



Order of the Rector of the Non-entrepreneurial (Non-commercial) Legal Entity - Saint King Tamar University of Patriarchate of Georgia

№054/01 5 December 2018

City of Tbilisi

On the Definition and Approval of Business Processes Continuity Plan of the N(N)LE Saint King Tamar University of Patriarchate of Georgia

According to Article 35 of the Civil Code of Georgia of the Law of Georgia, Order №99/N of the Minister of Education and Science of Georgia dated October 1, 2010 „On Approval of Authorisation Fees and Authorisation Regulations for Educational Institutions”, pursuant to Article 4, Part 3, Article 14, Part 1, Part 3, Paragraphs "b", "e", "f" and "l", Part 4 of the Charter of the N(N)LE Saint King Tamar University of Patriarchate of Georgia, I do hereby declare:

1. To approve the Business Processes Continuity Plan 2019 -2026 of the N(N)LE Saint King Tamar University of Patriarchate of Georgia in accordance with the Annex.
2. A copy of this order shall be made public.
3. To send this order to the structural units/staff of the University for the implementation within the scope of their competence.
4. I will personally control the implementation of the order.
5. The order may be appealed in accordance with the rules established by the legislation of Georgia.
6. The order shall enter into force upon signing.

Professor, Archimandrite Adam (Vakhtang Akhaladze) - /signed/

Business Processes Continuity Plan 2019 - 2026 of the N(N)LE Saint King Tamar University of Patriarchate of Georgia

Business Processes Continuity Plan (hereinafter the "Plan") is important for the N(N)LE Saint King Tamar University of Patriarchate of Georgia (hereinafter the "University"). We are committed to protect and provide ongoing services to students, basic education units (hereinafter the "Faculty"), staff and guests at all times, including in the event of significant or minor delays in the process. The plan provides for the restoration of business processes in crisis situations. The plan covers all technical and non-technical areas of the University's business operations, including communications, data storage and recovery, software systems, network access, academic and other institutional processes, and human resources. The plan provides a clear guide to rebuilding all normal business processes, allowing the university to return to its "normal activity". The plan includes the necessary process for all structural units, which will allow them to minimize losses, to restore delayed administrative functions and continue to provide services to students, faculty, and staff. The plan is dynamic - it is constantly updated due to structural and technological changes. The main stages for the development and elaboration of the University Plan are as follows:

Identifying key business processes

Development of a plan to determine what major processes will be restored / how to reduce losses in case of activity disruption;

Implementation of the plan.

Check the plan and update it when processes change. Business Continuity Plan is elaborated by four main components:

Business Impact Analysis – This component determines main business processes, maximum limit of “waste period” duration.

Risk Assessment – This second element determines concrete danger in the institution, determines “risk quality” which connects with every potential occurrence.

Risk Management – This component investigates results of risk assessment, determines which risks require specific management implementation and establishes written, publicly spread, accessible plan that reflects requirements/activities for recovery of business process which should be implemented for decreasing loss if the fact of hindering happens.

Checking and coordination – Final component determines the University methodology to constantly review and update the plan, as well as share plan changes with staff.

Business Impact Analysis

Business Impact Analysis is conducted at one of the earliest stages in the business continuity planning process. Business Continuity Planning process includes identifying main functions of business, determines “waste period”. Main business processes in the university are grouped into three categories:

Safety – Building safety and safe environment protection for all faculty students, faculty, employees, campus, society around.

Business activity supporting operations – work which is essential for business activity of the university, property safety and organization potency of financial assurance.

Study, teach and research – all programs and services which directly connects with academic work of the university.

Risk assessment

Risk assessment focuses on potential threats and dangers, which can negatively affect the University and focused on assessing the likelihood of an accident occurring and the severity of the impact.

Vulnerability analysis is the basis of a business process continuity plan and it shows how the University could have used the extra time and resources to mitigate the expected and difficult events and develop a plan.

Risk management

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University plan develops specific strategies when the danger occurs. These strategies include:

- Avoid hindering and protect property.
- Implement procedures after realization of risks.
- Planned reaction about incident.

Implementation, testing and updating

Testing is important for planning and developing because of many reasons. If university will not establish real determined time for recovery activities, in case of hindering of processes, there can be big expectations between university needs and actual activities of the plan. We should develop the methodology to test presented strategies regularly and also assure properly informing the employees. The Service Development and Communication Service coordinates the implementation of the Business Process Continuity Plan. Renewing the plan occurs annually, according to business process changes/needs.

The loss reduction strategy focuses on the implementation of actions defined in accordance with the plan to eliminate the consequences of the realized risk, which should serve the effective recovery of delayed business processes in the shortest possible time with minimal costs. The main risks are as follows: the University has identified four categories of potential business risk: operational, technological, legal and financial, strategic and reputational risk.

Operational:

- Losing/destroying equipment, teaching-laboratory supplies, research models;
- Employee absence (in case of dismissal, suspending working relations, unforeseen situations)
- Communal Service ceasing (electric energy, heating, air conditioning, water);
- Destruction of Basic Materials and Data/Impossibility of finding.

