

Security

CONTINUITY PLAN

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USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Security CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

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To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Security
<i>Parent division</i>	Vice President for Administration
<i>Type of unit</i>	Security
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 6 Staff (full-time) 7 Staff (part-time, excl. student-staff) 0 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Richard Robbins Security Supervisor
<i>Primary Contact for this plan</i>	Richard Robbins
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	Security <i>Owned</i> North Campus <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Asset protection through 24 hour patrols of buildings and grounds. --Critical 1 2. Emergency response --Critical 1 3. Maintain all life safety systems. --Critical 3

Definitions:

- *Critical 1: must continue (life, health, security)*
- *Critical 2: must continue, perhaps in reduced mode*
- *Critical 3: pause if forced, but must resume in 30 days or sooner*
- *Deferrable: resume when conditions permit*

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

Name Asset protection through 24 hour patrols of buildings and grounds.

Description Two officers monitor all buildings and grounds, responding to requests and emergencies. If necessary one officer could cover a shift but services will be curtailed and response time slower.

Who Performs this?

Responsible person(s)

Peak Periods Jan Feb Mar Apr Aug Sep Oct Nov Dec

Comment

Documents See Document List (Appendix 1)

Upstream dependencies

Downstream dependencies

Possible consequences if this function is not continued or recovered quickly enough Well-being of faculty/staff
Well-being of students

Legal obligations unmet

Legal harm to the University

Impact on other unit(s)

How to cope if usual space is not available

How to cope with 50% absenteeism of staff and faculty

What to do if certain skills/knowledge are held by only one staff member (unique skills)?

Can this function be performed fully or partly from home?

How to cope if data network is not available

Any show-stoppers?

If University declares temporary closure, is it possible to stop doing this function?

Comment?

*Do any of these coping
strategies expose the
University to risk?*

*Policy exceptions that
may be needed*

Additional vulnerabilities

*Action items for this
function* See Action Item List - section VI

Critical Function #2

<i>Name</i>	Emergency response
<i>Description</i>	
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #3

Name

Maintain all life safety systems.

Description

Who Performs this?

Responsible person(s)

Peak Periods

Comment

Documents

See Document List (Appendix 1)

Upstream dependencies

Downstream dependencies

Possible consequences if this function is not continued or recovered quickly enough

How to cope if usual space is not available

How to cope with 50% absenteeism of staff and faculty

What to do if certain skills/knowledge are held by only one staff member (unique skills)?

Can this function be performed fully or partly from home?

How to cope if data network is not available

Any show-stoppers?

If University declares temporary closure, is it possible to stop doing this function?

Comment?

Do any of these coping strategies expose the University to risk?

Policy exceptions that may be needed

Additional vulnerabilities

Action items for this function

See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

Application or System	Criticality Level	Comment
Basis ID System	Critical 3	This is relative. The BASIS system will be more critical if we are operating in a reduced manpower mode.
Cougar Crossing	Deferrable	
Email - Microsoft Exchange	Critical 2	
Telephones - Cisco Call Manager	Critical 1	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

*To edit this plan section, use the
Step 3 tab of the UC Ready web
tool.*

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
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B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Yes
<i>Who holds copies of the emergency contact list? (be specific)</i>	All officers
<i>Who updates the emergency contact list?</i>	Emergency Response Sub-committee
<i>Who knows how to check messages on your department's main phone line?</i>	N/A
<i>Who knows how to record a greeting on your department's main phone line?</i>	N/A
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Richard Robbins, possibly.
<i>Do your staff use any shared passwords that should be kept available?</i>	The security log in for network access and the CCTV system access.
<i>Comment</i>	

Key People in Your Unit:

<i>Name</i>	CJ Pierce
<i>Title or function</i>	Officer
<i>Special skill</i>	Combat experience
<i>Special role</i>	
<i>Comment</i>	
<i>Name</i>	Laura Spence
<i>Title or function</i>	Officer
<i>Special skill</i>	Haz-mat, fire, computer, OSHA
<i>Special role</i>	
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Richard Robbins
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	I can conduct some business via the internet and email. All inspections, patrols, etc are site specific.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
CPR/AED/first aid		
Dealing with potentially unwanted visitors.		
Fire and security alarm systems.		
Hazardous materials handling		
ID/card access system		
Knowledge of buildings and grounds		
OSHA safety regulations		

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

<u>Function</u>	<u>Criticality Level</u>	<u>Category of staff</u>	<u>Shift</u>	<u>FTE required under normal conditions</u>	<u>FTE required during crisis</u>	<u>FTE who may be available for re-assignment</u>
TOTAL 0						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Jacobs Vicki
<i>Department/Org</i>	
<i>Address</i>	
<i>Work phone</i>	
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Comment</i>	Vicki is the caller for the emergency call list. We call her immediately.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

		<i>Type of Stakeholder</i>
<i>Name</i>	,	
<i>Department/Org</i>	Drug and lab Disposal	
<i>Address</i>		
<i>Work phone</i>	1-800-685-9824	
<i>Cell phone</i>		
<i>Fax</i>		
<i>Email</i>		
<i>Products/Services</i>	Regulated waste disposal.	
<i>Alternate Vendors</i>		
<i>Comment</i>		

		<i>Type of Stakeholder</i>
<i>Name</i>	,	
<i>Department/Org</i>	Emergency Radio Service (ERS)	
<i>Address</i>	Earth Drive	
<i>Work phone</i>	260-747-0584	
<i>Cell phone</i>		
<i>Fax</i>		
<i>Email</i>		
<i>Products/Services</i>	Repeaters and hand held radios.	
<i>Alternate Vendors</i>		
<i>Comment</i>		

		<i>Type of Stakeholder</i>
<i>Name</i>	,	
<i>Department/Org</i>	Koehlinger-Kruse	
<i>Address</i>		
<i>Work phone</i>	260-422-8823	
<i>Cell phone</i>		
<i>Fax</i>		
<i>Email</i>		
<i>Products/Services</i>	Fire and security alarm equipment and monitoring	
<i>Alternate Vendors</i>		
<i>Comment</i>		

		<i>Type of Stakeholder</i>
<i>Name</i>	,	Vendor
<i>Department/Org</i>	Koorsen Fire	
<i>Address</i>		
<i>Work phone</i>	260-483-7557	
<i>Cell phone</i>		
<i>Fax</i>		
<i>Email</i>		

Products/Services Has fire panels in Achatz and North Campus, does fire systems inspections.
Alternate Vendors
Comment

Type of Stakeholder

Name ,
Department/Org Simplex-Grinnell
Address
Work phone 260-484-5604
Cell phone
Fax

Email
Products/Services Fire alarm panels, fire systems inspections and monitoring service.
Alternate Vendors
Comment Local rep: Pat Sprunger, cell
410-9836

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	1	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	1	
<i>Printer</i>	1	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only) Six mobile radios and twelve batteries/chargers and the repeater to process calls.

C. Supplies

Necessary Consumables None.

Inventory or Stockpiling Considerations No.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

None

Utilities (very important to the functioning of the department)

Utility Name

Comment

Electricity - AEP

Radio and telephone communication.

Gas - NIPSCO

To power an emergency generator.

Transportation (special transportation needs)

Two vehicles for on duty patrol officers.

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	Installation of emergency genertator.
Supports this critical function	Asset protection through 24 hour patrols of buildings and grounds.
Estimated cost	\$1,000 - \$10,000
Cost one-time or annual?	One-time
Within whose scope	my unit itself
Comment	
Status	Completed

Action Item #2	Move antenna and repeater to PJPII and power off of the UPS.
Supports this critical function	Asset protection through 24 hour patrols of buildings and grounds.
Estimated cost	\$100 - \$1,000
Cost one-time or annual?	One-time
Within whose scope	my unit together with other units on campus
Comment	
Status	Not yet begun

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

SOCA - Music Tech

CONTINUITY PLAN

Created: 10/20/2011
Last modified: 03/28/2012



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- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
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SOCA - Music Tech CONTINUITY PLAN

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V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	SOCA - Music Tech
<i>Parent division</i>	School of Creative Arts
<i>Type of unit</i>	
<i>Personnel count</i>	4 Faculty & other academic appointees 0 Residents/Fellows 0 Staff (full-time) 0 Staff (part-time, excl. student-staff) 3 Student-staff 0 Volunteers 0 Guests 7 Other
<i>Head</i>	Jeff Rodgers Director of Music Tech
<i>Primary Contact for this plan</i>	Jeffery Rodgers
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	North Campus <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Blackboard Access --Critical 2 2. Advising --Critical 3
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Blackboard Access
<i>Description</i>	Access to course information for students. Allows instructors to communicate and disseminate academic information
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	All MUST Faculty
<i>Peak Periods</i>	Feb Mar Apr May Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Departure of students
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #2

<i>Name</i>	Advising
<i>Description</i>	
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Blackboard Course Management System	Critical 3	
Email - Microsoft Exchange	Critical 3	
Microsoft Office Suite	Deferrable	
Recording System	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

Application #1

<i>Name of application or system</i>	Pro Tools Recording Software
<i>Functional owner</i>	Music Technology
<i>Technical Owner</i>	UTS
<i>Type</i>	
<i>Backup frequency</i>	
<i>Backup media</i>	
<i>Backup auto or manual?</i>	
<i>Database application?</i>	
<i>Move data to or from core campus systems?</i>	
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	
<i>Technical expert(s)</i>	
<i>Responsible for recovery</i>	
<i>Onsite storage</i>	
<i>Offsite storage</i>	
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	
<i>Successful recovery been done?</i>	
<i>Comment</i>	

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff? No

Who holds copies of the emergency contact list? (be specific)

Who updates the emergency contact list?

Who knows how to check messages on your department's main phone line?

Who knows how to record a greeting on your department's main phone line?

Who can post messages on your department's web site (i.e., do the actual mechanics)?

Do your staff use any shared passwords that should be kept available?

Comment

Key People in Your Unit:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Jeff Rodgers
<i>Position</i>	Faculty
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
--------------	--------------------	----------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

<u>Function</u>	<u>Criticality Level</u>	<u>Category of staff</u>	<u>Shift</u>	<u>FTE required under normal conditions</u>	<u>FTE required during crisis</u>	<u>FTE who may be available for re-assignment</u>
TOTAL 0						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	12	twelve student workstations with recording software
<i>Laptop computer (car charger advised)</i>	4	computers for faculty to access Blackboard, e-mail, and MS office
<i>Telephone (hard-wired)</i>	0	
<i>Printer</i>	0	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

Utility Name

Comment

Electricity - AEP

Transportation (special transportation needs)

Other Resources

*To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.*

VI. ACTION ITEM LIST

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Office of the Registrar

CONTINUITY PLAN

Created: 01/18/2010
Last modified: 03/31/2011



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Office of the Registrar CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Student Transcript Evaluation #2 Publish course schedule
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Office of the Registrar
<i>Parent division</i>	Enrollment Management
<i>Type of unit</i>	Department of Registrar
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 6 Staff (full-time) 2 Staff (part-time, excl. student-staff) 0 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Frank Connor Registrar
<i>Primary Contact for this plan</i>	Frank Connor
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	Pope John Paul II <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Student Transcript Evaluation --Critical 3 2. Publish course schedule --Critical 3
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Student Transcript Evaluation
<i>Description</i>	Publish an evaluation of prior academic work for prospective students.
<i>Who Performs this?</i>	Assistant Registrar
<i>Responsible person(s)</i>	Jenna Kilty
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	While this activity is continuous/year-round, the months of January, March, April, May, June, August and December are busiest.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Department of Admissions
<i>Downstream dependencies</i>	Mail Services Academic advisors
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of students Students would not be informed which courses transferred. Impact on other unit(s) New student registration
<i>How to cope if usual space is not available</i>	Seek an alternate space with power, computer, printer, and computer network availability.
<i>How to cope with 50% absenteeism of staff and faculty</i>	Two other staff members are trained to complete the function.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Two other staff members are trained to complete the function.
<i>Can this function be performed fully or partly from home?</i>	Yes if remote access to shared drives, Registration Module and Infomaker was available. Printer paper and mailing service will be necessary.
<i>How to cope if data network is not available</i>	Evaluations would be hand-written.
<i>Any show-stoppers?</i>	The Admissions department counselors and their procedures.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No
<i>Comment?</i>	Without this function, prospective transfer students may not commit to attend a new student registration event to become advised and registered accurately.
<i>Do any of these coping strategies expose the University to risk?</i>	The risk would involve the loss of commitment of transfer students to register for a subsequent term. Admissions department counselors must continue to follow their normal procedures.
<i>Policy exceptions that may be needed</i>	None.
<i>Additional vulnerabilities</i>	Mailing service into the university bringing prospective students' transcripts for evaluation.

*Action items for this
function*

See Action Item List - section VI

Critical Function #2

<i>Name</i>	Publish course schedule
<i>Description</i>	The collection of any term's course schedule draft of course listings from academic department chairs/program directors; the data entry of the list of courses into the Registration Module; the posting of the course schedule on MCC; and the publication of a hard copy version of the schedule.
<i>Who Performs this?</i>	Academic department chairs/program directors and Registrar.
<i>Responsible person(s)</i>	Each currently appointed academic department chair/program director and Frank Connor.
<i>Peak Periods</i>	Jan Sep Dec
<i>Comment</i>	Publication schedule: Summer term-February 1; Fall semester-February 1; Spring semester-October 1
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Business Office Academic Dept Chairs/Prog Directors
<i>Downstream dependencies</i>	Copy Center
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Departure of faculty Departure of students Loss of revenue Impact on other unit(s) Academic advising for registration Other Registration of currently enrolled and new students
<i>How to cope if usual space is not available</i>	Meet with academic department chairs/program directors to generate the schedule draft
<i>How to cope with 50% absenteeism of staff and faculty</i>	This function could be performed remotely
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Cross train a coworker in advance
<i>Can this function be performed fully or partly from home?</i>	Yes remote access to departmental shared drives, Registration module and Infomaker will be necessary
<i>How to cope if data network is not available</i>	A hand written course schedule would need to be prepared
<i>Any show-stoppers?</i>	Academic department chairs/program directors
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	There is enough lead time to publish the schedule that it could be completed, advising could be completed, and registration could be completed before a term begins.

Do any of these coping strategies expose the University to risk?

Until registration is completed, billing cannot proceed. Therefore, tuition income from billing charges could not be collected.

Policy exceptions that may be needed

Billing due dates could be delayed.

