

University of Houston

Office of Emergency Management

Continuity of Operations Planning Program (COOP)

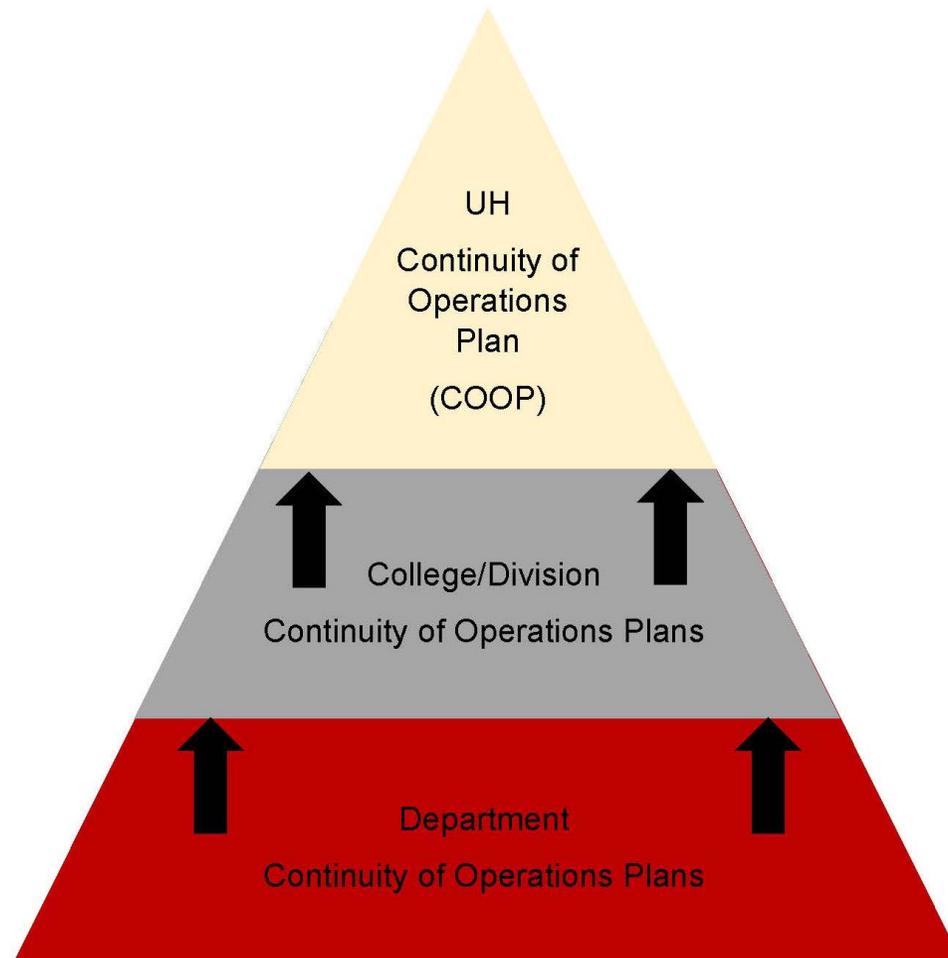
Department VEOCI Meeting/Training

Presented by:

Ginger Walker & Evan Broadbent



UH COOP Program Layout



Authority - Policy and Leadership

- **State Office of Risk Management Requirement**
- **Texas Administrative Code and Texas Labor Code**
- **Internal Audit Department Review**
- **Best Practices**
- **University of Houston Policy, MAPP 06.01.02 – Continuity of Operations Planning:**
 - Overview and Policy Statement
 - Office of Emergency Management Responsibilities
 - College/Division Responsibilities
 - Individual Department Responsibilities
 - College/Division Continuity Planning Liaison Responsibilities
 - Continuity Planning Leadership Group Responsibilities



Responsibilities

- **MAPP 06.01.02 – Continuity of Operations Planning**
- **Office of Emergency Management Responsibilities:**
 - Creating the UH COOP
 - COOP Coordinator
 - Chair the UH COOP Leadership Group
 - Exercising the COOP
 - Creating & Maintaining the COOP Program
 - Following SORM Requirements
 - Completing Business Impact Analysis



Responsibilities (cont.)

