of material damage; - Allocation of appropriate funds, taking into account financial sustainability; - Inventory; - Making changes to the educational process schedule.

Risk Category: Technological

Risk	Probability (high, medium, low, unlikely)	impact (Small, Medium, High, Scalable)	Preventive action	Responsible entity/person	Action	Evaluation
Cyber-attack (hacking or virus attacks on information infrastructure)	Medium	Scalable	▪ Monthly antivirus checks; ▪ Systematic monitoring of internal and incoming networks.	Registry Production and Information Technology Service	▪ Launching an alternative server	Rector
Internet service interruption	Unlikely	Medium	▪ Using wireless internet or purchasing services	Registry Production and Information Technology Service; Head of Financial and Material Resources Service;	▪ Determining the cause of the Internet connection interruption and, in case of damage inside the building, independently eliminating it;	Rector

					▪ Sending a notification about the breakdown to the Internet connection provider; ▪ Launching an alternative system for providing Internet connection.	
Termination of Telephone Service	Unlikely	Medium	▪ Availability of alternative telephone service	Registry Production and Information Technology Service; Head of Financial and Material Resources Service;	▪ Launch of alternative telephone service.	Rector

Risk Category: Operational

Risk	Probability (high, medium, low, unlikely)	impact (Small, Medium, High, Scalable)	Preventive action	Responsible entity/person	Action	Evaluation
Insufficient technical support and inventory required for the effective operation of the university	Unlikely	medium	▪ Annual inventory and inventory monitoring; ▪ Making purchase requisitions required for annual budget planning.	Safety and Health Service; Financial and Material Resources Management Service;	▪ Assessing financial sustainability and allocating necessary funds	Rector
Insufficient software and inventory required for the effective operation of the university	Unlikely	medium	▪ Annual inventory and inventory monitoring; ▪ Making purchase requisitions required for annual budget planning.	Safety and Health Service; Financial and Material Resources Management Service.	▪ Assessing financial sustainability and allocating necessary funds	Rector

Quarantine due to viral/epidemic disease	high	high	- Monitoring of the Ministry of Health's recommendations; - Planning of the hybrid learning process.	Safety and Health Service.	- Informing students and staff; - Transitioning the educational process to a remote mode; - Making changes to the educational process schedule; - Implementing a hybrid educational process.	Rector
High percentage of employee turnover (due to dismissal, termination of employment, unforeseen circumstances)						
Academic staff	Low	Medium	- Use of methods provided for by the human resources management system (affiliation, incentives, flexible salary system, etc.); - Involvement in a professional development scheme.	Rector	- Distribution of work among existing employees; - Temporary replacement with academic personnel with appropriate qualifications; - Announcement of a competition to fill the position.	Rector
Invited staff	Low	Medium	- Use of methods provided for by the human resources management system (affiliation, incentives, flexible salary system, etc.); - Involvement in the professional development scheme.	Rector	- Distribution of work among existing employees - Temporary replacement with invited personnel with appropriate qualifications	Rector

						▪ Announcement of a competition for filling the position	
Administrative staff	Low	Medium	▪ Using methods provided for by the human resources management system (affiliation, incentives, flexible salary system, etc.); ▪ Inclusion in the professional development scheme.	Rector		▪ Distribution of work among existing employees; ▪ Temporary replacement with administrative personnel with appropriate qualifications; ▪ Announcement of a competition to fill the position.	Rector
Support staff	Low	Medium	▪ Using methods provided by the human resources management system (affiliation, incentives, flexible salary system, etc.); ▪ Inclusion in the professional development scheme.	Rector		▪ Distribution of work among existing employees; ▪ Temporary replacement with appropriately qualified support personnel; ▪ Announcement of a competition to fill the position.	Rector
Disruption of utility services (electricity, natural gas, water)							

Electricity	Unlikely	Low	- Systematic control of electrical wiring; - Alternative electricity supply with an electric generator.	Safety and Health Service; Financial and Material Resources Management Service.	- Determining the cause of the interruption in the supply of electricity and, in case of damage inside the building, independently eliminating it; - Sending a notification about the accident to the electricity supply company; - Launching an alternative electricity supply system;	Rector
Natural gas	Low	Medium	Systematic control of the natural gas supply system.	Safety and Health Service Financial and Material Resources Management Service	Implementation of alternative heating sources	Rector
Water	Low	Medium	- Systematic control of the water supply system; - Continuous replenishment of water supplies.	Safety and Health Service Financial and Material Resources Management Service	Determining the cause of the water supply interruption and, in case of damage inside the building, independently eliminating it;	Rector

					- Sending a notification about the accident to the water supply company; - Launching an alternative water supply system; - Supplying drinking water.	