Additional vulnerabilities

Action items for this function

See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Email - Microsoft Exchange	Critical 3	
Informaker Reporting Tools	Critical 3	
Jenzabar	Critical 3	
Microsoft Office Suite	Critical 3	
My Cougar Connection	Critical 3	
Telephones - Cisco Call Manager	Critical 3	
Voicemail - Cisco Unity	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the
Step 3 tab of the UC Ready web
tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

*If workstations, servers, etc. need to be rebuilt at new location, where
can technicians locate the software & documentation?*

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Other
<i>Who holds copies of the emergency contact list? (be specific)</i>	All staff
<i>Who updates the emergency contact list?</i>	Frank Connor
<i>Who knows how to check messages on your department's main phone line?</i>	Barbara O'Connor
<i>Who knows how to record a greeting on your department's main phone line?</i>	Barbara O'Connor
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Stephanie Rhoades
<i>Do your staff use any shared passwords that should be kept available?</i>	ID# 1 S S Staff for MCC
<i>Comment</i>	Unit staff only contact list

Key People in Your Unit:

<i>Name</i>	Barbara O'Connor
<i>Title or function</i>	Assistant Registrar
<i>Special skill</i>	Outside phone line
<i>Special role</i>	
<i>Comment</i>	

<i>Name</i>	Frank Connor
<i>Title or function</i>	Registrar
<i>Special skill</i>	Administrator
<i>Special role</i>	Holds formal delegation(s) of authority
<i>Comment</i>	

<i>Name</i>	Joan Songco
<i>Title or function</i>	Associate Registrar
<i>Special skill</i>	Jenzabar Registration module manager
<i>Special role</i>	First Leadership Successor,
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Amanda Macias
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Angie Wood
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Frank Connor
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Jenna Kilty
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Joan Songco
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Julie Callahan
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name Barbara O'Connor
Purpose Field internal and external service requests
Members Julie Callahan
Comment

Team Name Jenna Kilty
Purpose Liason with Admissions department
Members Stephanie Rhoades
Comment

Team Name Frank Connor
Purpose Manage assignments for temporary operation
Members Joan Songco
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Evaluate a transcript	Determine credit transfer	
Infomaker navigation	Can run Infomaker pibble	The course schedule is generated from an Infomaker report
Jenzabar Data Entry	Ability to perform with guidance data entry in various modules	
Process transcript requests	Send transcripts	
Register students	Add/drop courses	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Publish course schedule	3	Director	1	1.00	1.00	0
Student Transcript Evaluation	3	Counselor	1	1.00	1.00	0
TOTAL 2						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Robin Hawkins
<i>Department/Org</i>	Business Office Billing Clerk
<i>Address</i>	
<i>Work phone</i>	260-399-7700 ex 6503
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Comment</i>	

<i>Name</i>	J P Spagnolo
<i>Department/Org</i>	Director of Admissions
<i>Address</i>	
<i>Work phone</i>	260-399-7700 ex 6314
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

		<i>Type of Stakeholder</i>
<i>Name</i>	Pope, Mark	
<i>Department/Org</i>	Athletic Director	
<i>Address</i>		
<i>Work phone</i>	260-399-7700 ex 6202	
<i>Cell phone</i>		
<i>Fax</i>		
<i>Email</i>		
<i>Products/Services</i>		
<i>Alternate Vendors</i>		
<i>Comment</i>		

		<i>Type of Stakeholder</i>
<i>Name</i>	Bugajski, Trish	
<i>Department/Org</i>	Director Student Academic Support Services	
<i>Address</i>		
<i>Work phone</i>	2600-399-7700 ex 600	
<i>Cell phone</i>		
<i>Fax</i>		
<i>Email</i>		
<i>Products/Services</i>		
<i>Alternate Vendors</i>		
<i>Comment</i>		

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	2	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	2	
<i>Printer</i>	1	
<i>Fax</i>	0	
<i>Copier</i>	1	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

Cannon brand Microprinter 90 model microfilm reader for transcripts stored on microfilm.

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

*Facilities (special needs beyond
office-classroom lab needs)*

*Utilities (very important to the
functioning of the department)*

Utility Name

Comment

*Transportation (special
transportation needs)*

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1 Hard copies of each term's course schedule are archived in the Registrar's Office. These copies could be used to assist in the preparation of a subsequent term's course schedule. Hard copies could be made from these schedules and distributed to academic department chairs/program directors.

Supports this critical function Publish course schedule
Estimated cost less than \$100
Cost one-time or annual? One-time
Within whose scope my unit together with other units on campus
Comment
Status Completed

Action Item #2 Ensure that US mail is available to Office of Admissions.

Supports this critical function Student Transcript Evaluation
Estimated cost less than \$100
Cost one-time or annual? One-time
Within whose scope my unit together with other units on campus
Comment
Status Completed

Action Item #3 Upstream: Ensuring that the Admissions department could acquire and process incoming mail to the university to supply my department with the students' transcripts.

Supports this critical function Student Transcript Evaluation
Estimated cost less than \$100
Cost one-time or annual? One-time
Within whose scope my unit together with other units on campus
Comment
Status Needs further discussion

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Academic department schedule draft
Description	A copy of the corresponding previous year and term's course schedule printed from Infomaker.
Medium	More than one (explain in comment)
Location	Infomaker report
Owner (department)	Registrar
Contact person(s)	Academic department chairs/program directors
Backup measures	Hard copy of corresponding previous year and term's course schedule
Comment	Hard copy of Infomaker report.
Uploaded into UC Ready system?	No

Name	Academic fees tuition room board.pdf
Description	Complete listing of tuition rate and fee charges for the academic year
Medium	Electronic (computer)
Location	Departmental shared drive
Owner (department)	Registrar
Contact person(s)	Frank Connor
Backup measures	Business Office copy
Comment	
Uploaded into UC Ready system?	No

Name	Course schedule front page and policies section
Description	Front page and policies text
Medium	Electronic (computer)
Location	Departmental hard drive
Owner (department)	Registrar
Contact person(s)	Frank Connor
Backup measures	Hard copy
Comment	
Uploaded into UC Ready system?	Yes

Name	Course schedule process.doc
Description	Instructions to publish course schedule
Medium	Electronic (computer)
Location	Departmental hard drive
Owner (department)	Registrar
Contact person(s)	Frank Connor
Backup measures	Hard copy kept in Registrar's Office
Comment	
Uploaded into UC Ready system?	Yes

Name Schedule draft cover memo
Description Cover memo/instructions to accompany schedule draft
Medium Electronic (computer)
Location Departmental hard drive
Owner (department) Registrar
Contact person(s) Frank Connor
Backup measures Hard copy
Comment
Uploaded into UC Ready system? Yes

Name Schedule process
Description Directions to publish the course schedule
Medium
Location Departmental shared drive
Owner (department) Registrar
Contact person(s) Frank Connor
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Transfer credit evaluation process
Description Instructions to complete a student's transcript evaluation
Medium Electronic (computer)
Location Departmental shared drive
Owner (department) Registrar
Contact person(s) Jenna Kilty
Backup measures
Comment
Uploaded into UC Ready system? No

Name Transfer credit evaluation process
Description Instructions to complete a student's transcript evaluation
Medium Electronic (computer)
Location Departmental shared drive
Owner (department) Registrar
Contact person(s)
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Transfer credit evaluation process.doc
Description Instructions to complete a transcript evaluation.
Medium Electronic (computer)
Location Departmental shared drive
Owner (department) Registrar
Contact person(s) Jenna Kilty
Backup measures
Comment
Uploaded into UC Ready system? No

SOCA - Art Histroy

CONTINUITY PLAN

Created: 10/20/2011
Last modified: 01/12/2012



USF Ready

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The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

SOCA - Art History CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 teaching courses #2 maintain digital slide library #3 maintain 35 mm slide library
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
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VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	SOCA - Art History
<i>Parent division</i>	School of Creative Arts
<i>Type of unit</i>	
<i>Personnel count</i>	2 Faculty & other academic appointees 0 Residents/Fellows 0 Staff (full-time) 2 Staff (part-time, excl. student-staff) 0 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Elizabeth Kuebler-Wolf Program Director for Art History
<i>Primary Contact for this plan</i>	Elizabeth Kuebler-Wolf
<i>Secondary Contact for this plan</i>	Esperanca Camara
<i>Cost Center</i>	
<i>Buildings</i>	Rolland Depot <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	No
<i>Comment</i>	
<i>Critical functions</i>	1. teaching courses --Critical 2 2. maintain digital slide library --Critical 3 3. maintain 35 mm slide library --Deferrable
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	teaching courses
<i>Description</i>	
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	Jan Feb Mar Apr Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #2

<i>Name</i>	maintain digital slide library
<i>Description</i>	
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Blackboard Course Management System	Critical 2	
Email - Microsoft Exchange	Critical 3	
Microsoft Office Suite	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

Application #1

<i>Name of application or system</i>	artstor
<i>Functional owner</i>	library
<i>Technical Owner</i>	library
<i>Type</i>	Web Application
<i>Backup frequency</i>	Daily
<i>Backup media</i>	Other
<i>Backup auto or manual?</i>	Automatic
<i>Database application?</i>	Yes
<i>Move data to or from core campus systems?</i>	No
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	
<i>Technical expert(s)</i>	Karla Alexander
<i>Responsible for recovery</i>	Karla Alexander
<i>Onsite storage</i>	
<i>Offsite storage</i>	this is a third party database we simply subscribe to
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	
<i>Successful recovery been done?</i>	
<i>Comment</i>	

Application #2

<i>Name of application or system</i>	contentDM
<i>Functional owner</i>	library
<i>Technical Owner</i>	library
<i>Type</i>	Desktop
<i>Backup frequency</i>	Daily
<i>Backup media</i>	Other
<i>Backup auto or manual?</i>	Automatic
<i>Database application?</i>	Yes
<i>Move data to or from core campus systems?</i>	Not sure
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	art history
<i>Technical expert(s)</i>	Celia Price
<i>Responsible for recovery</i>	Celia Price
<i>Onsite storage</i>	PastPerfect workstation in Rolland Depot
<i>Offsite storage</i>	contentDm servers in Indianapolis
<i>Frequency of offsite storage</i>	Daily
<i>Location of installation disks & documentation</i>	Celia Price/web
<i>Successful recovery been done?</i>	
<i>Comment</i>	

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

Server #1

Name of server (or group of servers) francis

Server Type File server

Explanation the artstor drive and personal storage for faculty are located here

Backup frequency

Backup media

Backup auto or manual?

Applications that will be impacted by failure of this server

Departments that will be impacted by failure of this server

Server software

Technical expert(s)

Responsible for recovery

Onsite storage

Offsite storage

Frequency of offsite storage

Location of installation disks & documentation

Successful recovery of this server been done?

Comment

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
Local backup of workstation by user (manual)	100%	

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
Technicians from another department	ITS

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
back up workstation files to offsite external hard drives	
take laptops home evenings/weekends	allows faculty to access network (if it is available) protects equipment from destruction if building is destroyed

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Yes
<i>Who holds copies of the emergency contact list? (be specific)</i>	Molly Allen
<i>Who updates the emergency contact list?</i>	Molly Allen
<i>Who knows how to check messages on your department's main phone line?</i>	Molly Allen, Colleen Huddleson
<i>Who knows how to record a greeting on your department's main phone line?</i>	Molly Allen, Colleen Huddleson
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Colleen Huddleson
<i>Do your staff use any shared passwords that should be kept available?</i>	no
<i>Comment</i>	

Key People in Your Unit:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Elizabeth Kuebler-Wolf
<i>Position</i>	Faculty
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Esperanca Camara
<i>Position</i>	Faculty
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

<u>Skill</u>	<u>Description</u>	<u>Comment</u>
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
teaching courses	2	Director	1	2.00	1.00	1
maintain 35 mm slide library	Def.	Data Entry	1	1.25	0.00	1.25
TOTAL				3.25		

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	0	
<i>Laptop computer (car charger advised)</i>	2	
<i>Telephone (hard-wired)</i>	0	
<i>Printer</i>	1	
<i>Fax</i>	0	
<i>Copier</i>	1	
<i>Scanner</i>	1	
<i>Server</i>	1	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

Utility Name

Comment

Electricity - AEP

in order to teach or use servers electricity is critical

Transportation (special transportation needs)

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	back up workstation files to offsite external hard drives
Supports this critical function	Faculty Preparedness
Estimated cost	
Cost one-time or annual?	
Within whose scope	
Comment	
Status	
<hr/>	
Action Item #2	take laptops home evenings/weekends
Supports this critical function	Faculty Preparedness
Estimated cost	
Cost one-time or annual?	
Within whose scope	
Comment	allows faculty to access network (if it is available) protects equipment from destruction if building is destroyed
Status	
<hr/>	
Action Item #3	Implement regular back up of local workstations & laptops
Supports this critical function	Information Technology
Estimated cost	less than \$100
Cost one-time or annual?	Other
Within whose scope	my unit itself
Comment	individual faculty are responsible for backing up files on laptops
Status	

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Operations

CONTINUITY PLAN

Created: 05/11/2010
Last modified: 09/30/2011



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Operations CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Cooling #2 Heat #3 Water and Sewer #4 Electricity #5 Natural Gas
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VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Operations
<i>Parent division</i>	Vice President for Administration
<i>Type of unit</i>	Operations
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 25 Staff (full-time) 1 Staff (part-time, excl. student-staff) 0 Student-staff 1 Volunteers 0 Guests 0 Other
<i>Head</i>	Tom Buuck Director of Operations
<i>Primary Contact for this plan</i>	Tom Buuck
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	36055
<i>Buildings</i>	Trinity Hall <i>Owned</i> 9,000 sf of the basement is currently used for Operations
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Cooling --Deferrable 2. Heat --Critical 2 3. Water and Sewer --Critical 1 4. Electricity --Critical 1 5. Natural Gas --Critical 1

Definitions:

- *Critical 1: must continue (life, health, security)*
- *Critical 2: must continue, perhaps in reduced mode*
- *Critical 3: pause if forced, but must resume in 30 days or sooner*
- *Deferrable: resume when conditions permit*

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Heat
<i>Description</i>	Without heat during winter months Operations could not work in the Trinity Basement for an extended amount of time.
<i>Who Performs this?</i>	Operations/Maintenance (See Operations Emergency Manual for contractors)
<i>Responsible person(s)</i>	Operations
<i>Peak Periods</i>	Jan Feb Mar Sep Oct Nov Dec
<i>Comment</i>	Winter months
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of faculty/staff
<i>How to cope if usual space is not available</i>	We could move our offices to a differant building.
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would pull back and only preform emergency duties.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	We have cross-trained for most jobs. We would rely on certain vendors or contractors for the other jos.
<i>Can this function be performed fully or partly from home?</i>	The office personell could work from home in an emergency, by computer or phone. the others could not.
<i>How to cope if data network is not available</i>	Not very well since work orders are on the web. We could have everyone phone us or we could use our radios for between buildings
<i>Any show-stoppers?</i>	Electricity
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No
<i>Comment?</i>	There are always issues: no A/C in computer room, watetr leaks, sewer issues
<i>Do any of these coping strategies expose the University to risk?</i>	If a quick response is not there small issues could cause further damage.
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	If the city declared a level 3 no one would be able to be on the road in order to repair an issue.