- **MAPP 06.01.02 – Continuity of Operations Planning**
- **College/Division Responsibilities:**
 - Assigning College/Division COOP Liaison
 - Ensuring a College/Division Level COOP has been completed
 - Ensuring plan has been executed and submitted by June 1st to OEM via Sharepoint site



Responsibilities (cont.)

- **MAPP 06.01.02 – Continuity of Operations Planning**
- **College/Division Liaison:**
 - Serve as Liaison for respective College/Division
 - Ensure all departments complete the COOP
 - Ensure all Department COOP's are approved and submitted to OEM by June 1st
 - Ensure information in COOP has been reviewed and prioritized for use in the College/Division level Plan
 - Ensure that the College/Division level Plan has been complete, approved (Dean/VP) and submitted to OEM by June 1st



COOP Template for Departments

- Department Information
- Department Leadership Succession
- Department Operational Function
- Department Objective 1-3
- Emergency Communication
- Department Contact Information During an
Emergency
- Emergency Access to Information Systems
- Essential Functions (Functions and Personnel)
- Emergency Relocation Needs
- External/Internal Dependencies
- Vulnerability/Risk Assessment and Mitigation
Strategy
- Non-Essential Personnel
- Exercising Your Plan
- Resumption of Normal Operations
- Approvals



College/Division COOP Invitation

- Initial Veoci COOP Invitation will be received via email like the one shared below:
- College level Liaison will assign each College/Division lead to their certain COOP plan.

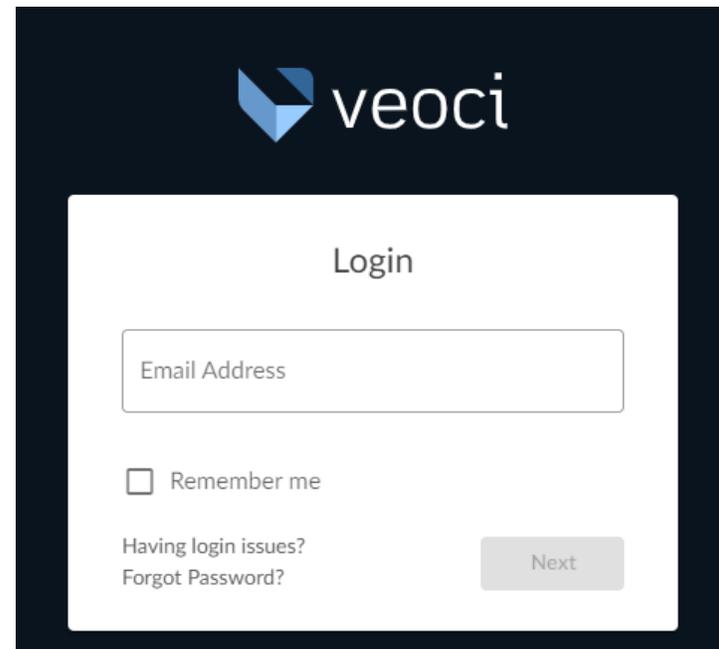


Your UH College/Division Continuity of Operations Planning Liaison has assigned a COOP workflow to you via Veoci. Please follow the link below to complete your University of Houston Departmental Continuity of Operations Plan: [Dept COOP Link](#)

If you have any concerns or questions, contact Ginger Walker at gkwalker@uh.edu

Veoci

- Once the user clicks on the hyperlink “Dept COOP Link”, you will proceed to the Veoci website where you will log in with your registered UH email address “@central.uh.edu” and password. *If you’ve never logged into Veoci before, you will need to use the “Forgot Password” feature.*