რისკის კატეგორია: ფინანსური და სამართლებრივი

Risk	Probability (high, medium, low, unlikely)	impact (Small, Medium, High, Scalable)	Preventive action	Responsible entity/person	Action	Evaluation
Declining income						
Delay in payment of tuition fees by a student	Medium	High	▪ Constant monitoring of the payment process.	Financial and Material Resources Management Service; Dean of the School.	▪ Student satisfaction survey to identify causes; ▪ Enactment of student support regulations.	Rector
Lack of grants/funding	Medium	Medium	▪ Continuous monitoring of revenues.	Financial and Material Resources Management Service;	▪ Finding additional resources.	Rector

				Dean/Deputy Dean of the School.		
Reduction in income from external grants/co-funding/projects in the field of research	Medium	Medium	▪ Continuous monitoring of revenues	Financial and Material Resources Management Service; Dean/Deputy Dean of the School.	▪ Finding additional resources.	Rector
Fines and penalties						
Administrative	Unlikely	High	▪ Constant control of payments.	Legal Security Service; Financial and Material Resources Management Service;	▪ Assessing and implementing the need for changes to the annual budget; ▪ Determining financial sustainability and taking actions to seek additional funding; ▪ Assessing and implementing the need for changes to documentation and regulations.	Rector
Tax penalties	Unlikely	High	▪ Continuous control of payments;	Legal Security Service;	▪ Assessing and implementing the need for changes to the annual budget;	Rector

			Consultation with auditors.	Financial and Material Resources Management Service;	Determining financial sustainability and taking actions to seek additional funding; Assessing and implementing the need for changes to documentation and regulations.	
another	Unlikely	High	Constant control of payments	Legal Security Service; Financial and Material Resources Management Service;	Assessing and implementing the need for changes to the annual budget; Determining financial sustainability and taking actions to seek additional funding; Assessing and implementing the need for changes to documentation and regulations.	Rector
Legal disputes	Unlikely	High	Fulfilling obligations on time and properly.	Legal Security Service; Financial and Material Resources	Assessing and implementing the need for changes to documentation and regulations;	Rector

				Management Service;	▪ Determining financial sustainability and taking actions to seek additional funding.	

Risk Category: Strategic

Risk	Probability (high, medium, low, unlikely)	impact (Small, Medium, High, Scalable)	Preventive action	Responsible entity/person	Action	Evaluation
Loss of authorization/accreditation						
Authorization	Medium	High	▪ Constant monitoring of compliance with standards; ▪ Monitoring of legislative developments; ▪ Active involvement in the working groups of the Ministry of Education.	Quality Management Service; Program Head; School Dean/Deputy Dean; Legal Service.	▪ Determining the need for changes to the institution's strategy and action plan; ▪ Determining and improving financial sustainability; ▪ Making changes to relevant documentation and regulations; ▪ Bringing it into line with authorization standards.	Rector
Accreditation	Medium	High	▪ Constant monitoring of compliance with standards; ▪ Monitoring of legislative developments;	Quality Management Office; Program Head;	▪ Identify the need for changes to the institution's strategy and action plan; ▪ Identify and improve financial sustainability;	Rector

			• Active involvement in the working groups of the Ministry of Education.	School Dean/Deputy Dean; Legal Service.	• Make changes to relevant documentation and regulations; • Bring the educational program into line with current standards.	
Reduced enrollments	Medium	High	• Labor market research; • Public relations activities; • Program/program updates; • Qualified human resources updates; • Semester-wise monitoring.	Quality Management Office; Dean/Deputy Dean of the School; Legal Service; Human Resources Management Service; Public Relations Service;	• PR activities; • Program evaluation; • Situation analysis; • Implementation of social projects; • Availability of qualified academic staff.	Rector
Changes in state policy in the field of education	Medium	High	• Monitoring legislative developments; • Active involvement in working groups of the	Rector; Quality Management Service; Public Relations Service.	Making changes to relevant documentation and regulations.	Rector

			Ministry of Education, Science, Culture and Sports.			