Action items for this function See Action Item List - section VI

Critical Function #2

<i>Name</i>	Water and Sewer
<i>Description</i>	Without utilities we would have to shut down
<i>Who Performs this?</i>	City Utilities
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	Jan Feb Mar Apr May Aug Sep Oct Nov Dec
<i>Comment</i>	School year
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Disruption of research Well-being of faculty/staff Well-being of students Loss of revenue Impact on other unit(s)
<i>How to cope if usual space is not available</i>	N/A
<i>How to cope with 50% absenteeism of staff and faculty</i>	N/A
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	N/A
<i>Can this function be performed fully or partly from home?</i>	N/A
<i>How to cope if data network is not available</i>	N/A
<i>Any show-stoppers?</i>	Yes - No Heat or hot water
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	Dependent on NIPSCO (Outside uncontrolled Source)
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #3

<i>Name</i>	Electricity
<i>Description</i>	Without Electricity we would have to shut down
<i>Who Performs this?</i>	I & M
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	At no time could we stay open!
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #4

<i>Name</i>	Natural Gas
<i>Description</i>	This utility is used to heat our buildings and water
<i>Who Performs this?</i>	NISPCO
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	Jan Feb Mar Apr May Jul Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Email - Microsoft Exchange	Critical 3	
Microsoft Office Suite	Critical 3	
Telephones - Cisco Call Manager	Critical 3	
Web access for SchoolDude Work Orders	Critical 2	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Yes
<i>Who holds copies of the emergency contact list? (be specific)</i>	All supervisors and those ON CALL
<i>Who updates the emergency contact list?</i>	Any supervisor when someone leaves or is hired
<i>Who knows how to check messages on your department's main phone line?</i>	N/A
<i>Who knows how to record a greeting on your department's main phone line?</i>	N/A
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Web Master
<i>Do your staff use any shared passwords that should be kept available?</i>	NO
<i>Comment</i>	

Key People in Your Unit:

<i>Name</i>	Deb Bragg
<i>Title or function</i>	Ast to VP
<i>Special skill</i>	
<i>Special role</i>	Third Leadership Sucessor,
<i>Comment</i>	
<i>Name</i>	Nancy Money
<i>Title or function</i>	Ast. Director
<i>Special skill</i>	
<i>Special role</i>	First Leadership Sucessor, Holds formal delegation(s) of authority
<i>Comment</i>	
<i>Name</i>	Rex Bercot
<i>Title or function</i>	Maint. Supervisor
<i>Special skill</i>	
<i>Special role</i>	Second Leadership Sucessor, Holds formal delegation(s) of authority
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Nancy Money
<i>Position</i>	Staff
<i>Home broadband connection</i>	Don't know
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	Yes
<i>Comment</i>	

<i>Name</i>	Tom Buuck
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	Yes
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name

Purpose

Members

Comment

SEE EMERGENCY HELP MANUAL

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Clerical	Ability to perform basic clerical functions	
Custodial	Ability to perform basic custodial services with guidance	
Maintenance	Abilities in maintenance including HVAC, electrical, and plumbing	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Natural Gas	1	Maintenance Technician	4	2.00	0.00	2
Electricity	1	Maintenance Technician	4	2.00	0.00	2
Water and Sewer	1	Maintenance Technician	4	3.00	0.00	3
Heat	2	Maintenance Technician	4	2.00	0.00	2
Heat	2	Maintenance Technician	4	2.00	0.00	2
Cooling	Def.	Maintenance Technician	4	2.00	0.00	2
TOTAL 13						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Stacy Adkinson
<i>Department/Org</i>	VP
<i>Address</i>	
<i>Work phone</i>	399-7700 X6905
<i>Cell phone</i>	403-2478
<i>Fax</i>	
<i>Email</i>	Adkinson, Dr. Stacy J
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

	<i>Type of Stakeholder</i>
<i>Name</i>	,
<i>Department/Org</i>	
<i>Address</i>	
<i>Work phone</i>	
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Products/Services</i>	
<i>Alternate Vendors</i>	
<i>Comment</i>	SEE OPERATIONS EMERGENCY MANUAL

	<i>Type of Stakeholder</i>
<i>Name</i>	,
<i>Department/Org</i>	
<i>Address</i>	
<i>Work phone</i>	
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Products/Services</i>	
<i>Alternate Vendors</i>	
<i>Comment</i>	See Operations Emergency Manual for this help.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	2	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	2	
<i>Printer</i>	1	
<i>Fax</i>	1	
<i>Copier</i>	1	
<i>Scanner</i>	1	
<i>Server</i>	1	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations Too many supply houses, so I would say no.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

Utility Name

Comment

Sewer - City Utilities

We are closed if lost of any of these

Transportation (special transportation needs)

Golf Carts

Other Resources

Staff

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	We could consider a few persons staying here on campus.
Supports this critical function	Heat
Estimated cost	Don't know
Cost one-time or annual?	One-time
Within whose scope	my unit itself
Comment	
Status	

Action Item #2	Nothing could replace the loss of natural gas!
Supports this critical function	Water and Sewer
Estimated cost	
Cost one-time or annual?	
Within whose scope	
Comment	
Status	

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Employee addresses and phone numbers
Description	Addresses & Phone Numbers of Employees
Medium	Electronic (computer)
Location	Plant shared drive
Owner (department)	Operations
Contact person(s)	Any supervisor in Operations
Backup measures	Paper copies
Comment	
Uploaded into UC Ready system?	Yes

Name	Operations Emergency Help Manual
Description	All Team members needed in an Emergency
Medium	
Location	Plant Drive/word docs/ help manual
Owner (department)	Tom Buuck - Operations
Contact person(s)	
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes

Name	USF Trinity Hall - Bsment Exits
Description	Evacuation plans for Operations
Medium	Electronic (computer)
Location	OpImgs\$ on Cassius
Owner (department)	Operations
Contact person(s)	Tom Buuck
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes

Library

CONTINUITY PLAN

Created: 12/17/2010

Last modified: 08/12/2011



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Library CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Physical Access to the Print Library Collection #2 Reference and Research Assistance #3 Library Instruction #4 Interlibrary Loan #5 Course Reserves #6 Loaning of Materials #7 Access to Electronic/Online Resources #8 Serials #9 Acquisitions
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements(optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

Department Library

Parent division Vice President for Administration

Type of unit Library

Personnel count 6 Faculty & other academic appointees
0 Residents/Fellows
2 Staff (full-time)
3 Staff (part-time, excl. student-staff)
21 Student-staff
0 Volunteers
0 Guests
1 Other

Head Karla Alexander
Director of Library Services

Primary Contact for this plan Karla Alexander

Secondary Contact for this plan

Cost Center

Buildings Pope John Paul II *Owned* Rooms 201, 211 & 101

Evacuation plans for all buildings? Yes

Comment Graduate Assistant

Critical functions 1. Physical Access to the Print Library Collection --Deferrable
2. Reference and Research Assistance --Critical 3
3. Library Instruction --Critical 3
4. Interlibrary Loan --Critical 3
5. Course Reserves --Critical 3
6. Loaning of Materials --Critical 3
7. Access to Electronic/Online Resources --Critical 3
8. Serials --Critical 3
9. Acquisitions --Critical 3

Definitions:

- *Critical 1: must continue (life, health, security)*
- *Critical 2: must continue, perhaps in reduced mode*
- *Critical 3: pause if forced, but must resume in 30 days or sooner*
- *Deferrable: resume when conditions permit*

To edit this plan section, use
the Step 2 tab of the UC Ready
web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Reference and Research Assistance
<i>Description</i>	Librarians assist students in finding information for their assignments and assist faculty in finding information for class preparation and their own research. Librarians also do research at faculty request.
<i>Who Performs this?</i>	Reference Librarians and/or Professional Staff
<i>Responsible person(s)</i>	Cindy Kump Lauralee Aven
<i>Peak Periods</i>	Mar Apr Oct Nov
<i>Comment</i>	Reference is fairly steady through the semester but is busiest during midterms and finals.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services PALNI
<i>Downstream dependencies</i>	Faculty Staff Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of research
<i>How to cope if usual space is not available</i>	We can do this in any space as long as we have internet access and exproxy access or can do from home with internet and mobile technologies.
<i>How to cope with 50% absenteeism of staff and faculty</i>	Reference services can be provided by any library faculty and some of our support staff. Either reference librarian can cover for the other.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Other staff are already cross-trained for reference.
<i>Can this function be performed fully or partly from home?</i>	a computer with internet access the iPhone
<i>How to cope if data network is not available</i>	Access to ezproxy is required to allow access off-campus to library resources
<i>Any show-stoppers?</i>	Internet
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If students are not in class and are not working on research reference service would not be needed.
<i>Do any of these coping strategies expose the University to risk?</i>	no risk
<i>Policy exceptions that may be needed</i>	Normally we do not provide reference from home. The library director could approve this.
<i>Additional vulnerabilities</i>	Many resources are operated from facilities off campus (databases, etc.) so a pandemic or disaster elsewhere could also create issues.
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #2

<i>Name</i>	Library Instruction
<i>Description</i>	Faculty bring their students to the lab for instruction in how to use the library resources to find information for their assignments.
<i>Who Performs this?</i>	Reference/Instruction Librarians
<i>Responsible person(s)</i>	Cindy Kump Lauralee Aven
<i>Peak Periods</i>	Jan Feb Mar Sep Oct
<i>Comment</i>	The majority of instruction sessions are scheduled within the first two months of the semester.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services
<i>Downstream dependencies</i>	Faculty Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teachingMay disrupt schedules faculty create for their class if they have planned a library session Disruption of researchstudents need these sessions prior to research assignments
<i>How to cope if usual space is not available</i>	can use classroom or other room with web access and a projector, can also use online instruction options
<i>How to cope with 50% absenteeism of staff and faculty</i>	Instruction could be handled via online resources such as LibGuides.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Other library faculty have the expertise and education to do instruction with help from online materials created by Instruction Librarians.
<i>Can this function be performed fully or partly from home?</i>	Yes, via online materials and other library faculty.
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	Internet access and ezproxy OR if on campus a projector/computer with Internet access and ezproxy OR computers with internet access and ezproxy for the students. Access to databases and other online library resources
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If there are no classes in session there would be no demand for instruction.
<i>Do any of these coping strategies expose the University to risk?</i>	no risk
<i>Policy exceptions that may be needed</i>	none
<i>Additional vulnerabilities</i>	Many resources are operated from facilities off campus (databases, etc.) so a pandemic or disaster elsewhere could also create issues.
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #3

<i>Name</i>	Interlibrary Loan	
<i>Description</i>	Interlibrary Loan (ILL) is a service provided to our patrons to request materials that are not available in our collection. These items would include articles, chapters and books. USF ILL also loans out materials across the nation.	
<i>Who Performs this?</i>	Interlibrary Loan Specialist/Document Delivery Specialist	
<i>Responsible person(s)</i>	Barbara Chen	
<i>Peak Periods</i>	Jan Feb Mar Apr Aug Sep Oct Nov Dec	
<i>Comment</i>	While we still have ILL requests throughout the year, spring and fall semester are more heavily used.	
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	University Technology Services OCLC Info Express - if still able to function on campus or other official usf location	
<i>Downstream dependencies</i>	Faculty Staff Student	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of research	If patrons are unable to access our collection and we do not have ILL up and running, many research sources would be unavailable to all USF patrons.
	Payment deadlines unmet	Obligated to bills for items requested by our patrons
	Other	Books borrowed before the disruption, would need to be returned. If unable to return books in good condition and in timely manner, replacement costs would need to be made.
<i>How to cope if usual space is not available</i>	With internet access, USF server, and a scanner, this function can be carried out almost anywhere.	
<i>How to cope with 50% absenteeism of staff and faculty</i>	Articles are usually e-mailed to faculty, staff and students. As long as there is one person to order request, the absence rate won't matter	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	While one person mainly carries out this function, there are instructions for the Illiad program available online.	
<i>Can this function be performed fully or partly from home?</i>	Lending would need to be shut down, but we could continue to request materials for faculty staff and students through ILLiad	
<i>How to cope if data network is not available</i>	1. ILLs could be ordered directly through OCLC, a web-based program. As long as there is an internet connection, request can be ordered. It is far from favorable to do it this way, but in a worse case scenario, it can be done. An alternative e-mail address off campus would have to be used.	
<i>Any show-stoppers?</i>		
<i>If University declares temporary closure, is it possible to stop doing this function?</i>		
<i>Comment?</i>		
<i>Do any of these coping strategies expose the University to risk?</i>		
<i>Policy exceptions that may be needed</i>		
<i>Additional vulnerabilities</i>		
<i>Action items for this function</i>	See Action Item List - section VI	

Critical Function #4

<i>Name</i>	Course Reserves
<i>Description</i>	Course Reserves provides temporary access to course materials that are otherwise not found in the library's collection.
<i>Who Performs this?</i>	Circulation Services Coordinator II
<i>Responsible person(s)</i>	Michael Ashby
<i>Peak Periods</i>	Jan May Aug Dec
<i>Comment</i>	Peak times are the beginning and end of each semester. Items are submitted by professors to be placed on Course Reserve at the beginning of each semester and removed/returned at the end of each semester.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	Faculty Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Disruption of research
<i>How to cope if usual space is not available</i>	Utilize laptop for processing of materials Use book trucks to store the physical items on
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Basic cataloging and ALEPH understanding are needed, multiple individuals on staff could complete task if needed.
<i>Can this function be performed fully or partly from home?</i>	Would need remote access to ALEPH and arrangements to have physical materials prepared. Also a possible need for scanner if items are to be scanned and handled electronically.
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If there are no courses being offered there would be no need for the Course Reserve items.
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #5

<i>Name</i>	Loaning of Materials
<i>Description</i>	Lend books and other materials to patrons (students, faculty, staff...)
<i>Who Performs this?</i>	Circulation Services Coordinators, User Services Staff, Library Faculty
<i>Responsible person(s)</i>	Jennifer Woolever Michael Ashby Malcolm Rodgers
<i>Peak Periods</i>	Jan Feb Mar Apr May Sep Oct Nov Dec
<i>Comment</i>	The highest would be the beginning, middle, and end of each semester.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services PALNI
<i>Downstream dependencies</i>	Faculty Staff Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Faculty/Students may need access to material. Disruption of research Faculty/Students may need access to material. Impact on other unit(s) Could effect classes.
<i>How to cope if usual space is not available</i>	table or desk chair computer loaded with ALEPH or temporary transactions can be documented in Excel
<i>How to cope with 50% absenteeism of staff and faculty</i>	This task can be handled by any of the regular library staff.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	The Circulation Services Coordinators and the Circulation Services Assistant all know how to perform this function. Other library staff don't work with this function as often, but are aware of what to do if needed.
<i>Can this function be performed fully or partly from home?</i>	This would be difficult due to the materials being in a different location than the staff member.
<i>How to cope if data network is not available</i>	We would need to use the temporary transaction forms. If we have computer access, using the Excel form; if not using the paper forms. If a paper copy of the policies and procedures manuals are not available we would need access to the Library shared drive.
<i>Any show-stoppers?</i>	None
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If there are no classes offered we could cease operations. If there are on-line classes being offered, materials may need to be available. Possibility of limiting patrons to e-books and full-text journals in the databases.
<i>Do any of these coping strategies expose the University to risk?</i>	N/A
<i>Policy exceptions that may be needed</i>	N/A
<i>Additional vulnerabilities</i>	None
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #6

<i>Name</i>	Access to Electronic/Online Resources
<i>Description</i>	Includes access to online databases, e-books, online catalog and library account features, interlibrary loan, special collections help tutorials, library policies, and other online documents.
<i>Who Performs this?</i>	Systems Librarian
<i>Responsible person(s)</i>	Celia Price
<i>Peak Periods</i>	Jan Feb Mar Apr Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services ExLibris servers located in Chicago Database vendors: EBSCOhost etc.
<i>Downstream dependencies</i>	Faculty Staff Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Disruption of research
<i>How to cope if usual space is not available</i>	The library collections and online catalog can be accessed via the internet, wherever internet access is available, as long as t EZproxy server is functioning.
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Celia Price is responsible for maintaining access to the library collections and online resources. Documentation for most procedures that someone else may need to know in the event of her absence is stored on the library shared drive. An addition document with account administrative login and password information is now stored on Celia's personal drive and another copy is stored off campus that she alone has access to.
<i>Can this function be performed fully or partly from home?</i>	Yes. Celia can function with a laptop computer, and access to the internet and some documentation.
<i>How to cope if data network is not available</i>	EZProxy would have to be up and running or library resources will not be available.
<i>Any show-stoppers?</i>	EZProxy would have to be up and running or library resources will not be available.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	Not that we are aware of.
<i>Policy exceptions that may be needed</i>	Not that we are aware of.
<i>Additional vulnerabilities</i>	If other locations were affected, our off campus servers and vendors may not be able to provide access to library resources.
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #7