veoci

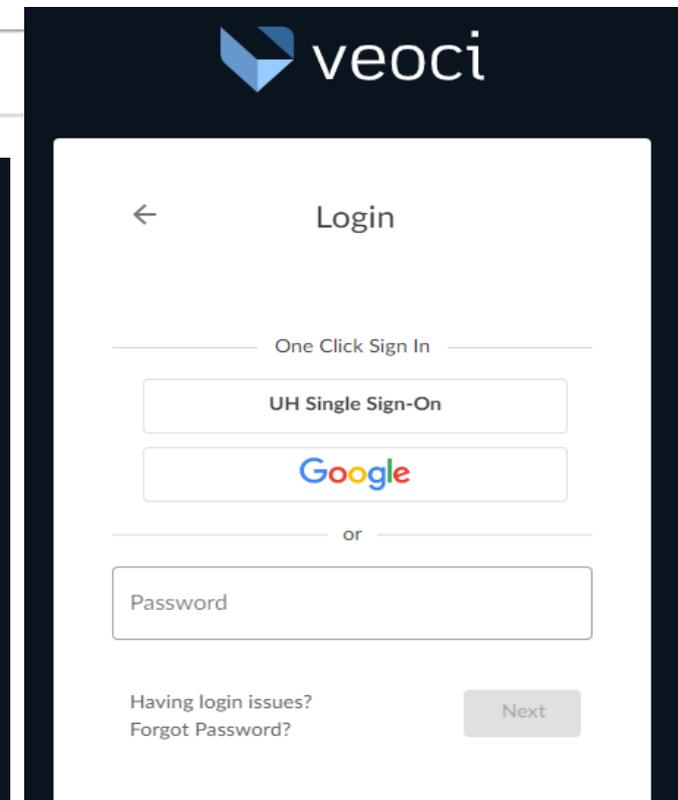
Login

Email Address

Remember me

Having login issues?
Forgot Password?

Next



veoci

← Login

One Click Sign In

UH Single Sign-On

Google

or

Password

Having login issues?
Forgot Password?

Next



This year will be different for Department Representatives as the 2023 COOP Data will still be available when completing their plans.

Department Representatives will simply update the already existing content from the 2023 year, which will help expedite the completion process.



College/Division Information

H0574 COMMU DESIGN CNTR SUSAN ROGERS COOP 2023

Department Information

College/Division Name:
Architecture

Department Name:

List Reset

DeptID
H0574

Department
COMMU DESIGN CNTR SUSAN RO

Department Selected
COMMU DESIGN CNTR SUSAN RO

Additional Departments
<No Value>

Date:
2023-01-13

Completion of the Department Continuity of Operations Plan (COOP) Template ensures compliance with [MAPP.06.01.02_Continuity of Operations Planning.](#)

Name of Department Representative
Me

College/Division Continuity of Operations Planning Liaison
Me

Department Leadership Succession

Cancel

Save Progress

Save & Proceed to Department Operational Function

College/Division Leadership Succession ^

^ Primary

Name	Title
<input type="text" value="Enter Text..."/>	<input type="text" value="Enter Text..."/>

^ Secondary

Name	Title
<input type="text" value="Enter Text..."/>	<input type="text" value="Enter Text..."/>

^ Tertiary

Name	Title
<input type="text" value="Enter Text..."/>	<input type="text" value="Enter Text..."/>

Department Operational Function

College/Division Operational Function

College/Division Operational Function:

Please indicate below the principle nature of your college/division's operation (Select all that apply):

- Academic/Instructional
- Research
- Administration
- Residential/Student Life
- Facilities
- Other

Select All

Cancel

Save as Draft

Save & Proceed to Objective

Department Objectives

Department Objectives

Objective Number	Objective	Description
1	Enter Text...	<p>B A: ¶: +: ? :</p> <p>Type something</p>
2	Enter Text...	<p>B A: ¶: +: ? :</p> <p>Type something</p>
3	Enter Text...	<p>B A: ¶: +: ? :</p> <p>Type something</p>

Cancel

Save Progress

Save & Proceed to Emergency Communication

Emergency Communication

Emergency Communication

Emergency Communications:

Employees are required to make every effort to stay informed of UH emergency information during an emergency. What methods will you use to communicate with your employees during an emergency? Select all that apply.

