

# **University of Houston**

## **Office of Emergency Management**

Continuity of Operations Planning Program (COOP)  
Department Level Training



# Department LEVEL ENTRY

## Department COOP Invitation

- Initial Veoci COOP Invitation will be received via email like the one shared below:

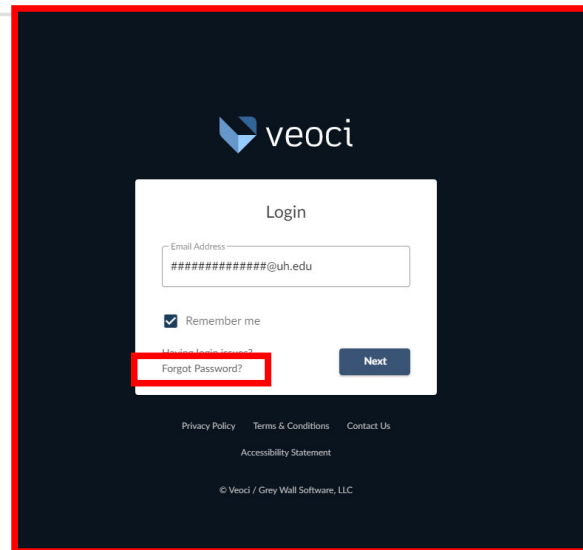


Your UH College/Division Continuity of Operations Planning Liaison has assigned a COOP workflow to you via Veoci. Please follow the link below to complete your University of Houston Departmental Continuity of Operations Plan: [Dept COOP Link](#)

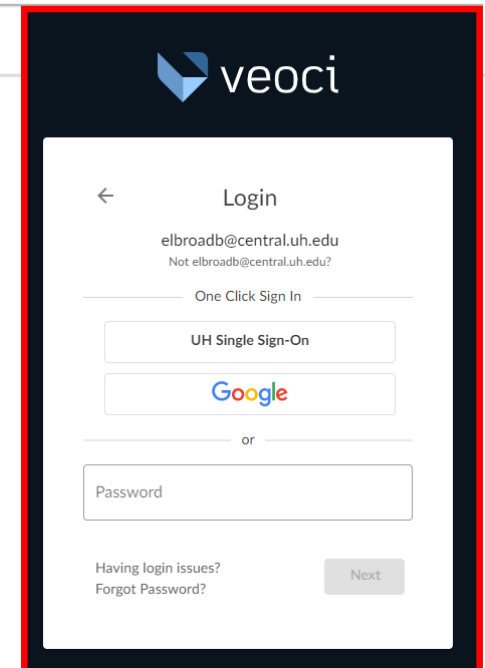
If you have any concerns or questions, contact Ginger Walker at [gkwalker@uh.edu](mailto:gkwalker@uh.edu)

Veoci

- Once the user clicks on the hyperlink for their plan, user will proceed to the Veoci website where user will log in with users registered UH email address and password. (Utilize “Forgot Password” for first time users).



The image shows the Veoci login page. At the top is the Veoci logo. Below it is a white box with the title "Login". Inside the box is an email address field containing "#####@uh.edu", a "Remember me" checkbox which is checked, and a "Next" button. A red box highlights the "Forgot Password?" link below the email field. At the bottom of the page are links for "Privacy Policy", "Terms & Conditions", "Contact Us", and "Accessibility Statement", along with the copyright notice "© Veoci / Grey Wall Software, LLC".



The image shows the Veoci login page with social sign-in options. At the top is the Veoci logo. Below it is a white box with the title "Login". Inside the box is an email address field containing "elbroadb@central.uh.edu" and "Not elbroadb@central.uh.edu?". Below the email field are two buttons: "One Click Sign In" and "UH Single Sign-On". Below these is a Google sign-in button. Below the Google button is a "Password" field. At the bottom of the page are links for "Having login issues?" and "Forgot Password?", and a "Next" button.

# Leadership

## Department Leadership Succession

Primary

Name

Enter Text...

Title

Enter Text...

Secondary

Name

Enter Text...

Title

Enter Text...

Tertiary

Name

Enter Text...

Title

Enter Text...

\*Pop up box will appear after completing each section asking you to “Save & Proceed”.\*

Cancel

Save Progress

Save & Proceed to Department Operational Function

# 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

1

Objective

Enter Text...

Description

B A: ¶: +: ? :

Type something

Objective Number

2

Objective

Enter Text...

Description

B A: ¶: +: ? :

Type something

Objective Number

3

Objective

Enter Text...