<i>Name</i>	Serials
<i>Description</i>	In charge of the ordering, receiving, processing, and maintaining both print and online subscriptions for the library.
<i>Who Performs this?</i>	Library Technical Services/Serials Specialist
<i>Responsible person(s)</i>	Elizabeth Wages
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	General receiving and processing of materials is heavier during the beginning and middle of each month. The ordering and renewal of materials takes place in July and August. New subscriptions processing and reconciling takes place January.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Business Office Mail Services University Technology Services PALNI System/ ExLibris EBSCONet Database vendors
<i>Downstream dependencies</i>	Business Office Faculty Staff Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Possible loss of access to online resources. Disruption of research Possible loss of access to online resources. Payment deadlines unmet Possible interruption of processing of invoices.
<i>How to cope if usual space is not available</i>	*Need access to a computer with internet connection and the Aleph GUI client and OCLC Connexion software installed. *Need access to a temporary delivery location. *Need access to all supplies necessary for processing incoming materials. *Need access to external storage space. *Electronic resources would continue to be available whenever internet access is available long as the EZproxy server is functioning.
<i>How to cope with 50% absenteeism of staff and faculty</i>	The expectation about the amount of time needed for material to be processed and onto the shelf would be reduced. Staff members will be cross trained to be able to continue with these functions in the case of absences.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Beth Wages is currently the person who oversees and carries out Serials functions. There is currently one other staff member cross-trained to perform these duties with more cross-training possible in the future.
<i>Can this function be performed fully or partly from home?</i>	A person working from home would need a computer with Internet access, the supplies referred to above, and the means to get journals from the university to home on a regular basis.
<i>How to cope if data network is not available</i>	As long as the Internet is available, this function does not require access to the USF network.
<i>Any show-stoppers?</i>	Need access to a computer with internet connection and the Aleph GUI client software installed. EZProxy would have to be up and running or online resources will not be available.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	Provided that there is storage for arriving journals or mail delivery is stopped, this function could cease. Outstanding invoices could possibly need to be paid depending on the time of year, but could potentially be done from a remote site.
<i>Do any of these coping strategies expose the University to risk?</i>	If there are outstanding invoices pending, vendors would need to be contacted.
<i>Policy exceptions that may be needed</i>	Access to offsite or alternative mail deliveries granted through Operations.
<i>Additional vulnerabilities</i>	

Action items for this function See Action Item List - section VI

Critical Function #8

<i>Name</i>	Acquisitions	
<i>Description</i>	The Acquisitions department is responsible for the purchasing of most materials that are added to the library's collection in support of all Departments/Schools curriculum. This may include the following items and formats: print books, electronic books, dissertations, case studies, DVDs, or VHS tapes.	
<i>Who Performs this?</i>	Acquisitions/Technical Services	
<i>Responsible person(s)</i>	Maureen McMahan Associate Director for Collection and Technical Services	
<i>Peak Periods</i>	Mar Apr May Jun	
<i>Comment</i>	Peak periods are currently influenced by deadlines that are set for departmental and library orders. We are working to encourage ordering as an ongoing function that happens over the course of an academic year versus a few months a year.	
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Business Office Mail Services University Technology Services PALNI Systems/ ExLibris Database vendors	
<i>Downstream dependencies</i>	Business Office Faculty Staff Student	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of research	Acquisitions supports ILL services and patron driven requests that are created when items are not readily available within our own collection. A stop in acquisitions may hinder or impede those involved in USF research.
	Payment	If Acquisitions service is suspended for an extended period of time, we will run into issues with receiving deadlines unmet orders that have already been placed and verifying receipt of materials. Receipt of materials needs to occur to authorize payment of invoices via the Business Office.
	Other	If damage has occurred to the Library or to Pope John Paul II building, UPS and mail services will be impacted.
<i>How to cope if usual space is not available</i>	*Need access to a computer with internet connection and the Aleph GUI client and OCLC Connexion software installed. *Need access to a temporary delivery location. *Need access to all supplies necessary for processing incoming materials. *Need access to external storage space.	
<i>How to cope with 50% absenteeism of staff and faculty</i>	It may reduce the volume of orders being received and processed during this time.	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Maureen McMahan is currently the person who oversees and carries out these functions. The library is currently in the process of identifying individuals on staff that could be cross-trained to perform these functions.	
<i>Can this function be performed fully or partly from home?</i>	A person working from home would need a computer with an internet access and the supplies referred to above.	
<i>How to cope if data network is not available</i>	As long as the internet is available, this function does not require access to the USF network.	
<i>Any show-stoppers?</i>	*Need access to a computer with internet connection and the Aleph GUI client and OCLC Connexion software installed.	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No	
<i>Comment?</i>	While we can stop placing new orders. We would still need to have a plan in place to deal with the handling of orders already in process.	
<i>Do any of these coping strategies expose the University to risk?</i>	Potentially, we would need to deal with vendors and any outstanding invoices that have not been paid due to interruption or stoppage of mail service.	
<i>Policy exceptions that may be needed</i>	Access to offsite or alternative mail deliveries granted through Operations.	
<i>Additional vulnerabilities</i>		

Action items for this function See Action Item List - section VI

To edit this plan section, use
the Step 3 tab of the UC Ready
web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Email - Microsoft Exchange	Critical 2	Used to distribute notices.
Jenzabar	Critical 3	
LDAP	Critical 2	used for authentication to our research tools.

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use
the Step 3 tab of the UC Ready
web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

Application #1

<i>Name of application or system</i>	ExLibris Aleph/Primo
<i>Functional owner</i>	Vann Library
<i>Technical Owner</i>	PALNI, INC.
<i>Type</i>	Client-Server Application
<i>Backup frequency</i>	Multiple times per day
<i>Backup media</i>	Other
<i>Backup auto or manual?</i>	Automatic
<i>Database application?</i>	Yes
<i>Move data to or from core campus systems?</i>	Yes
<i>If so, what campus systems?</i>	Jenzabar supplies user data
<i>Depts that will be impacted by failure of this application</i>	Library, Academic courses.
<i>Technical expert(s)</i>	Celia Price, Maureen McMahan
<i>Responsible for recovery</i>	PALNI/ExLibris
<i>Onsite storage</i>	none
<i>Offsite storage</i>	Cloud based/Chicago
<i>Frequency of offsite storage</i>	Daily
<i>Location of installation disks & documentation</i>	PALNI/ExLibris
<i>Successful recovery been done?</i>	Yes
<i>Comment</i>	

Application #2

<i>Name of application or system</i>	Schedule 3W
<i>Functional owner</i>	Vann Library
<i>Technical Owner</i>	Celia Price/Dymaxion Research
<i>Type</i>	
<i>Backup frequency</i>	
<i>Backup media</i>	
<i>Backup auto or manual?</i>	
<i>Database application?</i>	
<i>Move data to or from core campus systems?</i>	
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	
<i>Technical expert(s)</i>	
<i>Responsible for recovery</i>	
<i>Onsite storage</i>	
<i>Offsite storage</i>	
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	
<i>Successful recovery been done?</i>	
<i>Comment</i>	

To edit this plan section, use
the Step 3 tab of the UC Ready
web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

Server #1

Name of server (or group of servers) Jerome

Server Type Application server

Explanation used for authentication

Backup frequency

Backup media

Backup auto or manual?

*Applications that will be impacted by
failure of this server*

*Departments that will be impacted by
failure of this server*

Server software

Technical expert(s)

Responsible for recovery

Onsite storage

Offsite storage

Frequency of offsite storage

*Location of installation disks &
documentation*

*Successful recovery of this server
been done?*

Comment

To edit this plan section, use
the Step 3 tab of the UC Ready
web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

Backup Method	Percent of Workstations Using this Backup Method	Comment
----------------------	---------------------------------------------------------	----------------

B. Workstation Support

Workstation Support is provided by...	Comment
----------------------------------------------	----------------

To edit this plan section, use
the Step 3 tab of the UC Ready
web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

*To edit this plan section, use
the Step 4 tab of the UC Ready
web tool.*

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.
These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
Encourage use of shared network space to allow for off campus access to data, if necessary.	
Having back up copies of procedures and accounts which are accessible from off campus.	

To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.

V. KEY RESOURCES

Part 1: Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff? Yes

Who holds copies of the emergency contact list? (be specific) All staff

Who updates the emergency contact list? Users Services Supervisor

Who knows how to check messages on your department's main phone line? Michael Ashby

Who knows how to record a greeting on your department's main phone line? Michael Ashby

Who can post messages on your department's web site (i.e., do the actual mechanics)? Celia Price

Do your staff use any shared passwords that should be kept available? Aleph, voicemail, Cvent

Comment

Key People in Your Unit:

Name Celia Price
Title or function Systems Librarian
Special skill Systems Oversight
Special role Second Leadership Successor,
Comment

Name Karla Alexander
Title or function Director
Special skill
Special role
Comment

Name Maureen McMahan
Title or function Associate Director
Special skill Tech Services Manager
Special role First Leadership Successor,
Comment

Name Michael Ashby
Title or function Users Services Supervisor
Special skill Oversee circulation and scheduling of work study students and PT support staff.
Special role Holds formal delegation(s) of authority
Comment

*To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.*

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

*To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.*

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

*To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.*

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
--------------	--------------------	----------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
TOTAL				0		

*To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.*

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

*To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.*

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	0	
<i>Laptop computer (car charger advised)</i>		
<i>Telephone (hard-wired)</i>	0	
<i>Printer</i>	0	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use
the Step 5 tab of the UC Ready
web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

*Facilities (special needs beyond
office-classroom lab needs)*

*Utilities (very important to the
functioning of the department)*

Utility Name

Comment

*Transportation (special transportation
needs)*

Other Resources

To edit this plan section, use
the Action Item Summary tab of
the UC Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	Work with the Business Office to identify a process for providing electronic access to documentation for any outstanding or open orders.
Supports this critical function	Acquisitions
Estimated cost	Don't know
Cost one-time or annual?	Other
Within whose scope	my unit together with other units on campus
Comment	
Status	

Action Item #2	Work with the Business Office to create a plan for digitally archiving Acquisitions records; including invoices for auditing purposes.
Supports this critical function	Acquisitions
Estimated cost	Don't know
Cost one-time or annual?	Other
Within whose scope	my unit together with other units on campus
Comment	
Status	

Action Item #3	Encourage use of shared network space to allow for off campus access to data, if necessary.
Supports this critical function	Faculty Preparedness
Estimated cost	
Cost one-time or annual?	
Within whose scope	
Comment	
Status	

Action Item #4	Having back up copies of procedures and accounts which are accessible from off campus.
Supports this critical function	Faculty Preparedness
Estimated cost	
Cost one-time or annual?	
Within whose scope	
Comment	
Status	

Action Item #5	ILLiad access from off campus/home
Supports this critical function	Interlibrary Loan
Estimated cost	less than \$100
Cost one-time or annual?	
Within whose scope	my unit itself
Comment	
Status	

Action Item #6	Off campus access to ILLiad
Supports this critical function	Interlibrary Loan
Estimated cost	less than \$100
Cost one-time or annual?	
Within whose scope	my unit itself
Comment	
Status	

Action Item #7 **Instruction librarians can create LibGuides for upcoming classes to use as a lesson plan. If other Library Faculty need to fill in they can follow the plan outlined in the LibGuide.**

Supports this critical function Library Instruction
Estimated cost less than \$100
Cost one-time or annual? Other
Within whose scope my unit itself
Comment No cost as this is part of regular responsibilities.
Status

Action Item #8 **Ensure procedure and policy manuals is kept up to date and available on the shared drive.**

Supports this critical function Loaning of Materials
Estimated cost less than \$100
Cost one-time or annual? Other
Within whose scope my unit itself
Comment
Status

Action Item #9 **Reference Librarians need to keep other library faculty up to date on changes with databases and issues discovered at the reference desk.**

Supports this critical function Reference and Research Assistance
Estimated cost less than \$100
Cost one-time or annual? Other
Within whose scope my unit itself
Comment Cost is 0 because this falls within normal job responsibilities.
Status

Action Item #10 **Reference Librarians will create "cheat sheets" on common issues at the desk to assist other staff who may fill-in.**

Supports this critical function Reference and Research Assistance
Estimated cost less than \$100
Cost one-time or annual? Other
Within whose scope my unit itself
Comment Cost is 0 because this falls within normal job responsibilities.
Status

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Acct numbers
Description	list of account numbers needed to make deposits
Medium	Electronic (computer)
Location	Jennifer's computer (drive)
Owner (department)	library
Contact person(s)	Jennifer Woolever
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes

Name	Checklist for Fair Use
Description	Checklist that is completed for each item submitted to ensure the use complies with copyright laws.
Medium	Paper
Location	Library website, procedures manual, network shared drive.
Owner (department)	
Contact person(s)	Mike Ashby
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes

Name	Continuity Planning Information
Description	File folder with information needed to carry out ILLiad
Medium	Electronic (computer)
Location	Library shared drive U:\ILLiad\Continuity Planning Information
Owner (department)	Library
Contact person(s)	Barb Chen
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Name	Course Reserves Policy & Procedure
Description	Outline of policies and procedures that guide the Reserve process.
Medium	Paper
Location	Library website, procedures manual, network shared drive.
Owner (department)	
Contact person(s)	Mike Ashby
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Name	E-mail
Description	I would need access to send and receive e-mail to students, faculty, and staff
Medium	More than one (explain in comment)
Location	
Owner (department)	Library/USF

Contact person(s) UTS
Backup measures
Comment
Uploaded into UC Ready system? No

Name EzProxy
Description EzProxy is a user authentication application that validates users and verifies they have the right to access restricted access online resources.
Medium Electronic (computer)
Location
Owner (department) UTS/Library
Contact person(s) Mark Robbins and Celia Price
Backup measures Backed up by UTS
Comment
Uploaded into UC Ready system? No

Name Faculty Reserve Request Form
Description Form used to add an item to the Reserve collection.
Medium Paper
Location Library website, procedures manual, network shared drive.
Owner (department)
Contact person(s) Mike Ashby
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name ILL Budget
Description Budget for ILLs
Medium Electronic (computer)
Location Library Shared Drive U:\Interlibrary Loan
Owner (department) Library
Contact person(s) Barb Chen
Backup measures
Comment
Uploaded into UC Ready system? No

Name Internet
Description I need access to the internet
Medium Electronic (computer)
Location
Owner (department) Library/UTS
Contact person(s) UTS
Backup measures
Comment
Uploaded into UC Ready system? No

Name Laptop computer
Description A laptop computer with wireless access should be sufficient to perform systems duties
Medium Other (explain in comment)
Location Systems librarian office and Library conference room
Owner (department) Library
Contact person(s) Celia Price
Backup measures
Comment
Uploaded into UC Ready system? No

Name Library Hold List
Description List of patrons that have a library hold
Medium Electronic (computer)
Location departmental shared drive
Owner (department) Library
Contact person(s) Jennifer Woolever; Michael Ashby
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Library shared drive
Description I may need access to some files stored on our shared drive in the Systems folder
Medium Electronic (computer)
Location \\Francis\lib\$\br/>**Owner (department)** Library/University Technology Services
Contact person(s) UTS
Backup measures The share drive is backed up by UTS
Comment located on server maintained by UTS
Uploaded into UC Ready system? No

Name Master vendor list
Description This list contains the names of all of the current vendors on file with the library and includes thier address and other contact information.
Medium More than one (explain in comment)
Location Library's shared drive.
Owner (department) Library
Contact person(s) Maureen McMahan
Backup measures Both electronic and hard copies of this list are kept off-site with the Acquisitions Librarian.
Comment
Uploaded into UC Ready system? Yes

Name Policy and Procedure Manuals
Description Binders that contain the policies and procedures for operating the circulation of materials
Medium More than one (explain in comment)
Location set on desk of each floor of the library as well as on the departmental shared drive
Owner (department) Library
Contact person(s) Jennifer Woolever; Michael Ashby
Backup measures
Comment Paper copies in binders at each circulation desk. Electronic copies on the departmental shared drive
Uploaded into UC Ready system? No

Name reference form
Description used to keep track of completed reference questions
Medium Electronic (computer)
Location online
<http://www.cvent.com/Surveys/Welcome.aspx?s=738a236d-7866-478b-a8aa-1e5ca5151e5c>
Owner (department) Library
Contact person(s) Cindy Kump
Backup measures <http://www.cvent.com/Surveys/Welcome.aspx?s=738a236d-7866-478b-a8aa-1e5ca5151e5c>
Comment
Uploaded into UC Ready system? No

Human Resources

CONTINUITY PLAN

Created: 11/15/2010
Last modified: 07/21/2011



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Human Resources CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Contracts and Offer Letters #2 Data/Record Management #3 Work Study #4 Benefits #5 Recruitment-Hiring #6 Payroll #7 Switchboard #8 Mail Services
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Human Resources
<i>Parent division</i>	Executive Vice President
<i>Type of unit</i>	Human Resources
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 5 Staff (full-time) 0 Staff (part-time, excl. student-staff) 2 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Norma Boenker Director of Human Resources
<i>Primary Contact for this plan</i>	Norma Boenker
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	Building 6 Owned
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Contracts and Offer Letters --Critical 2 2. Data/Record Management --Critical 2 3. Work Study --Critical 3 4. Benefits --Critical 2 5. Recruitment-Hiring --Critical 2 6. Payroll --Critical 2 7. Switchboard --Critical 2 8. Mail Services --Critical 3 <i>Definitions:</i> • <i>Critical 1: must continue (life, health, security)</i> • <i>Critical 2: must continue, perhaps in reduced mode</i> • <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i> • <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Contracts and Offer Letters
<i>Description</i>	Generate and monitor contracts and offer letters using accurate wages, positions, and contract criteria.
<i>Who Performs this?</i>	Human Resources
<i>Responsible person(s)</i>	Anna Juergens
<i>Peak Periods</i>	Jan Feb Apr May Jul Aug Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Registrar's Office Copy Center Academic Dept Chairs/Prog Directors Mail Services University Technology Services
<i>Downstream dependencies</i>	Business Office Academic Dept Chairs/Prog Directors
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching Well-being of faculty/staff Payment deadlines unmet Impact on other unit(s)
<i>How to cope if usual space is not available</i>	Relocate
<i>How to cope with 50% absenteeism of staff and faculty</i>	Prioritize
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	Internet Jenzabar Microsoft Mail supplies
<i>How to cope if data network is not available</i>	Phone calls
<i>Any show-stoppers?</i>	Jenzabar Microsoft
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	Work from home?
<i>Do any of these coping strategies expose the University to risk?</i>	Workers comp.