Emergency Communications:

- Phone (Call Tree)
- Email
- Text Message
- Radio Communication
- Social Media
- Other

Select All

Cancel

Save Progress

Save & Proceed to Dept Contact Information

Department Contact Info. During an Emergency

Department Contact Information During an Emergency ^

^ Department Contact Information During an Emergency

<div style="background-color: #1a3d54; color: white; padding: 2px;">☰</div> Contact Role	Department Contact (Name): <input type="text" value="Enter Text..."/>	Contact's Office Phone Number: <input type="text" value="🇺🇸 (201) 555-0123"/>	Contact's Cell Phone Number: <input type="text" value="🇺🇸 (201) 555-0123"/>	Contact's Email Address: <input type="text" value="Enter Text..."/>	Contact's Campus Location: <input type="text" value="Enter Text..."/>
<div style="background-color: #1a3d54; color: white; padding: 2px;">☰</div> Contact Role Secondary	<input type="text" value="Enter Text..."/>	<input type="text" value="🇺🇸 (201) 555-0123"/>	<input type="text" value="🇺🇸 (201) 555-0123"/>	<input type="text" value="Enter Text..."/>	<input type="text" value="Enter Text..."/>
<div style="background-color: #1a3d54; color: white; padding: 2px;">☰</div> Contact Role Tertiary	<input type="text" value="Enter Text..."/>	<input type="text" value="🇺🇸 (201) 555-0123"/>	<input type="text" value="🇺🇸 (201) 555-0123"/>	<input type="text" value="Enter Text..."/>	<input type="text" value="Enter Text..."/>

Cancel
Save Progress
Save & Proceed to Emergency Access to Info Systems

Emergency Access to Information Systems

Emergency Access to Information Systems

Emergency Access to Information Systems: If access to department's information and systems is essential to the departments' operations in an emergency, it is vital to be able to easily access and maintain that information and systems. All data must be protected in Accordance with [SAM 07.A.08, Data Classification and Protection](#).

Indicate below the methods used by your department to store the information and systems that are essential to your department:

- UH Office 365 (SharePoint, Teams, One Drive)
- Department/College/Division Server
- Hosted Service (cloud)
- UH Network File Share
- Blackboard
- PeopleSoft
- Other (please describe)

Select All

Cancel

Save Progress

Save & Proceed to Essential Functions

Essential Functions & Personnel

Essential Functions (Functions and Personnel)

^ Guidance

University of Houston Essential Functions

*The Essential Functions as listed in the University of Houston Continuity of Operations Plan are listed below for reference and should be used when assessing and determining your essential functions

University Leadership: to provide support for the university and maintain leadership to manage an emergency impacting the University of Houston; leadership positions include the President, Provost and Vice President for Administration & Finance.

Student Housing: to provide safe housing for students living in university residential facilities on the campus of the University of Houston.

Public Safety: to maintain the safety and security of all students, faculty, staff, visitors, facilities, research, intellectual property, research animals, public health and environmental hazardous components where feasible.

Communications: to maintain communication capabilities for the University of Houston's Emergency Alert Notification System, UH Police Dispatch System, executive leadership and media relations.

Basic Services: to maintain and provide basic services with regard to food service, emergency maintenance needs, access control and transportation.

Fiscal Operations and Functional Processes: to provide continued service for financial operations (payroll, purchasing, contracts) and critical data.

Academic Continuity: to maintain and provide academic instruction, research and space when feasible during an emergency.

Department Essential Functions/Personnel:

Essential functions are those functions that must continue or resume rapidly after a disruption of normal activities. Review the University of Houston Essential Functions listed above to determine if your department falls within an essential function of the university.

^ Essential Functions

Do you have essential functions within your department, area or unit?

Yes

No

Essential Functions (Add Essential Functions)

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Essential functions are those functions that must continue or resume rapidly after a disruption of normal activities. Review the University of Houston Essential Functions listed above to determine if your department falls within an essen

^ Essential Functions

Do you have essential functions within your department, area or unit?