Technological:

- Telephone/Internet Service ceasing;
- Basic installations/technical equipment shortage;
- Basic Program Providing absence (server/website);

Data inaccessibility/destruction

Financial and legal:

- Fines and surcharges;
- Taxes;
- Lack of Income;
- Technical installations/equipments/other inventory substitution expenses
- legal disputes;
- Violation of Contract;
- Unforeseen expenses

Strategic and Reputational:

- Reduced enrollments;
- Loss of authorization / accreditation;
- Loss of permits;
- Trust loss;
- Negative media feedback.

Risk assessment table

Risk	Probability of the Occurrence (high, medium, low)	Impact on University Process (high, medium, low)	Impact on Students (high, medium, low)
Losing/destroying equipment, teaching-laboratory supplies, research models			
Teaching auditoriums	low	low	medium
Computer laboratories	low	low	medium
Administrative building	low	high	Medium
Teaching building	low	high	high
Library	low	high	high
Specialized laboratories	low	high	high
Research materials	low	high	Medium
Employee absence (in case of dismissal, suspending working relations, unforeseen situations)			
Academic	low	high	high
Invited	low	medium	high
Administrative	low	high	Medium
Assistant	Low	medium	Low
Communal Service ceasing (electric energy, heating, air conditioning, water)			
Electric energy	low	medium	Medium
Heating	low	medium	Medium
Air Conditioning	low	medium	Low
Water (technical)	low	medium	Medium
Water (drinking)	medium	medium	Medium
Destruction of Basic Materials and Data/Impossibility of finding			
Archive	low	high	Medium
Current Documentation	Low	high	high
Technological			
Telephone/Internet Service ceasing			
Telephone services	medium	medium	low
Internet service	Low	High	high
Basic installations/technical equipment shortage			

Basic installations	low	high	high		
Technical equipment	low	high	high		
Basic Program Providing absence (server/website)	low	high	medium		
Data inaccessibility/destruction	Low	high	high		
Financial and Legal					
Fines and surcharges					
Administrative fines	low	High	medium		
Tax fines	low	High	medium		
Fees	low	High	low		
Other	low	High	medium		
Lack of Income					
Lack of learning fees	medium	high	medium		
Grant/financing/ Project shortage	Medium	medium	Low		
Technical installations/equipments/other inventory substitution expenses					
Technical providing	medium	High	medium		
Program providing	medium	High	high		
Office inventory	medium	High	Low		
Legal disputes	medium	high	Low		
Violation of Contract					
Technical service	Low	high	medium		
Educational service	Low	high	high		
Unforeseen costs	medium	medium	medium		
Strategic and Reputational					
Reduced Enrolling	Medium	high	medium		
Loss of authorization/accreditation					
Accreditation	Low	high	high		
Authorization	Low	high	high		
Loss of permits	Low	high	medium		
Trust loss	Low	high	high		
Negative media feedback	Medium	high	high		
Operational					
Risk	Preventive action	Waste Period	Responsible Unit/Person	Action	Evaluation
Losing/destroying equipment, teaching-laboratory supplies, research models					
Teaching auditoriums	Testing monthly	1 day	Financial and Material Resources Service, Case Management and Information Support Service	Providing readiness/availability of the teaching auditoriums	Rector, Dean

Computer class	Testing weekly	1 day	Financial and Material Resources Service, Case Management and Information Support Service	Providing readiness/availability of the computer class	Rector, Dean
Administrative building	Testing in every 7 years	4 days	Financial and Material Resources Service	Providing readiness/availability of the administrative building	Rector
Teaching building	Testing in every 7 years	2 days	Financial and Material Resources Service	Providing readiness/availability of the teaching building	Rector
Library	Testing monthly	1 day	Financial and Material Resources Service, Case Management and Information Support Service	Providing readiness/availability of the library	Rector
Specialized laboratories	Testing monthly	4 days	Financial and Material Resources Service	Providing readiness/availability of the laboratories	Rector
Research materials	Testing in every semester	1 week	Financial and Material Resources Service	Renewing/buying new	Rector
Employee absence (in case of dismissal, suspending working relations, unforeseen situations)					
Risk	Preventive action	Waste Period	Responsible Unit/Person	Action	Evaluation
Academic	Staff incentives; health insurance; quick response to workplace problems	5 days	Quality Assurance Service, Program Manager, Case Management and Information Assurance Service, Dean	Temporary replacement ; Announcement of vacancies	Rector

Invited	Staff incentives; health insurance; quick response to workplace problems	5 days	Quality Assurance Service, Program Manager, Case Management and Information Assurance Service, Dean	Temporary replacement ; Announcement of vacancies	Rector
Administrative	Staff incentives, praise and promotion, health insurance; quick response to workplace problems, reimbursable holidays, individual flexible work schedule	2 weeks	Case Management and Information Assurance Service, Dean	Temporary replacement ; Announcement of vacancies	Rector
Assistant	Staff incentives, praise and promotion, health insurance; quick response to workplace problems, reimbursable holidays, individual flexible work schedule	10 days	Case Management and Information Assurance Service, Dean	Temporary replacement ; Announcement of vacancies	Rector
Communal Service ceasing (electric energy, heating, air conditioning, water);					
Risk	Preventive action	Waste period	Responsible Unit/Person	Action	Evaluation
Electric energy		1 day			Rector