<i>Policy exceptions that may be needed</i>	Non-exempt allowed to work from home
<i>Additional vulnerabilities</i>	No
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #2

<i>Name</i>	Data/Record Management
<i>Description</i>	Enter information into Jenzabar using accurate coding and data so that reporting can be accomplished.
<i>Who Performs this?</i>	Human Resources
<i>Responsible person(s)</i>	Anna Juergens
<i>Peak Periods</i>	Jan Feb Apr May Jul Aug Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Registrar's Office Copy Center Academic Dept Chairs/Prog Directors Mail Services University Technology Services
<i>Downstream dependencies</i>	Business Office Academic Dept Chairs/Prog Directors
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of research Payment deadlines unmet Impact on other unit(s)
<i>How to cope if usual space is not available</i>	Relocate
<i>How to cope with 50% absenteeism of staff and faculty</i>	Prioritize
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Cross-train
<i>Can this function be performed fully or partly from home?</i>	Internet Jenzabar Microsoft
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	Jenzabar
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	Work from home?
<i>Do any of these coping strategies expose the University to risk?</i>	Workers comp.
<i>Policy exceptions that may be needed</i>	Non-exempt allowed to work from home.
<i>Additional vulnerabilities</i>	No
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #3

<i>Name</i>	Work Study	
<i>Description</i>	All student employment paperwork Verify student timesheets Jenzabar payroll data entry	
<i>Who Performs this?</i>	Human Resources	
<i>Responsible person(s)</i>	Gail Matthews	
<i>Peak Periods</i>	Aug Sep	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Business Office Department of Financial Aid Academic Dept Chairs/Prog Directors	
<i>Downstream dependencies</i>	Business Office Department of Financial Aid	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of faculty	Faculty/staff may depart because they may not be paid and/or benefits may be disrupted. Most people find that pay and benefits are crucial components of employment.
	Departure of staff	
	Departure of students	
	Well-being of faculty/staff	
	Well-being of students	
	Payment deadlines unmet	
	Legal obligations unmet	
	Legal harm to the University	
	Impact on important business partner(s)	Our third party administrator, Pro-Claim Plus, may be affected by the loss of our network. They rely on employment and pay information to process claims properly according to our contract.
<i>How to cope if usual space is not available</i>	I can log into Jenzabar and Microsoft products from home.	
<i>How to cope with 50% absenteeism of staff and faculty</i>	There are a few actions/processes that we have been cross-trained on.	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>		
<i>Can this function be performed fully or partly from home?</i>	I have a personal laptop that could be used. I also have a desk at home. The only thing that would be missing is actual paper files. So much information is stored there. I have a land phone and cell phone that could be used for phone calls.	

<i>How to cope if data network is not available</i>	I wouldn't be able to do much without the network.
<i>Any show-stoppers?</i>	Definitely need the network.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No
<i>Comment?</i>	Employees and students need to be paid.
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	I don't think you can tell students that worked, they will not be paid. If the decision was made to not pay, then Dr. Adkinson would probably be the one to call that shot.
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #4

<i>Name</i>	Benefits
<i>Description</i>	Administer employee benefit programs (health, dental/vision, life, FSA, HSA, tuition, STD, LTD, PTO, etc. Weekly claims funding to Pro-Claim Plus Act as liaison to Pro-Claim Plus solve benefit issues monthly invoice
<i>Who Performs this?</i>	Human Resources
<i>Responsible person(s)</i>	Gail Matthews
<i>Peak Periods</i>	Jan Jun Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Business Office Department of Financial Aid Academic Dept Chairs/Prog Directors
<i>Downstream dependencies</i>	Business Office Department of Financial Aid
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of faculty/staff Payment deadlines unmet Legal obligations unmet
<i>How to cope if usual space is not available</i>	I can log into Jenzabar and Microsoft products from home.
<i>How to cope with 50% absenteeism of staff and faculty</i>	There are a few actions/processes that we have been cross-trained on.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	I have a personal laptop that could be used. I also have a desk at home. The only thing that would be missing is actual paper files. So much information is stored there. I have a land phone and cell phone that could be used for phone calls.
<i>How to cope if data network is not available</i>	I wouldn't be able to do much without the network.
<i>Any show-stoppers?</i>	Definitely need the network.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No
<i>Comment?</i>	Employees and students need to be paid.
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	If the decision was made to not pay, then Dr. Adkinson would probably be the one to call that shot.
<i>Additional vulnerabilities</i>	

Action items for this function See Action Item List - section VI

Critical Function #5

<i>Name</i>	Recruitment-Hiring	
<i>Description</i>	Recruitment and hiring of all full and part time faculty and staff and adjunct faculty.	
<i>Who Performs this?</i>		
<i>Responsible person(s)</i>	Director of Human Resources	
<i>Peak Periods</i>	Mar Apr May Jun Jul Aug Sep Oct	
<i>Comment</i>	Activity is dependent on staffing levels, turnover rates, etc.	
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Campus Wide	
<i>Downstream dependencies</i>	Campus Wide	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching	Faculty vacancies may result in canceled classes
	Other	Faculty and/or staff vacancies put extra burden on others to fulfill the obligations of the university
<i>How to cope if usual space is not available</i>	Other space on campus Office campus locaton	
<i>How to cope with 50% absenteeism of staff and faculty</i>	Others in department will perform function if necessary	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	HR assistant is cross-trained on process	
<i>Can this function be performed fully or partly from home?</i>	Function can be performed from home with computer, email access and phone	
<i>How to cope if data network is not available</i>	Job ads would be written, advertising would be done through newspaper. Salary offers would be determined by communicating with university leadership	
<i>Any show-stoppers?</i>		
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes	
<i>Comment?</i>		
<i>Do any of these coping strategies expose the University to risk?</i>		
<i>Policy exceptions that may be needed</i>		
<i>Additional vulnerabilities</i>		
<i>Action items for this function</i>	See Action Item List - section VI	

Critical Function #6

<i>Name</i>	Payroll
<i>Description</i>	Monitors calculation of time sheets for hourly employees and work study students. Processes payroll and prepares and distributes paychecks and direct deposit statements. maintains employee database in Jenzabar system
<i>Who Performs this?</i>	Human Resources
<i>Responsible person(s)</i>	Jean Hostetler
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Business Office Department of Advancement
<i>Downstream dependencies</i>	Business Office Department of Advancement
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of faculty/staff Pay
	Well-being of students Pay
	Payment deadlines unmet Fed & State tax, child sup./garnishments, health savings, retirement, employees' pay
	Legal obligations unmet Penalty + interest
<i>How to cope if usual space is not available</i>	Use what space is available.
<i>How to cope with 50% absenteeism of staff and faculty</i>	Do the best I can with the information I have so employees would be paid.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Best to have another staff member cross-trained - keep procedures updated and available to others as need be.
<i>Can this function be performed fully or partly from home?</i>	A person would need payroll information and the ability to process from off campus.
<i>How to cope if data network is not available</i>	Employees would need to be paid so paychecks would have to be done by hand and signed by an authorized person from the business office. Then this info would need to be added to the payroll module one person at a time. Adding a manual check to the pay roll process would need to be done before the next payroll run.
<i>Any show-stoppers?</i>	Payroll module
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No
<i>Comment?</i>	Employees need to be paid.

*Do any of these
coping strategies
expose the
University to risk?*

*Policy exceptions
that may be needed* Hourly employees could be paid without a time sheet by estimating their hours if given the authority to do so.

*Additional
vulnerabilities*

*Action items for this
function* See Action Item List - section VI

Critical Function #7

<i>Name</i>	Switchboard
<i>Description</i>	Transfers incoming phone calls
<i>Who Performs this?</i>	Human Resources
<i>Responsible person(s)</i>	Cheryl Hunter
<i>Peak Periods</i>	Jan Feb Mar Apr Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services
<i>Downstream dependencies</i>	Campus Wide
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of faculty/staff
	Well-being of students
	Impact on other unit(s)
<i>How to cope if usual space is not available</i>	Relocation of switchboard.
<i>How to cope with 50% absenteeism of staff and faculty</i>	Switchboard coverage from other HR staff.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	N/A
<i>How to cope if data network is not available</i>	If phones are still in service, paper directory is available.
<i>Any show-stoppers?</i>	Telephone service
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	No
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #8

<i>Name</i>	Mail Services
<i>Description</i>	Distribution of incoming mail Preparation of outgoing mail
<i>Who Performs this?</i>	Human Resources
<i>Responsible person(s)</i>	Cheryl Hunter
<i>Peak Periods</i>	Jan Feb Mar Apr Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Campus Wide
<i>Downstream dependencies</i>	Campus Wide
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Payment deadlines unmet Impact on other unit(s)
<i>How to cope if usual space is not available</i>	Relocate mail room
<i>How to cope with 50% absenteeism of staff and faculty</i>	Other HR staff will do mail.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	No
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	Disruption of USPS and Postmasters mail service.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Email - Microsoft Exchange	Critical 3	
Informaker Reporting Tools	Deferrable	
Jenzabar	Critical 2	
Microsoft Office Suite	Critical 3	
Telephones - Cisco Call Manager	Critical 2	
Voicemail - Cisco Unity	Critical 2	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Yes
<i>Who holds copies of the emergency contact list? (be specific)</i>	All HR staff members
<i>Who updates the emergency contact list?</i>	All HR staff members
<i>Who knows how to check messages on your department's main phone line?</i>	All HR staff members
<i>Who knows how to record a greeting on your department's main phone line?</i>	All HR staff members
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Gail Matthews Norma Boenker
<i>Do your staff use any shared passwords that should be kept available?</i>	No
<i>Comment</i>	

Key People in Your Unit:

<i>Name</i>	Gail Matthews
<i>Title or function</i>	Human Resources Assistant
<i>Special skill</i>	Hiring Process Knowledge
<i>Special role</i>	Second Leadership Successor,
<i>Comment</i>	

<i>Name</i>	Jean Hostetler
<i>Title or function</i>	Payroll/HR Specialist
<i>Special skill</i>	Payroll processing
<i>Special role</i>	Third Leadership Successor,
<i>Comment</i>	

<i>Name</i>	Norma Boenker
<i>Title or function</i>	Director of Human Resources
<i>Special skill</i>	Knowledge of all HR functions
<i>Special role</i>	First Leadership Successor,
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Anna Juergens
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Gail Matthews
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Jean Hostetler
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Norma Boenker
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Clerical	Ability to perform basic clerical functions	
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	
Infomaker Reporting	Ability to generate reports with guidance in various modules	
Jenzabar Data Entry	Ability to perform with guidance data entry in various modules	
Project Management	Employee with strong project management skills	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Switchboard	2	Clerical	1	1.00	1.00	0
Recruitment-Hiring	2	Director	4	1.00	1.00	0
Payroll	2	Clerical	4	1.00	1.00	0
Work Study	3	Clerical	4	0.50	0.00	0.5
Mail Services	3	Clerical	1	0.25	0.25	0
Benefits	2	Clerical	4	0.75	0.00	0.75
TOTAL				4.5		

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Stacy Adkinson
<i>Department/Org</i>	Organizational Development
<i>Address</i>	
<i>Work phone</i>	260-399-7700 x 6905
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	sadkinson@sf.edu
<i>Comment</i>	

<i>Name</i>	Teresa Sordelet
<i>Department/Org</i>	UTS
<i>Address</i>	
<i>Work phone</i>	260-399-7700 x 6020
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	tsordelet@sf.edu
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	1	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	1	
<i>Printer</i>	0	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

<i>Utility Name</i>	<i>Comment</i>
Electricity - AEP	
Gas - NIPSCO	
Water - City Utilities	
Sewer - City Utilities	

Transportation (special transportation needs)

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	Cross training, remote log in
Supports this critical function	Benefits
Estimated cost	Don't know
Cost one-time or annual?	Other
Within whose scope	my unit together with other units on campus
Comment	
Status	

Action Item #2	Plan ahead and be prepared - never know if and when a disaster will happen.
Supports this critical function	Payroll
Estimated cost	Don't know
Cost one-time or annual?	
Within whose scope	my unit together with other units on campus
Comment	
Status	

Action Item #3	Ensure staff is cross trained Have forms available from off campus and if network is not available
Supports this critical function	Recruitment-Hiring
Estimated cost	less than \$100
Cost one-time or annual?	One-time
Within whose scope	my unit together with other units on campus
Comment	
Status	In progress

Action Item #4	Cross Training, remote log in
Supports this critical function	Work Study
Estimated cost	Don't know
Cost one-time or annual?	Other
Within whose scope	my unit together with other units on campus
Comment	
Status	

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Adjunct overload approval form
Description	
Medium	Paper
Location	Bldg. 6, Rm. 2
Owner (department)	Human Resources
Contact person(s)	Anna Juergens
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Name	Adjunct terminations and rehires
Description	
Medium	More than one (explain in comment)
Location	Bldg. 6, Rm. 2
Owner (department)	Human Resources
Contact person(s)	Anna Juergens
Backup measures	
Comment	Paper and electronic
Uploaded into UC Ready system?	No

Name	Adjuncts and overloads contracts
Description	
Medium	More than one (explain in comment)
Location	Bldg. 6, Rm. 2
Owner (department)	Human Resources
Contact person(s)	Anna Juergens
Backup measures	
Comment	Paper and electronic
Uploaded into UC Ready system?	No

Name	Adjuncts and overloads contracts folder
Description	
Medium	More than one (explain in comment)
Location	Bldg. 6, Rm. 2
Owner (department)	Human Resources
Contact person(s)	Anna Juergens
Backup measures	
Comment	Paper and electronic
Uploaded into UC Ready system?	No

Name Application Form
Description Form completed by all applicants for staff positions
Medium Paper
Location Human Resources office, Building 6, Room 6
Owner (department) Human Resources
Contact person(s) Director of Human Resources
Backup measures Stored on departmental share drive
Comment
Uploaded into UC Ready system? No

Name Background check spreadsheet
Description
Medium Electronic (computer)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment
Uploaded into UC Ready system? No

Name Benefit forms
Description All benefit forms are paper
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 5
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures None
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Benefit statement
Description
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Benefit statement letter
Description
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Changes and/or additions to salary/wages being paid

Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Child support
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Driving Record Authorization
Description Form authorizing check of applicant driving records to ensure insurability under USF insurance plan
Medium Paper
Location Human Resources office, Building 6, Room 6
Owner (department) Human Resources and Operations
Contact person(s) Director of Human Resources
Backup measures Departmental share drive
Comment
Uploaded into UC Ready system? No

Name Edit and payroll reports from previous run
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Education and transcripts
Description
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Employee directory

Description
Medium More than one (explain in comment)
Location Bldg. 6
Owner (department) UTS Human Resources
Contact person(s) Cheryl Hunter
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Employee hire form
Description
Medium Paper
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment
Uploaded into UC Ready system? No

Name Employee Hire Form
Description Form summarizes offer made to successful candidate and used to prepare offer letter or contract
Medium Paper
Location Departmental share drive
Owner (department) Human Resources
Contact person(s) Director of Human Resources
Backup measures Available on HR intranet site
Comment
Uploaded into UC Ready system? No

Name Employment paper work
Description Federal/state tax, I-9, direct deposit, handbook acknowledgement
Medium Paper
Location Bldg. 6, Rm. 5
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures none
Comment
Uploaded into UC Ready system? No

Name Faculty and staff
Description
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Faculty and staff folder

Description
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name Faculty Employment Requisition
Description Form authorizes the recruitment and hiring for a faculty position
Medium Paper
Location Departmental share drive
Owner (department) Human Resources
Contact person(s) Director of Human Resources
Backup measures Available on HR intranet site
Comment
Uploaded into UC Ready system? No

Name FWS agreements
Description
Medium Paper
Location Bldg. 6, Rm. 5
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures none
Comment
Uploaded into UC Ready system? No

Name Health savings account
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Health savings report
Description
Medium Electronic (computer)
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Indiana UC-1 quarterly report

Description

Medium Electronic (computer)
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name

Description Infomaker pibbles
Medium More than one (explain in comment)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment Paper and electronic
Uploaded into UC Ready system? No

Name

Description Instruction sheets for submission of ACH file
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name

Description Job and position codes
Medium Electronic (computer)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment
Uploaded into UC Ready system? No

Name

Description Job Descriptions
Medium Description of of duties for all positions at USF
Medium Electronic (computer)
Location Departmental share drive
Owner (department) Human Resources
Contact person(s) Director of Human Resources
Backup measures
Comment
Uploaded into UC Ready system? No

Name

Description New changes to employee benefit info for all benefits

Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name New hire log spreadsheet
Description
Medium Electronic (computer)
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment
Uploaded into UC Ready system? No

Name New/changes to DD information
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Past student employment files
Description
Medium Paper
Location Trinity Hall basement
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures None
Comment
Uploaded into UC Ready system? No

Name Payment of taxes
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Payroll check list
Description

Medium Electronic (computer)
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Payroll update reports and DD file for ACH submission
Description
Medium Electronic (computer)
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Procedures personnel analyst folder and other folders
Description
Medium Paper
Location Bldg. 6, Rm. 2
Owner (department) Human Resources
Contact person(s) Anna Juergens
Backup measures
Comment
Uploaded into UC Ready system? No

Name PTO forms
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Quarterly 941 report
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Release Agreement (background check)
Description Release form to authorize background check on all applicants
Medium Paper

Location Human Resources office, Building 6, Room 6
Owner (department) Human Resources
Contact person(s) Director of Human Resources
Backup measures Stored on departmental share drive
Comment
Uploaded into UC Ready system? No

Name Request to SL + STD/medical form
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name SL banking request
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name SS checks
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Staff Employment Requisition
Description Form authorizes the recruitment and hiring for a staff position
Medium Paper
Location Departmental share drive
Owner (department) Human Resources
Contact person(s) Director of Human Resources
Backup measures Available on HR intranet site
Comment
Uploaded into UC Ready system? No

Name Student handbook
Description
Medium Paper

Location Bldg. 6, Rm. 5
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures None
Comment
Uploaded into UC Ready system? No

Name Student payroll records
Description
Medium Electronic (computer)
Location Jenzabar
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures
Comment
Uploaded into UC Ready system? No

Name Student time sheets
Description
Medium Paper
Location Bldg. 6, Rm. 5
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures None
Comment
Uploaded into UC Ready system? No

Name Student violation
Description
Medium Paper
Location Bldg. 6, Rm. 5
Owner (department) Human Resources
Contact person(s) Gail Matthews
Backup measures None
Comment
Uploaded into UC Ready system? No

Name Taxes
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name TIAA-CREF
Description
Medium Paper
Location Bldg. 6, Rm. 4

Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name TIAA-CREF remittance
Description
Medium Electronic (computer)
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Time sheets
Description
Medium Paper
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

Name Tracking and balancing of all taxes deducted and paid
Description
Medium Electronic (computer)
Location Bldg. 6, Rm. 4
Owner (department) Human Resources
Contact person(s) Jean Hostetler
Backup measures
Comment
Uploaded into UC Ready system? No

USF - Print Shop

CONTINUITY PLAN

Created: 05/09/2011

Last modified: 08/05/2011



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

USF - Print Shop CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

- I. GENERAL INFORMATION**
- II. CRITICAL FUNCTIONS** *(order not necessarily significant)*
 - #1 Copy Center
- III. INFORMATION TECHNOLOGY**
 - Part 1: Centrally-Owned Applications
 - Part 2: Departmentally-Owned Applications
 - Part 3: Departmentally-Owned Servers
 - Part 4: Workstations
 - Part 5: Recovery Strategies for IT
 - Part 6: Action Items
- IV. FACULTY PREPAREDNESS**
- V. KEY RESOURCES**
 - Part 1: Staff of Our Unit
 - Part 2: Work from Home
 - Part 3: Teams (optional)
 - Part 4: Skills (optional)
 - Part 5: Staffing Requirements (optional)
 - Part 6: Staff of Other Units
 - Part 7: Stakeholders
 - Part 8: Equipment & Supplies
 - Part 9: Facilities & Transportation
- VI. ACTION ITEMS**
- Appendix A: LIST OF KEY DOCUMENTS**

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	USF - Print Shop
<i>Parent division</i>	Vice President for Administration
<i>Type of unit</i>	
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 1 Staff (full-time) 0 Staff (part-time, excl. student-staff) 1 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	William Tanner Copy Center Clerk
<i>Primary Contact for this plan</i>	Nancy Money
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	AAE-36028
<i>Buildings</i>	Trinity Hall <i>Owned</i> Lower level room #31
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Copy Center --Critical 3

Definitions:

- *Critical 1: must continue (life, health, security)*
- *Critical 2: must continue, perhaps in reduced mode*
- *Critical 3: pause if forced, but must resume in 30 days or sooner*
- *Deferrable: resume when conditions permit*

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Copy Center
<i>Description</i>	
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Creative Suite	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Other
<i>Who holds copies of the emergency contact list? (be specific)</i>	Operation's staff only all Operation's Supervisors
<i>Who updates the emergency contact list?</i>	Tom Buuck
<i>Who knows how to check messages on your department's main phone line?</i>	n/a
<i>Who knows how to record a greeting on your department's main phone line?</i>	n/a
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	USS
<i>Do your staff use any shared passwords that should be kept available?</i>	n/a
<i>Comment</i>	

Key People in Your Unit:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
--------------	--------------------	----------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

<u>Function</u>	<u>Criticality Level</u>	<u>Category of staff</u>	<u>Shift</u>	<u>FTE required under normal conditions</u>	<u>FTE required during crisis</u>	<u>FTE who may be available for re-assignment</u>
TOTAL 0						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	0	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	0	
<i>Printer</i>	0	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

*Facilities (special needs beyond
office-classroom lab needs)*

*Utilities (very important to the
functioning of the department)*

Utility Name

Comment

*Transportation (special
transportation needs)*

Other Resources

*To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.*

VI. ACTION ITEM LIST

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Career/Professional Development

CONTINUITY PLAN

Created: 12/17/2010

Last modified: 03/28/2012



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Career/Professional Development CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 job search assistance
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Career/Professional Development
<i>Parent division</i>	Provost
<i>Type of unit</i>	Student Academic Support Services
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 1 Staff (full-time) 0 Staff (part-time, excl. student-staff) 0 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	William Brune Director of Career Services
<i>Primary Contact for this plan</i>	William Brune
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	Pope John Paul II <i>Owned</i> Suite 210
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. job search assistance --Critical 3

Definitions:

- *Critical 1: must continue (life, health, security)*
- *Critical 2: must continue, perhaps in reduced mode*
- *Critical 3: pause if forced, but must resume in 30 days or sooner*
- *Deferrable: resume when conditions permit*

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	job search assistance
<i>Description</i>	Helping students and alumni find job leads, resume / cover letter development, on-line job applications, and mock interviews.
<i>Who Performs this?</i>	William Brune, Director of Career Services and SASS staff member
<i>Responsible person(s)</i>	William Brune, Director of Career Services Trish Bugajski, SASS Director
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	Students and alumni need consistent employment in order to sustain selves and families.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of students Well-being of students
<i>How to cope if usual space is not available</i>	I would not need to be in my office but a private space conducive to meeting students and alumni.
<i>How to cope with 50% absenteeism of staff and faculty</i>	I could work independently (being I'm already a Career Services staff of one)/
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Cross training a co-worker would be good planning. I'm in the process of training SASS' new part time co-worker.
<i>Can this function be performed fully or partly from home?</i>	I could easily do this being I have computer and telephone access from my home.
<i>How to cope if data network is not available</i>	Job search can be conducted without computers, although it would be more difficult because of society's reliance on such a system. Much contact can be conducted via telephones.
<i>Any show-stoppers?</i>	No. There's always a way to get the job done if a resource is not available.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	It's possible to cease function if the University requests this, but it's also just as reasonable to continue functioning if there's not an excellent reason for operations to be interrupted, for reasons and examples previously addressed.
<i>Do any of these coping strategies expose the University to risk?</i>	No
<i>Policy exceptions that may be needed</i>	No comment.

Additional vulnerabilities No

Action items for this function See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
NACElink	Critical 3	https://sf-csm.symplicity.com/manager
Telephones - Cisco Call Manager	Critical 2	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
Encourage faculty to prepare to deliver courses in alternative ways if classrooms are not available.	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	No
<i>Who holds copies of the emergency contact list? (be specific)</i>	Human Resources
<i>Who updates the emergency contact list?</i>	Human Resources
<i>Who knows how to check messages on your department's main phone line?</i>	Administrative Assistant and Director
<i>Who knows how to record a greeting on your department's main phone line?</i>	Administrative Assistant and Director
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	USF Webmaster
<i>Do your staff use any shared passwords that should be kept available?</i>	I don't know. I'm not aware of any.
<i>Comment</i>	

Key People in Your Unit:

<i>Name</i>	Linda Jackson
<i>Title or function</i>	Assistant Director
<i>Special skill</i>	
<i>Special role</i>	Second Leadership Successor,
<i>Comment</i>	

<i>Name</i>	Pam McPeck
<i>Title or function</i>	Assistant Director
<i>Special skill</i>	
<i>Special role</i>	Third Leadership Successor,
<i>Comment</i>	

<i>Name</i>	Tricia Bugajski
<i>Title or function</i>	Director
<i>Special skill</i>	
<i>Special role</i>	First Leadership Successor,
<i>Comment</i>	

<i>Name</i>	Trisha Bugajski
<i>Title or function</i>	Director of SASS
<i>Special skill</i>	
<i>Special role</i>	First Leadership Successor,
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	Yes
<i>Comment</i>	

<i>Name</i>	William Brune
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

<i>Team Name</i>	William Brune
<i>Purpose</i>	Coping strategies / Counseling
<i>Members</i>	William Brune
<i>Comment</i>	Currently Licensed Clinical Social Worker (LCSW - Indiana) and Licensed Independent Social Worker (LISW - Ohio)

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

<u>Skill</u>	<u>Description</u>	<u>Comment</u>
Counseling	Abilities in the area of counseling for students, faculty, staff in the event of a disaster	LCSW and LISW

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
job search assistance	3	Counselor	4	0.00	0.00	0
job search assistance	3	Counselor	4	1.00	1.00	0
TOTAL 1						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Jenny Fawbush
<i>Department/Org</i>	SASS Supervisor
<i>Address</i>	Ste. 210, Poe John Paul II Center, USF, 2701 Spring St., Fort Wayne, IN 46808
<i>Work phone</i>	2603997700, 8400
<i>Cell phone</i>	don't know
<i>Fax</i>	(260) 399 - 8176
<i>Email</i>	jfawbush@sf.edu
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	0	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	1	
<i>Printer</i>	1	
<i>Fax</i>	1	
<i>Copier</i>	1	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

C. Supplies

<i>Necessary Consumables</i>	Pens Date Books / Calendars Note pads
<i>Inventory or Stockpiling Considerations</i>	I could also get this materials myself if not already stored. Not a problem.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

An alternative space to be arranged based on available rooms.

Utilities (very important to the functioning of the department)

Utility Name

Comment

Water - City Utilities

Electricity is the most important. Water is 2nd.

Transportation (special transportation needs)

None other than usual transportation to and from work (to be arranged by employee.)

Other Resources

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	individual documents (resumes)
Description	current resumes of students and alumni
Medium	Electronic (computer)
Location	Professional (P) and William Brune's personal drive (H)
Owner (department)	SASS
Contact person(s)	William Brune, Director of Career Services
Backup measures	Saved on USF Computers ala Help Desk / UTS
Comment	
Uploaded into UC Ready system?	No

Name	NACElink
Description	Jobs called in, sent (e-mail and regular mail), faxed, and walked in.
Medium	Electronic (computer)
Location	computer - http://sf-csm.symplicity.com/manager
Owner (department)	Career Services / SASS
Contact person(s)	William Brune
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Crown Point

CONTINUITY PLAN

Created: 12/12/2012

Last modified: 05/30/2013



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Crown Point CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Classroom instruction
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Crown Point
<i>Parent division</i>	Dean of Crown Point Campus
<i>Type of unit</i>	Department of Admissions Crown Point Operations Student Academic Support Services Maintenance
<i>Personnel count</i>	24 Faculty & other academic appointees 0 Residents/Fellows 6 Staff (full-time) 1 Staff (part-time, excl. student-staff) 5 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Sr. Elaine Brothers Interim Dean
<i>Primary Contact for this plan</i>	Elaine Brothers
<i>Secondary Contact for this plan</i>	Margaret Stoffregen-DeYoung Phyllis Jones-Graham
<i>Cost Center</i>	
<i>Buildings</i>	Crown Point Campus <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Classroom instruction --Critical 3
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Classroom instruction
<i>Description</i>	Classroom instruction.
<i>Who Performs this?</i>	Nursing department, general education and MLT.
<i>Responsible person(s)</i>	MSD, Sr. B, JK.
<i>Peak Periods</i>	Jan Feb Mar Apr May Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	
<i>How to cope if data network is not available</i>	
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Jenzabar	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff? Yes

Who holds copies of the emergency contact list? (be specific) Dean - Sr. Elaine Brothers
Nurs. Director - Margaret Stoffregen-DeYoung
Admin Assist.-Phyllis Jones-Graham
Nurs. Dept. Admin Assist. Patti Monaco

Who updates the emergency contact list? Phyllis Jones-Graham

Who knows how to check messages on your department's main phone line? Phyllis Jones-Graham: Admin Assist
Patti Monaco: Nursing Department Administrative Support
Nurs. Director - Margaret Stoffregen-DeYoung

Who knows how to record a greeting on your department's main phone line? Phyllis Jones-Graham: Admin Assist
Patti Monaco: Nursing Department Administrative Support

Who can post messages on your department's web site (i.e., do the actual mechanics)?

Do your staff use any shared passwords that should be kept available?

