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Department Continuity of Operations Plan Template

College/Division Name:

Division of Administration and Finance

Department Name:

Facilities/Construction Management -- Facilities Business Operations and Compliance (FBOC)

Department ID:

H0185, H0510, H0699

College/Division Continuity of Operations Planning Liaison:

David Oliver

Date Completed:

03/29/2022

Completion of the Department Continuity of Operations Plan (COOP) Template ensures compliance with MAPP 06.01.02, Continuity of Operations Planning.

Department Leadership Succession (Chain of Command):
Name and title of primary, secondary and tertiary leader for the department.

Primary (Name and Title):

Magda Alanis, Executive Director Business Operations & Compliance

Secondary (Name and Title):

Chad Thome, Director, Facilities Infrastructure & Technology, FBOC

Tertiary (Name and Title):

Dwight Bradley Assistant Director Customer Service

Department Operational Function:
Please indicate below the principle nature of your department's operations (Select all that apply):

□ Academic/Instructional

□ Research

☑ Administration

□ Residential/Student Life

☑ Facilities

□ Other

Department Objective 1: Describe your top departmental objective.

Facilities Planning (FP), Facilities Construction (FC), Facilities Business Operations and Compliance (FBOC), and Facilities Services (FS).
The first and primary objective of Facilities Business Operations and Compliance (FBOC) is to help ensure the continuity and compliance of F/CM business operations. This encompasses identification, pre-planning, preparation, analysis and design of critical business functions in order to guarantee that all other functions of F/CM remains intact. More simply stated, throughout any event, it is vital that all business operations continue uninterrupted or recommence as soon as possible post-event. These include but are not limited to: emergency contracts deployment; accessible, stable computing resources; emergency campus facilities-related communication; work order process functionality; and emergency materials procurement. Communicate different protocols for dispatch immediately. Create emergency work order and ensure its dissemination at all levels.

Department Objective 2: Describe your second departmental objective.

The second objective of FBOC is to make sure our human resources are provided for, especially in preparing for the eventuality that staff members are unable to make it to campus due to the situation. The important thing is for staff to remain in a safe environment and as much as possible, work remotely from that location. This requires that all staff supporting FBOC are equipped with the necessary tools to support the primary objective as laid out in #1 above.With telecommuting and alternative plan. This includes the necessary computing equipment and wireless capability for operating remotely, off-site in order provide service continuity and constancy. To the extent possible, all staff should be equipped with cellular devices in order to also remain connected to each other and to the Executive Director, for leadership and guidance.

Emergency Access to Information Systems:
If access to departments information and systems is essential to the departments' operations in an emergency, briefly describe the emergency access plan below. This may include remote access (or authorization to allow remote access), contacting IT support, Blackboard, off-site data backup, backup files on flash drives, hard copies, or mobile device storage. All data must be protected in Accordance with SAM 07.A.08, Data Classification and Protection. Identify what critical data and records are backed up, whether the backup is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover "lost" critical data. Describe how your department will respond to the destruction of critical data. If telecommuting is an option for one or more of your staff, include the specifics to ensure compliance.

Facilities/Construction Management actively ensures that departmental information and systems are operational and secure. This is accomplished by Facilities IT as follows:

1) Facilities IT instructs all Facilities/Construction Management staff members on how to maintain critical files on network drives which are maintained by University IT.
2) They maintain secure files:
a) Facilities Planning and Facilities Construction (FP and FC) both utilize and save files to the "Z" Drive
b) Facilities Services (FS) and Facilities Business Operations and Compliance (FBOC) utilize and save files to he "P" Drive
c) SharePoint data

3) Email archives are mapped to the user's university provided OneDrive using Office 365.
4) All of these UIT servers are a) regularly backed up and b) stored off-site to prevent the destruction of critical data.
5) Staff members can access this information remotely during emergency event by utilizing UIT's Virtual PrivateNetwork (VPN).

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. The Critical Interruption Worksheet can assist in identifying your vulnerabilities.

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

Emergency event prevents safe access or no access to campus

Can you mitigate?

● Yes
○ No

Mitigation Strategy

1. Primary, secondary and other key contacts identified and are aware they are considered essential personnel.

Vulnerability/Risk

Emergency event prevents employees from leaving campus due to life safety issues like high water/flooding, lock down, shelter in place, etc.

Can you mitigate?

● Yes
○ No

Mitigation Strategy

Management to stay informed of ongoing emergency situation and allow staff to depart ahead of situation
2. Facilities maintains basic needs supplies to sustain (food, bedding, water, etc.)

Resumption of Normal Operations:
Briefly describe your plan to transition back to normal operations.

Facilities Business Operations and Compliance will plan to maintain continuity and constancy of effort throughout any emergency event as long as primary and secondary contacts have access to reliable internet services and power supply. If these resources are lost or are not available, FBOC would of course be unable to operate. However, as soon as these resources are once again available, FBOC will resume business operations in support of F/CM as quickly as possible. Communications, IT and Contracts, Customer Service and MRO will focus on their key emergency response initiatives which include returning business back to normal as per -a) Communications: keeping the communication of information flowing using email, text messaging, etc., transmitting any necessary utility and road closure outages, other related messaging to campus through utilization of the network of building coordinator and facilities listservs;

b) Facilities IT: ensuring that all server access is working, including the work order system (FAMIS), restoring any critical lost files as needed, and assisting staff members with potential corrupted files or damaged equipment needs; and c) Contracts: being prepared to expedite and assist with urgent contract needs in order to return the campus environment to normal/standard operations

d) Customer Service will dispatch necessary crews, document crew actitivites, ensure call center is functioning.

e) MRO; will review all WO/Supply needs and process as soon as possible