	Check electrical wiring on campus every 5 years		Financial and Material Resources Service	Independent power supply - diesel generator	
Heating	Annual inspection of the heating system	1 day	Financial and Material Resources Service	Providing heating	Rector
Air conditioning	Annual inspection of the air conditioning	2 days	Financial and Material Resources Service	Providing air conditioning	Rector
Water (technical)	Monthly inspection of water tank	1 week	Financial and Material Resources Service	Provide water independently	Rector
Water (drinking)	Inspect pipes on campus every three months	1 day	Financial and Material Resources Service	Provide water independently	Rector
Destruction of Basic Materials and Data/Impossibility of finding					
Risk	Preventive action	Waste period	Responsible Unit/Person	Action	Evaluation
Archive	Check physical condition	5 days	Case Management and Information Support Service	Recovery	Rector
Current documentation	Thematic distribution in folders, security	2 days	Case Management and Information Support Service	Restoration / preparation of new	Rector
Technological					
Telephone/Internet Service ceasing					
Risk	Preventive action	Waste period	Responsible Unit/Person	Action	Evaluation
Telephone services	Testing in every semester	2 days	Case Management and Information Support Service	Availability of telephone service	Rector
Internet services	-	24 hours	Case Management and Information Support Service	Access to Internet service	Rector

Basic installations/technical equipment shortage					
Risk	Preventive action	Waste period	Responsible Unit/Person	Action	Evaluation
Basic installations	Updates, antivirus	24 hours	Case Management and Information Support Service	Spare devices	Rector
Technical equipment	Constant cleaning, cooling	24 hours	Case Management and Information Support Service	Spare devices	Rector
Basic Program Providing absence (server/website)	Backup every week	24 hours	Case Management and Information Support Service	Back UP	Rector
Data inaccessibility/destruction	Backup every week	1 week	Case Management and Information Support Service	Back UP	Rector
Financial and legal					
Fines and surcharges					
Risk	Preventive action	Waste period	Responsible unit/person	Action	Evaluation
Administrative fines	Strengthen control over the work performed	3 days	Financial and Material Resources Service	Finding additional resources	Rector
Tax fines	Consultations with auditors	8 months	Financial and Material Resources Service	Finding additional resources	Rector
Fees	Use of effective mechanisms	5 months	Financial and Material Resources Service	Finding additional resources	Rector
Other	-	1 week	Financial and Material Resources Service	Finding additional resources	Rector
Lack of Income					
Risk	Preventive action	Waste period	Responsible Unit/person	Action	Evaluation
Lack of learning fees	Constant monitoring of the payment procedure	1 month	Financial and Material Resources Service	Finding additional resources	Rector

Lack of revenue from contractors	Regular contacts	1 year	Financial and Material Resources Service	Finding additional resources	Rector
Lack of Grant/financing/Project	Increase the number of projects	1 year	Financial and Material Resources Service	Finding additional resources	Rector
Technical installations/equipments/other inventory substitution expenses					
Risk	Preventive actions	Waste period	Responsible unit/person	Action	Evaluation
Technical providing	UPS, air conditioning, semester inspection	weeks	Financial and Material Resources Service	Finding additional resources	Rector
Program providing	Updates, antivirus	weeks	Financial and Material Resources Service	Finding additional resources	Rector
Office inventory	Testing in every semester	Weeks	Financial and Material Resources Service	Finding additional resources	Rector
Legal disputes	Timely fulfillment of the obligation	Weeks	Legal Support Service	Appropriate action	Rector
Violation of Contract					
Risk	Preventive actions	Waste period	Responsible Unit/Person	Action	Evaluation
Technical service	Constant communication	3 months	Case Management and Information Support Service	Finding additional resources	Rector
Educational service	Constant communication	2 weeks	Case Management and Information Support Service	Finding additional resources	Rector
Unforeseen costs	-	1 month	Case Management and Information Support Service	Appropriate action	Rector
Strategic and Reputational					
Risk	Preventive actions	Waste period	Responsible Unit/Person	Action	Evaluation
Reduced Enrolling	Market research, PR activities, program updates, upgraded qualified human resources	1 Semester	Quality Assurance Service, Program Managers, Dean	PR activities, program evaluation, situation analysis, improvement	Rector

Loss of authorization/accreditation					
Risk	Preventive actions	Waste period	Responsible Unit/Person	Action	Evaluation
Accreditation	Compliance with standards	1 year	Quality Assurance Service, Program Managers, Dean	Student mobility transferenc e, program upgrade	Rector
Authorization	Compliance with standards Compliance with standards	1 year	Quality Assurance Service, Program Managers, Dean	Student mobility transition, for authorization	Rector
Loss of permits	Compliance with standards	1 month	Quality Assurance Service, Program Managers, Dean	Apply for a permit	Rector
Trust loss	High quality maintenance	6 months	Services Development and Communication Service, Dean	PR activities, response actions	Rector
Negative media feedback	Regular contact with media associations	1 day	Services Development and Communication Service, Dean	Response actions	Rector