Comment

Key People in Your Unit:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Margaret Stoffregen-DeYoung
<i>Position</i>	Other
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Phyllis Jones-Graham
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Sandie Phalen
<i>Position</i>	Other
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

<u>Skill</u>	<u>Description</u>	<u>Comment</u>
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Classroom instruction	3	Faculty	4	0.00	0.00	0
TOTAL 0						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	0	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	0	
<i>Printer</i>	0	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only)

C. Supplies

Necessary Consumables

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

Utility Name

Comment

Gas - NIPSCO

Electricity - NIPSCO

Transportation (special transportation needs)

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1
Supports this critical function
Estimated cost
Cost one-time or annual?
Within whose scope
Comment
Status

Contact Kevin DeBrall.
Classroom instruction

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.
List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Evacuation Plan
Description	
Medium	
Location	Share drive - Operations folder
Owner (department)	
Contact person(s)	
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes

Name	Syllabus
Description	Course outline and requirements.
Medium	Electronic (computer)
Location	Each faculty. Blackboard.
Owner (department)	Each faculty.
Contact person(s)	Each faculty has own syllabus for course.
Backup measures	Debra Boggs Blackboard
Comment	
Uploaded into UC Ready system?	No

Office of Financial Aid

CONTINUITY PLAN

Created: 01/18/2010
Last modified: 05/30/2013



USF Ready

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The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Office of Financial Aid CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Distribution of Funds #2 Counseling #3 Awarding Financial Aid #4 Verification
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Office of Financial Aid
<i>Parent division</i>	Enrollment Management
<i>Type of unit</i>	Department of Financial Aid
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 6 Staff (full-time) 2 Staff (part-time, excl. student-staff) 1 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Jamie McGrath Director of Financial Aid
<i>Primary Contact for this plan</i>	Gwen Hefty
<i>Secondary Contact for this plan</i>	Jamie McGrath
<i>Cost Center</i>	
<i>Buildings</i>	Trinity Hall <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Distribution of Funds --Critical 3 2. Counseling --Critical 3 3. Awarding Financial Aid --Critical 3 4. Verification --Critical 3
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Distribution of Funds	
<i>Description</i>	awarded financial aid is disbursed to student accounts in accordance with federal regulations	
<i>Who Performs this?</i>	Directors Financial Aid Assistant	
<i>Responsible person(s)</i>	Jamie McGrath Kristi Williams Michelle Silcox	
<i>Peak Periods</i>	Jan Aug	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Business Office	
<i>Downstream dependencies</i>	Business Office	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of students	Students may not continue attending USF if they are unable to receive financial aid awards in a timely fashion
	Payment deadlines unmet	Students may be delayed in making payment arrangements if they do not receive financial aid in time.
	Loss of revenue	If students leave or find out late they are unable to pay, the university would lose revenue.
	Legal obligations unmet	Financial Aid needs to be able to meet Federal and State requirements for financial aid disbursement.
	Legal harm to the University	Families could feel misled and file lawsuits against the university.
	Impact on other unit(s)	Business office would be unable to bill students accurately without financial aid funds being disbursed.
<i>How to cope if usual space is not available</i>	this function could be carried out in any private location;	
<i>How to cope with 50% absenteeism of staff and faculty</i>	this function could be carried out by available staff in off hours, leaving office hours available for alternate functions	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	directors are cross trained in this function; at least one director must be available; assistant duties must also have staff cross-trained;	
<i>Can this function be performed fully or partly from home?</i>	computer/printer/calculator telephone/fax access	
<i>How to cope if data network is not available</i>	this process would not be possible with no data network	

Any show-stoppers? data network

If University declares temporary closure, is it possible to stop doing this function? Yes

Comment? This function is directly linked to billing, so the ability for this to be shut down for a period of time would be driven by the business office.

Do any of these coping strategies expose the University to risk? If billing due dates are not adjusted, students could be at risk of not having funding to cover their bill by the date it is due.

Policy exceptions that may be needed We can technically disburse funds 180 days after student are no longer eligible, so if there were funds available to be disbursed at the end of a term and that is when the crisis occurred, we could wait up to 180 days to make the disbursement.

Additional vulnerabilities

Action items for this function See Action Item List - section VI

Critical Function #2

<i>Name</i>	Counseling	
<i>Description</i>	direct student contact via office visits, phone calls, and emails to resolve student financial aid issues and/or provide information about student financial aid	
<i>Who Performs this?</i>	Counselor	
<i>Responsible person(s)</i>	Gwen Hefty Seth Kilty Deb Schumm Michelle Silcox Crystal Smith	
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Business Office Registrar's Office Department of Admissions	
<i>Downstream dependencies</i>	Business Office Registrar's Office Department of Admissions	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of students	Students may not continue attending USF if they are unable to receive financial aid counseling to resolve issues
	Payment deadlines unmet	Students may be delayed in making payment arrangements if they are not able to access a counselor for information in time.
	Loss of revenue	If students leave or find out late they are unable to pay, the university would lose revenue.
	Legal harm to the University	Families could feel misled and file lawsuits against the university.
	Impact on other unit(s)	Admissions would have difficulty in recruiting new students if student questions are not able to be answered regarding financial aid.
<i>How to cope if usual space is not available</i>	this function could be carried out in any private location provided that email is accessible and phone calls forwarded; would eventually need access to student files	
<i>How to cope with 50% absenteeism of staff and faculty</i>	this function could be carried out by available staff during office hours, and awarding financial aid function could take place during off hours	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	all counseling staff and directors are cross trained in this function all files are available to all staff; director or equivalent would need to be able to be available for special circumstance reviews	
<i>Can this function be performed fully or partly from home?</i>	would need access to paper files computer/printer/calculator telephone/fax/copier access mail access students would need to be informed that staff is not available in person but that they can be reached only via telephone/email	
<i>How to cope if data network is not available</i>	would need to answer general information questions first and let student know when student-specific questions will be able to be answered (once data network is available)	
<i>Any show-stoppers?</i>	telephone/email access	

If University declares temporary closure, is it possible to stop doing this function?

Yes

Comment?

if university is closed during off-season, we should be okay to catch up with student concerns once it reopens; if closed during peak awarding/counseling season, there would be risk of losing new students who, unable to get questions answered, decide to attend elsewhere

Do any of these coping strategies expose the University to risk?

closing for a month, particularly during peak season for new student recruitment would expose university to risk of losing new students to other universities and hurting enrollment numbers; suggest that counselors continue to be available from home to answer phone calls/emails

Policy exceptions that may be needed

Human Resources: working from home during closure

Additional vulnerabilities

we would be seriously compromised if paper files were destroyed or were inaccessible for a lengthy period

Action items for this function

See Action Item List - section VI

Critical Function #3

<i>Name</i>	Awarding Financial Aid	
<i>Description</i>	packaging federal, state and institutional financial aid according to federal, state and institutional guidelines	
<i>Who Performs this?</i>	Counselor	
<i>Responsible person(s)</i>	Michelle Silcox Deb Schumm Crystal Smith Gwen Hefty Seth Kilty	
<i>Peak Periods</i>	Mar Apr May Jun Jul Aug	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Business Office Registrar's Office Department of Admissions	
<i>Downstream dependencies</i>	Business Office Department of Admissions Department of Advancement	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of students	Students may not continue attending USF if they are unable to receive financial aid awards in a timely fashion
	Payment deadlines unmet	Students may be delayed in making payment arrangements if they are not notified of their financial aid eligibility in time.
	Loss of revenue	If students leave or find out late they are unable to pay, the university would lose revenue.
	Legal obligations unmet	Financial Aid needs to be able to meet Federal and State requirements for notifying students of eligibility
	Legal harm to the University	Families could feel misled and file lawsuits against the university.
	Impact on other unit(s)	Admissions would have difficulty in recruiting new students without timely award notifications to prospective students.
<i>How to cope if usual space is not available</i>	this function could be carried out in any private location; would eventually need access to student files	
<i>How to cope with 50% absenteeism of staff and faculty</i>	this function could be carried out by available staff in off hours, leaving office hours available for counseling function	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	all counseling staff and directors are cross trained in this function all files are available to all staff; director or equivalent would need to be able to update packaging spreadsheets if director's absence is during transition to new awarding year	
<i>Can this function be performed fully or partly from home?</i>	would need access to paper files if possible computer/printer/calculator telephone/fax/copier access mail access	
<i>How to cope if data network is not available</i>	if paper ISIR is available, could package paper files manually without network to prepare to enter into system once network is back up	
<i>Any show-stoppers?</i>	ISIR access	

If University declares temporary closure, is it possible to stop doing this function? Yes

Comment? if university is closed during off-season, we should be okay to catch up once it reopens; if closed during peak awarding season, there would be risk

Do any of these coping strategies expose the University to risk? closing for a month during peak season for awarding financial aid would put us way behind once university reopens, but must still be completed so that students can pay bill; suggest that packaging continue from home or billing dates change to allow for increased time to make up for closure

Policy exceptions that may be needed Human Resources: working from home during closure Vice-President for Finance: billing date changes

Additional vulnerabilities we would be seriously compromised if paper files were destroyed or were inaccessible for a lengthy period

Action items for this function See Action Item List - section VI

Critical Function #4

<i>Name</i>	Verification	
<i>Description</i>	federal regulations require institutions to collect documentation to verify information provided on the FAFSA	
<i>Who Performs this?</i>	Financial Aid Assistant	
<i>Responsible person(s)</i>	Kristi Williams	
<i>Peak Periods</i>	Mar Apr May Jun Jul Aug	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>		
<i>Downstream dependencies</i>		
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of students	Students may not continue attending USF if they are unable to receive financial aid awards due to verification not being completed in a timely fashion
	Payment deadlines unmet	Students may be delayed in making payment arrangements, as federal aid cannot be disbursed unless verification is complete
	Loss of revenue	If students leave or find out late they are unable to pay, the university would lose revenue.
	Legal obligations unmet	federal regulations require that institutions complete student verification in a timely manner
	Legal harm to the University	Families could feel misled and file lawsuits against the university.
<i>How to cope if usual space is not available</i>	this function could be carried out in any private location; would eventually need access to student files	
<i>How to cope with 50% absenteeism of staff and faculty</i>	this function could be carried out by available cross-trained staff in off hours, leaving office hours available for counseling function	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	some counseling staff and directors are cross trained in this function; all files are available to all staff;	
<i>Can this function be performed fully or partly from home?</i>	would need access to paper files if possible computer/printer/calculator telephone/fax/copier access mail access	
<i>How to cope if data network is not available</i>	if paper ISIR is available, could verify manually without network to prepare to enter into system once network is back up	
<i>Any show-stoppers?</i>	ISIR student submitted verification worksheets and supporting documentation	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes	
<i>Comment?</i>	if university is closed during off-season, we should be okay to catch up once it reopens; if closed during peak verification season, there would be risk	

<i>Do any of these coping strategies expose the University to risk?</i>	closing for a month during peak season for verification would put us way behind once university reopens, but must still be completed so that student aid can be disbursed; suggest that verification continue from home or billing dates change to allow for increased time to make up for closure
<i>Policy exceptions that may be needed</i>	Human Resources: working from home during closure Vice-President for Finance: billing date changes
<i>Additional vulnerabilities</i>	we would be seriously compromised if paper files were destroyed or were inaccessible for a lengthy period
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Email - Microsoft Exchange	Critical 3	
Jenzabar	Critical 3	
Microsoft Office Suite	Critical 3	
PowerFacts	Critical 3	
Telephones - Cisco Call Manager	Critical 3	
Voicemail - Cisco Unity	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

Application #1

<i>Name of application or system</i>	Ed-Connect
<i>Functional owner</i>	Financial Aid
<i>Technical Owner</i>	Financial Aid
<i>Type</i>	
<i>Backup frequency</i>	
<i>Backup media</i>	
<i>Backup auto or manual?</i>	
<i>Database application?</i>	
<i>Move data to or from core campus systems?</i>	
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	
<i>Technical expert(s)</i>	
<i>Responsible for recovery</i>	
<i>Onsite storage</i>	
<i>Offsite storage</i>	
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	
<i>Successful recovery been done?</i>	
<i>Comment</i>	

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

Technicians from another department

To edit this plan section, use the
Step 3 tab of the UC Ready web
tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

*If workstations, servers, etc. need to be rebuilt at new location, where
can technicians locate the software & documentation?*

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	Yes
<i>Who holds copies of the emergency contact list? (be specific)</i>	Jamie McGrath and saved on shared drive
<i>Who updates the emergency contact list?</i>	Kristi Williams
<i>Who knows how to check messages on your department's main phone line?</i>	Kristi Williams and Angela King
<i>Who knows how to record a greeting on your department's main phone line?</i>	Kristi Williams and Angela King
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Angela King, Seth Kilty, Jamie McGrath and Deb Schumm
<i>Do your staff use any shared passwords that should be kept available?</i>	SSACI for State Aid
<i>Comment</i>	

Key People in Your Unit:

<i>Name</i>	Jamie McGrath
<i>Title or function</i>	Director
<i>Special skill</i>	
<i>Special role</i>	First Leadership Successor,
<i>Comment</i>	
<i>Name</i>	Michelle Silcox
<i>Title or function</i>	Associate Director
<i>Special skill</i>	
<i>Special role</i>	Second Leadership Successor,
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Angela King
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Crystal Smith
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Debbie Schumm
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Gwen Hefty
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Jamie McGrath
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Kristi Williams
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Michelle Silcox
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Seth Kilty
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Clerical	Ability to perform basic clerical functions	
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	
Counseling	Abilities in the area of counseling for students, faculty, staff in the event of a disaster	
Financial Aid policy	Knowledge of federal, state and institutional financial aid policies	
Jenzabar Data Entry	Ability to perform with guidance data entry in various modules	
Project Management	Employee with strong project management skills	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Awarding Financial Aid	3	Counselor	4	2.00	1.00	1
Awarding Financial Aid	3	Clerical	4	0.50	0.25	0.25
Awarding Financial Aid	3	Director	4	0.25	0.25	0
Counseling	3	Counselor	1	2.00	1.00	1
Counseling	3	Clerical	1	0.50	0.25	0.25
Counseling	3	Director	1	0.25	0.25	0
Verification	3	Clerical	4	0.50	0.25	0.25
Distribution of Funds	3	Director	4	0.25	0.25	0
Distribution of Funds	3	Clerical	4	0.50	0.25	0.25
TOTAL				6.75		

To edit this plan section, use the
Step 5 tab of the UC Ready web
tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Richard Bienz
<i>Department/Org</i>	Business Office
<i>Address</i>	
<i>Work phone</i>	260-399-8004
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	rbienz@sf.edu
<i>Comment</i>	Would need to contact in case of upcoming billing due dates.

<i>Name</i>	Stacy Adkinson
<i>Department/Org</i>	Executive Vice President
<i>Address</i>	
<i>Work phone</i>	260-399-7999 x6905
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	sadkinson@sf.edu
<i>Comment</i>	

<i>Name</i>	JP Spagnolo
<i>Department/Org</i>	Office of Admissions
<i>Address</i>	
<i>Work phone</i>	260-399-8003
<i>Cell phone</i>	801-885-1816
<i>Fax</i>	
<i>Email</i>	jpspagnolo@sf.edu
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	8	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	8	
<i>Printer</i>	3	
<i>Fax</i>	2	
<i>Copier</i>	2	
<i>Scanner</i>	1	
<i>Server</i>	1	

B. Other Equipment

(major items only) Calculator
Files

C. Supplies

Necessary Consumables paper
pencils
pens
files

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs) In order to access student files, need to either be able to access Trinity Hall room 110 or have a space into which we can temporarily transfer student files.