Description

B A: ¶: +: ? :

Type something

Cancel

Save Progress

Save & Proceed to Emergency Communication

Office of  
Emergency Management  
Division of Administration  
& Finance

# 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

Contact Role	Department Contact (Name):	Contact's Office Phone Number:	Contact's Cell Phone Number:	Contact's Email Address:	Contact's Campus Location:
Primary	<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..."/>
Contact Role	Department Contact (Name):	Contact's Office Phone Number:	Contact's Cell Phone Number:	Contact's Email Address:	Contact's Campus Location:
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..."/>
Contact Role	Department Contact (Name):	Contact's Office Phone Number:	Contact's Cell Phone Number:	Contact's Email Address:	Contact's Campus Location:
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)

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 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
Role	Name	Phone Number
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 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

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

Enter Text...

Last Name

Enter Text...

College/Division

Enter Text...

Department

Enter Text...

Work Number

 (201) 555-0123

Cell Number REQUIRED

 (201) 555-0123

Essential Function(s) Performing

Enter Text...

Location of Action Performed

Enter Text...

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

### ^ 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

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-2022-pdf>

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

### UNIVERSITY of HOUSTON

#### Emergency Relocation Position Information Sheet

Name:

Department:

Title:  Phone Number:

Email:

Supervisor:

Below briefly describe the essential function you are performing and/or supporting for your department:

What training requirements are needed to perform this essential function (PeopleSoft, TRAM):

What resources do you need to perform this essential function (computer, internet access, handbook, policy, equipment):

Revised: 2/16/2022

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

Cancel

Save Progress

Save & Proceed to Vulnerability / Risk Assessment



# 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

Enter Text...

Dependency (Product/Service):

Enter Text...

Provider:

Enter Text...

Dependency Contact Name:

Enter Text...

Dependency Contact Number:

(201) 555-0123

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

Enter Text...

Dependency (Product/Service):

Enter Text...

Provider:

Enter Text...

Dependency Contact Name:

Enter Text...

Dependency Contact Number:

(201) 555-0123

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 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

< 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 Finance

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  
Enter Text...

Last Name  
Enter Text...

College/Division  
Enter Text...

Department  
Enter Text...

Work Number  
 (201) 555-0123

Cell Number required  
 (201) 555-0123

Essential Function(s) Performing  
Enter Text...

Location of Action Performed  
Enter Text...

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 Review/Approval Process

Department Review and Approve of the Plan prior to final submission, follow these instructions

COMMENTS

STEPS

INFO

AC

QUICK ACTIONS

STATUS

In Progress

STEP

College/Division Continuity of Operations Planning Liaison Acknowledgement

WORKFLOW

[College / Division Continuity of Operations Plan](#)

ENTRY ID

#726

CREATED BY

Evan Broadbent  
3/20/2023 7:29:32 AM  
4 hours ago

MODIFIED BY

Evan Broadbent  
3/20/2023 10:46:30 AM  
Today 10:46

STEP DURATION

55 minutes, 2 seconds

DURATION


4 hours, 5 minutes

ASSIGNED TO

Evan Broadbent  

Reassign

ENTRY QR CODE



Select a Print View

Department COOP Plan

Department COOP Plan Copy

Department COOP Plan w/ comments

Test Comments

Cancel

# Department Continuity of Operations Plan Approval

Department Continuity of Operations Plan Approval

Name REQUIRED

Type name or email

Me

Title

Enter Text...

Date

2023-01-24

Signature

Undo

Confirm

Users must click "Confirm" after providing Signature. Box will remain greyed out until provided.



Cancel




Save as a Draft

Save & Submit to College/Division Planning Liaison


# College/ Division Liaison Plan Review Email

Veoci - Department Continuity of Operations Plan - College/Division Continuity of Operations Planning Liaison Acknowledgement: (#723) Assi

 UH COOP <room@veoci.com>  
To  Broadbent, Evan

  Reply  Reply All  Forward

Wed 3/15

 If there are problems with how this message is displayed, click here to view it in a web browser.



Saved to this PC

## A Department Continuity of Operations Plan Has Been Assigned To You for Acknowledgement

Hi Evan Broadbent ,

A **Department Continuity of Operations Plan** has been assigned to you by Evan Broadbent in 20230214\_COOP Dry Run Test.

Please acknowledge it by clicking on this [LINK](#)



Department Continuity of Operations Plan Template  
For Department Use  
ID# : UH KATY

## University of Houston Office of Emergency Management

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



Ginger Walker  
Director, Emergency Management  
Email: [gkwalker@uh.edu](mailto:gkwalker@uh.edu)  
Phone: 832-842-0583



Evan Broadbent  
Emergency Management Specialist  
Email: [elbroadb@central.uh.edu](mailto:elbroadb@central.uh.edu)  
Phone: 713-743-0682