Yes

No

Reset

Essential Functions

Select "Add Essential Function" for each essential function identified

Add Essential Functions

Essential Functions - Create Entry

College / Division

Select an Option

Department

Enter Text...

Essential Function

Enter Text...

^ Essential Function Point of Contact

Role	Name	Phone Number
Primary	Enter Text...	 (201) 555-0123
Secondary	Enter Text...	 (201) 555-0123

Close

Reset

Save as Draft

Submit

Essential Functions (Add Essential Functions)

Essential Functions (Functions and Personnel)

^ Guidance

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^ Essential Functions

Do you have essential functions within your department, area or unit?

Yes

No

Reset

Essential Functions

Select "Add Essential Function" for each essential function identified

Add Essential Functions

Reset Selections

Ensure VEOCI training goes well



Essential Functions (Add Essential Personnel)

^ Essential Personnel Performing Essential Functions:

Essential functions require personnel to maintain those functions. Complete the Essential Personnel Listing to list all essential personnel required to perform essential functions as the result of a disruption of normal operations.

Essential Personnel Listing

Add Essential Personnel

(SF) Essential Personnel Listing And Non-Essential Personnel Needing Access - Create Entry

First Name

Last Name

College/Division

Department

Work Number

Cell Number REQUIRED

Essential Function(s) Performing

Location of Action Performed

Close

Reset

Save as Draft

Submit



Essential Functions (Add Essential Personnel)

Essential Functions (Functions and Personnel) ▲

^ Guidance

University of Houston Essential Functions

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∨ Essential Functions

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Essential Personnel Listing

Add Essential Personnel

[Reset Selections](#)

Evan Broadbent-Essential Personnel ⊖

Emergency Relocation Needs

Emergency Relocation Needs

Emergency Relocation Needs:

In the event of an emergency requiring the department to relocate to another location on or off campus, proper planning is required. Having those employees who perform or support an essential function for the department complete an Emergency Relocation Position Information Sheet is recommended. The Emergency Relocation Position Information Sheet provides information on what the staff will need at an alternate location.

Hyperlink Emergency Relocation Position Information Sheets with this link: <https://uh.edu/emergency-management/planning-and-response/business-continuity-plans/emergency-relocation-position-info-sheet-2021-pdf1>

Indicate below if your department has successfully assessed the needs of the department and the needs of the employees vital to perform essential functions at an alternate location. REQUIRED

- Yes
- No
- Other

Attach Emergency Relocation Position Information Sheets

Drop files or click to add

Cancel

Save Progress

Save & Proceed to External/Internal Dependencies

External/Internal Dependencies

External/Internal Dependencies

External Dependencies:

While reviewing the department's essential functions, have key external business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

- Yes
- No
- Other

Complete the Dependency Form for each identified external dependency

External Dependency

Add External Dependency

Internal Dependencies:

While reviewing the department's essential functions, have key internal business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

- Yes
- No
- Other

Complete the Dependency Form for each identified internal dependency

Internal Dependency

Add Internal Dependencies

External/Internal Dependencies (External)

External/Internal Dependencies

External Dependencies:

While reviewing the department's essential functions, have key external business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

- Yes
- No
- Other

Complete the Dependency Form for each identified external dependency

External Dependency

Add External Dependency

Internal Dependencies:

While reviewing the department's essential functions, have key internal business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

- Yes
- No
- Other

Complete the Dependency Form for each identified internal dependency

Internal Dependency

Add Internal Dependencies

(SF) Dependencies - Create Entry

UH Department

Dependency (Product/Service):

Provider:

Dependency Contact Name:

Dependency Contact Number:

Has contact been made with dependency department/contractor to confirm services will be available for your department during an emergency?
 Yes
 No

Close
Reset
Save as Draft
Submit

External/Internal Dependencies (External)

External/Internal Dependencies
^

External Dependencies:

While reviewing the department's essential functions, have key external business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

Yes
 No
 Other

Complete the Dependency Form for each identified external dependency

External Dependency

Add External Dependency

Internal Dependencies:

While reviewing the department's essential functions, have key internal business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

Yes
 No
 Other

Complete the Dependency Form for each identified internal dependency

Internal Dependency

Add Internal Dependencies

(SF) Dependencies - Create Entry
□ ×

UH Department

Dependency (Product/Service):

Provider:

Dependency Contact Name:

Dependency Contact Number:

Has contact been made with dependency department/contractor to confirm services will be available for your department during an emergency?

Yes
 No

Close
Reset
Save as Draft
Submit

Vulnerability/Risk Assessment and Mitigation Strategy

Vulnerability/Risk Assessment and Mitigation Strategy

Vulnerability/Risk Assessment and Mitigation Strategy:

Considering your objectives, dependencies and essential functions, list below your vulnerabilities, whether or not the vulnerability can be mitigated, and a brief mitigation strategy.

Complete the Critical Interruption Worksheet to assist in Identifying your vulnerabilities

Determine the amount of time you can be without each critical condition, function or service. If it is determined that your department can't be without a critical condition, function or service for less than 1 day, it may be necessary to include in the vulnerabilities section of your Department/College/Division Continuity of Operations Plan.

Department

INSTITUTIONAL PH

Indicate below how long your department can function either at another location or from home if your space and or facilities are damaged or unavailable.

Select an Option

Indicate below how long your department can be without critical equipment that is either damaged or unavailable.

Select an Option

Indicate below how long your department can be without central power and generator back-up?

Select an Option

How long can your department be without proper communication channels such as, phone, email, and internet?

Select an Option

How long can your department be without the use of Enterprise Information Systems (PeopleSoft, Exchange)?

Select an Option

How long can your department be without Local information systems (departmental desktop computers, applications managed by your department)?

Select an Option

How many days can your department be without personnel?

Select an Option

If your critical business partners or vendors are unable to provide goods and services, how long can you function without their services?

Select an Option

Indicate below how long your department can be without critical equipment that is either damaged or unavailable

Select an Option

Determine the amount of time you can be without each critical condition, function or service. If it is

Department

INSTITUTIONAL PH

Indicate below how long your department can function either at another location or from home if your space and or facilities are damaged or unavailable.

Select an Option

< 1 Day

1 - 2 Days

3 - 4 Days

5 - 10 Days

11 + Days

N/A

Vulnerability/Risk Assessment and Mitigation Strategy

^ Vulnerability/Risk Assessment and Mitigation Strategy

Example:

Vulnerability/Risk

UH Emergency Operations Center depends on internet access to function properly.

Can you mitigate?

- Yes
 No

Mitigation Strategy

1. Hotspot (\$480.00 annually)
2. Request priority access from IT

Vulnerability/Risk Assessment and Mitigation Strategy:

Add Vulnerability/Risk Assessment and Mitigation Strategy:

(SF) Vulnerability/Risk Assessment and Mitigation Strategy - Create Entry

College REQUIRED

Administration and Financ

Department REQUIRED

INSTITUTIONAL PH

Vulnerability / Risk REQUIRED

Enter Text...

Can You Mitigate REQUIRED

- Yes
 No

Close

Save as Draft

Submit



Non-Essential Personnel

Approval for Non-Essential Personnel

Approval for Non-Essential Personnel:

While some functions and research are not considered essential and in need of 24 hour monitoring and or care, they do require some sort of attention or action after a 48 to 72 hour period of time. Some individuals may not be essential personnel but may need to make contact with their labs or offices during a campus closure. Those areas will be required to seek approval through their appropriate Dean or Director and then through their appropriate Vice President to gain access to campus and or their facility during an emergency incident involving a closure of campus. A listing of non-essential personnel needing to gain access to campus during a campus closure after the immediate life safety threat has passed must be included on the Essential/Non Essential Personnel Listing. The listing allows departments the opportunity to list the employees that will need to gain access to campus during a campus closure after the immediate life safety threat has passed. Please note that the individuals on the listing have been approved to gain access to their building or facility by the appropriate Vice President only if they are listed on their respective College or Division Continuity of Operations Plan.

Add Non Essential Personnel Needing Access

Add Non Essential Personnel

(SF) Essential Personnel Listing And Non-Essential Personnel Needing Access - Create Entry

First Name

Last Name

College/Division

Department

Work Number

Cell Number REQUIRED

Essential Function(s) Performing

Location of Action Performed

Close Reset Save as Draft Submit



Non-Essential Personnel

Approval for Non-Essential Personnel

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Add Non Essential Personnel Needing Access

[Add Non Essential Personnel](#)

[Reset Selections](#)

[Evan Broadbent-Non-Essential Personal Needing Access](#)

[Cancel](#)

[Save Progress](#)

[Save & Proceed to Exercising your Plan](#)



Exercising Your Plan

Exercising Your Plan ^

Exercising Your Plan:

All department COOP's must be shared with all departmental staff. All departments are encouraged to complete an exercise of the plan annually.

Select below the ways the department has/will exercise the plan (Select all that apply).

- Call Tree Drill
- Seminar
- Tabletop Exercise
- Off Site Information Assessment Test
- Other

Select All

Cancel

Save Progress

Save & Proceed to Resumption of Normal Operations



Resumption of Normal Operations

Resumption of Normal Operations

Resumption of Normal Operations:

Briefly describe your plan to transition back to normal operations.

B i A: ¶: +: ? :

Type something

Cancel Save Progress Save & Proceed to Department COOP Plan Approval

Department Continuity of Operations Plan Approval

Department Continuity of Operations Plan Approval

Name REQUIRED

Type name or email

Title

Enter Text...

Date

2023-01-24

Signature

Department Continuity of Operations Plan Approval

Continuity of Operations Plan Approval (College/Division Approval - Dean or Appropriate VP)

Name

Title

Date
 

Signature REQUIRED

Field Signature cannot be blank.

Acknowledgement REQUIRED

Acknowledge

Send Back

Field Acknowledgement cannot be blank.

Comments
Provide a comment of your requested edits or feedback for the College/Division liaison to make the appropriate changes.

Plan Approval and Deadlines

Approvals:

- Department Plans
 - Department Approver
 - College/Division COOP Liaison Acknowledgement
 - College/Division Plans
 - Dean or Appropriate VP
 - College/Division COOP Liaison Acknowledgement



Approval Ensures:

- Authorization of Essential Functions and Personnel
- Authorization Non-Essential Personnel needing access when campus is closed
- Acknowledgement of All Critical Content

Deadline: June 1st!



Where to Store & Find COOP Plans

Final Department COOP



UH COOP <noreply@veoci.com>

To  Broadbent, Evan



H0694 CAMPUS SAFETY COOP 2023.pdf
80 KB



Thu 2/16/2023 9:35 AM



Your UH Departmental Continuity of Operations Plan has been approved. A final copy of this plan is attached.

If you have any concerns or questions, contact Evan Broadbent at elbroadb@uh.edu

Veoci



University of Houston Continuity of Operations Plan

Department COOP's and College/Division COOP's all help to build the University of Houston
Continuity of Operations Plan



College/Division Continuity of Operations Plan Template
For College/Division Use

College/Division Name:

College/Division Continuity of Operations Planning Liaison:

Date Completed:

Completion of the College/Division Continuity of Operations Plan Template ensures compliance with [MAPP 06.01.02 Continuity of Operations Planning](#).

College/Division Leadership Succession (Chain of Command):
Name and title of primary, secondary and tertiary leader for the college/division.

Primary (Name and Title):

Secondary (Name and Title):

Tertiary (Name and Title):

College/Division Operational Function:
Please indicate below the principle nature of your college/division's operation (Select all that apply):

College/Division Objective :
List the main objective and/or mission statement for the college/division. Describe your teaching, research and/or service objectives during a continuity event.



University of Houston COOP Points of Contact

We are always here for any questions or concerns you may have!



Ginger Walker

Director, Emergency Management

Email: gkwalker@uh.edu

Phone: 832-842-0583



Evan Broadbent

Emergency Management Specialist

Email: elbroadb@uh.edu

Phone: 713-743-0682