<i>Utilities (very important to the functioning of the department)</i>	<i>Utility Name</i>	<i>Comment</i>
	Electricity - AEP	

Transportation (special transportation needs)

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1
Purchase of additional fire safe file cabinets or document imaging program.
Supports this critical function Awarding Financial Aid
Estimated cost Don't know
Cost one-time or annual? Other
Within whose scope not sure
Comment Our office is highly compromised if our files are destroyed in the event of a disaster. Currently our files are partially in fire safe filing cabinets, but we have multiple cabinets which are not fire safe. At the very least, these should be upgraded, but the ideal situation would be to have a document imaging system so that we could access our information from any location at any time.

Status

Action Item #2
Purchase of additional fire safe file cabinets or document imaging program.
Supports this critical function Counseling
Estimated cost Don't know
Cost one-time or annual? Other
Within whose scope not sure
Comment Our office is highly compromised if our files are destroyed in the event of a disaster. Currently our files are partially in fire safe filing cabinets, but we have multiple cabinets which are not fire safe. At the very least, these should be upgraded, but the ideal situation would be to have a document imaging system so that we could access our information from any location at any time.

Status

Action Item #3
Purchase of additional fire safe file cabinets or document imaging program.
Supports this critical function Verification
Estimated cost Don't know
Cost one-time or annual? Other
Within whose scope not sure
Comment Our office is highly compromised if our files are destroyed in the event of a disaster. Currently our files are partially in fire safe filing cabinets, but we have multiple cabinets which are not fire safe. At the very least, these should be upgraded, but the ideal situation would be to have a document imaging system so that we could access our information from any location at any time.

Status

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Funding Reference Chart for Packaging
Description	fund-specific details on awarding requirements
Medium	Electronic (computer)
Location	departmental shared drive (U)
Owner (department)	Office of Financial Aid
Contact person(s)	Michelle Silcox
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes
<hr/>	
Name	ISIR
Description	student-specific FAFSA output document
Medium	Electronic (computer)
Location	PowerFAIDS; paper copy kept in financial aid file
Owner (department)	Office of Financial Aid
Contact person(s)	Michelle Silcox
Backup measures	
Comment	electronic copy available in PowerFAIDS; paper copy in file
Uploaded into UC Ready system?	No
<hr/>	
Name	ISIR
Description	student-specific FAFSA output document
Medium	Electronic (computer)
Location	PowerFAIDS; paper copy kept in financial aid file
Owner (department)	Office of Financial Aid
Contact person(s)	Michelle Silcox
Backup measures	
Comment	electronic copy available in PowerFAIDS; paper copy in file
Uploaded into UC Ready system?	No
<hr/>	
Name	Loan prorate chart
Description	Stafford loan proration chart for December graduates
Medium	Electronic (computer)
Location	departmental shared drive (U)
Owner (department)	Office of Financial Aid
Contact person(s)	Michelle Silcox
Backup measures	
Comment	
Uploaded into UC Ready system?	Yes
<hr/>	

Name Packaging Matrix
Description
Medium Electronic (computer)
Location departmental shared drive (U)
Owner (department) Office of Financial Aid
Contact person(s) Jamie McGrath
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Packaging worksheet
Description
Medium Electronic (computer)
Location departmental shared drive (U)
Owner (department) Office of Financial Aid
Contact person(s) Jamie McGrath
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Projected State packaging spreadsheet
Description need-based federal, state and institutional aid calculations
Medium Electronic (computer)
Location departmental shared drive (U)
Owner (department) Office of Financial Aid
Contact person(s) Jamie McGrath
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Student file
Description student-specific history of financial aid packaging and supporting documentation
Medium Paper
Location Trinity Hall room 110
Owner (department) Office of Financial Aid
Contact person(s) Michelle Silcox
Backup measures
Comment
Uploaded into UC Ready system? No

Name Student file
Description student-specific history of financial aid packaging and supporting documentation
Medium Paper
Location Trinity Hall room 110
Owner (department) Office of Financial Aid
Contact person(s) Michelle Silcox
Backup measures
Comment
Uploaded into UC Ready system? No

Name Student file

Description Student-specific history of financial aid packaging and supporting documentation
Medium Paper
Location Trinity Hall room 110
Owner (department) Office of Financial Aid
Contact person(s) Michelle Silcox
Backup measures
Comment
Uploaded into UC Ready system? No

Name Verification Worksheet
Description summary document for student submission of information needing to be verified on the FAFSA
Medium Electronic (computer)
Location departmental shared drive (U drive)
Owner (department) Office of Financial Aid
Contact person(s) Jamie McGrath
Backup measures
Comment
Uploaded into UC Ready system? Yes

Campus Ministry

CONTINUITY PLAN

Created: 11/15/2010

Last modified: 03/28/2012



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Campus Ministry CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

- I. GENERAL INFORMATION**
- II. CRITICAL FUNCTIONS** *(order not necessarily significant)*
 - #1 Spiritual care, pastoral guidance/counseling
- III. INFORMATION TECHNOLOGY**
 - Part 1: Centrally-Owned Applications
 - Part 2: Departmentally-Owned Applications
 - Part 3: Departmentally-Owned Servers
 - Part 4: Workstations
 - Part 5: Recovery Strategies for IT
 - Part 6: Action Items
- IV. FACULTY PREPAREDNESS**
- V. KEY RESOURCES**
 - Part 1: Staff of Our Unit
 - Part 2: Work from Home
 - Part 3: Teams (optional)
 - Part 4: Skills (optional)
 - Part 5: Staffing Requirements (optional)
 - Part 6: Staff of Other Units
 - Part 7: Stakeholders
 - Part 8: Equipment & Supplies
 - Part 9: Facilities & Transportation
- VI. ACTION ITEMS**
- Appendix A: LIST OF KEY DOCUMENTS**

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Campus Ministry
<i>Parent division</i>	Executive Vice President
<i>Type of unit</i>	Campus Ministry
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 3 Staff (full-time) 1 Staff (part-time, excl. student-staff) 20 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Joshua Stagni Director of Campus Ministry
<i>Primary Contact for this plan</i>	Joshua Stagni
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	Campus Ministry <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Spiritual care, pastoral guidance/counseling --Critical 1
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Spiritual care, pastoral guidance/counseling
<i>Description</i>	This is our main function which is done in a variety of different ways. In an emergency, this would be a critical function due to the emotional, psychological, spiritual, and even physical needs of all. Important for health.
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	
<i>Peak Periods</i>	
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Departure of faculty Departure of staff Departure of students Well-being of faculty/staff Well-being of students Legal harm to the University Impact on other unit(s) Impact on important business partner(s)
<i>How to cope if usual space is not available</i>	Can be done anywhere
<i>How to cope with 50% absenteeism of staff and faculty</i>	We are a small department, so it would be tough if 1-2 are missing but still can be done by 1, with 2 preferred.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Not really
<i>Can this function be performed fully or partly from home?</i>	Not as affectively, but yes. A phone, computer access, and potentially a way to do even video conferencing. Basically how to counsel someone using different media if face-to-face (preferred) is not possible.
<i>How to cope if data network is not available</i>	Would need other ways to communicate so as to get to those in need of help, but does not affect actual help itself.
<i>Any show-stoppers?</i>	

If University declares temporary closure, is it possible to stop doing this function?

Yes

Comment?

I guess we could not but I'd be worried of how others might cope. It would be nice to at least be able to have phone conversations so as to counsel and such.

Do any of these coping strategies expose the University to risk?

Don't think so but not sure.

Policy exceptions that may be needed

?

Additional vulnerabilities

Dont' think so

Action items for this function

See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

Application or System	Criticality Level	Comment
Email - Microsoft Exchange	Critical 2	Important but not as much as phone
Jenzabar	Critical 2	Critical to get contact info for people and/or families
Telephones - Cisco Call Manager	Critical 2	Very important since this would be first point of contact outside of face-to-face.
Voicemail - Cisco Unity	Critical 2	Important. Goes weith phones.

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff? No

Who holds copies of the emergency contact list? (be specific)

Who updates the emergency contact list?

Who knows how to check messages on your department's main phone line? Josh

Who knows how to record a greeting on your department's main phone line? Everyone, thought only Josh has the voicemail password (for it is set to go to his phone currently)

Who can post messages on your department's web site (i.e., do the actual mechanics)? Sr. Gayle & Josh

Do your staff use any shared passwords that should be kept available? Not really

Comment

Key People in Your Unit:

Name Fr. John Stecher
Title or function Chaplain
Special skill
Special role
Comment

Name Joshua Stagni
Title or function Director
Special skill
Special role
Comment

Name Sr. Gayle Rusbasan
Title or function Campus Minister Assistant
Special skill
Special role
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Fr. John Stecher
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	Yes
<i>Must office computer be running?</i>	Yes
<i>Comment</i>	Fr. lives in our building, so this is a unique situation. Campus is his work & home, including the computer.

<i>Name</i>	Joshua Stagni
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Sr. Gayle Rusbasan
<i>Position</i>	Staff
<i>Home broadband connection</i>	Probably
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

Team Name
Purpose
Members
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Clerical	Ability to perform basic clerical functions	
Counseling	Abilities in the area of counseling for students, faculty, staff in the event of a disaster	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Spiritual care, pastoral guidance/counseling	1	Counselor	4	0.00	0.00	0
TOTAL 0						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Stacey Adkinson
<i>Department/Org</i>	Executive Vice President
<i>Address</i>	North Campus 114
<i>Work phone</i>	399-7700 ext 6905
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	sadkinson@sf.edu
<i>Comment</i>	

<i>Name</i>	Sr. Elise Kriss
<i>Department/Org</i>	President
<i>Address</i>	Brookside 203
<i>Work phone</i>	399-7700 ext 6911
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	ekriss@sf.edu
<i>Comment</i>	

<i>Name</i>	Rolf Daniel
<i>Department/Org</i>	Provost
<i>Address</i>	North Campus 117
<i>Work phone</i>	399-7700 ext 8403
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	rdaniel@sf.edu
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	1	
<i>Laptop computer (car charger advised)</i>	1	
<i>Telephone (hard-wired)</i>	1	
<i>Printer</i>	0	
<i>Fax</i>	0	
<i>Copier</i>	0	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only) Comfortable (if possible) chairs so as to create a good environment (if possible) - needed to help people talk and cope

C. Supplies

Necessary Consumables Tissues

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

Utility Name

Comment

Transportation (special transportation needs)

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	Not much, really. To just be aware it could happen. Personal preparedness, honestly.
Supports this critical function	Spiritual care, pastoral guidance/counseling
Estimated cost	less than \$100
Cost one-time or annual?	Other
Within whose scope	my unit together with other units on campus
Comment	
Status	

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Business Office

CONTINUITY PLAN

Created: 04/16/2010
Last modified: 02/22/2011



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Business Office CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

- I. GENERAL INFORMATION**
- II. CRITICAL FUNCTIONS** *(order not necessarily significant)*
 - #1 Treasury (investment) management, banking and mail functions
- III. INFORMATION TECHNOLOGY**
 - Part 1: Centrally-Owned Applications
 - Part 2: Departmentally-Owned Applications
 - Part 3: Departmentally-Owned Servers
 - Part 4: Workstations
 - Part 5: Recovery Strategies for IT
 - Part 6: Action Items
- IV. FACULTY PREPAREDNESS**
- V. KEY RESOURCES**
 - Part 1: Staff of Our Unit
 - Part 2: Work from Home
 - Part 3: Teams (optional)
 - Part 4: Skills (optional)
 - Part 5: Staffing Requirements (optional)
 - Part 6: Staff of Other Units
 - Part 7: Stakeholders
 - Part 8: Equipment & Supplies
 - Part 9: Facilities & Transportation
- VI. ACTION ITEMS**
- Appendix A: LIST OF KEY DOCUMENTS**

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Business Office
<i>Parent division</i>	Executive Vice President
<i>Type of unit</i>	Business Office
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 10 Staff (full-time) 0 Staff (part-time, excl. student-staff) 0 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	Rich Bienz Vice President for Finance
<i>Primary Contact for this plan</i>	Mary Haft
<i>Secondary Contact for this plan</i>	Cathy Crawford
<i>Cost Center</i>	
<i>Buildings</i>	Trinity Hall <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Treasury (investment) management, banking and mail functions --Critical 3
	<i>Definitions:</i> <ul style="list-style-type: none">• <i>Critical 1: must continue (life, health, security)</i>• <i>Critical 2: must continue, perhaps in reduced mode</i>• <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i>• <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Treasury (investment) management, banking and mail functions
<i>Description</i>	Banking and investment transactions, including deposit and transfers. Mail function which includes receipt and delivery.
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	Rich Bienz and Cathy Crawford
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	Heavier workload during student billing periods and pay days
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Mail Services Banks' website
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Payment deadlines unmet Loss of revenue Legal obligations unmet Legal harm to the University Impact on other unit(s) Impact on important business partner(s)
<i>How to cope if usual space is not available</i>	Banking can be done from any place with computer and phone service. Mail pickup and delivery location must be identified.
<i>How to cope with 50% absenteeism of staff and faculty</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	The person performing this must have proper authorization
<i>Can this function be performed fully or partly from home?</i>	Computer with internet connection.
<i>How to cope if data network is not available</i>	This function can be performed in person at the various banks
<i>Any show-stoppers?</i>	no
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	

*Do any of these coping
strategies expose the
University to risk?*

*Policy exceptions that may be
needed*

Additional vulnerabilities

Action items for this function See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Jenzabar	Critical 3	
Microsoft Office Suite	Critical 3	
Telephones - Cisco Call Manager	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

Application #1

<i>Name of application or system</i>	Secure Check 7
<i>Functional owner</i>	Business Office
<i>Technical Owner</i>	UTS
<i>Type</i>	Client-Server Application
<i>Backup frequency</i>	Daily
<i>Backup media</i>	Tape
<i>Backup auto or manual?</i>	Automatic
<i>Database application?</i>	Yes
<i>Move data to or from core campus systems?</i>	Yes
<i>If so, what campus systems?</i>	Jenzabar
<i>Depts that will be impacted by failure of this application</i>	Business Office, Human Resources
<i>Technical expert(s)</i>	UTS, Jean Hosteler, Nancy Pierce, Glenda Kroger, Cathy Crawford
<i>Responsible for recovery</i>	UTS
<i>Onsite storage</i>	UTS
<i>Offsite storage</i>	Safety Deposit off-site
<i>Frequency of offsite storage</i>	Weekly
<i>Location of installation disks & documentation</i>	UTS
<i>Successful recovery been done?</i>	Yes
<i>Comment</i>	

Application #2

<i>Name of application or system</i>	Adobe Professional
<i>Functional owner</i>	Business Office
<i>Technical Owner</i>	UTS
<i>Type</i>	Desktop
<i>Backup frequency</i>	Backup is not done
<i>Backup media</i>	
<i>Backup auto or manual?</i>	
<i>Database application?</i>	No
<i>Move data to or from core campus systems?</i>	No
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	Business Office
<i>Technical expert(s)</i>	Business Office Staff
<i>Responsible for recovery</i>	UTS
<i>Onsite storage</i>	none
<i>Offsite storage</i>	none
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	UTS
<i>Successful recovery been done?</i>	Yes
<i>Comment</i>	

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff? No

Who holds copies of the emergency contact list? (be specific)

Who updates the emergency contact list?

Who knows how to check messages on your department's main phone line? Everyone

Who knows how to record a greeting on your department's main phone line? Everyone

Who can post messages on your department's web site (i.e., do the actual mechanics)? Mary Haft

Do your staff use any shared passwords that should be kept available? no

Comment

Key People in Your Unit:

Name Cathy Crawford
Title or function Director of Financial Planning and Accounting
Special skill Leadership
Special role First Leadership Successor, Holds formal delegation(s) of authority
Comment Assistant Treasurer Authorized Signature

Name Mary Haft
Title or function Manager for Financial Reporting
Special skill knowledge holder
Special role Second Leadership Successor,
Comment

Name Rich Bienz
Title or function Vice President for Finance
Special skill Leadership
Special role Holds formal delegation(s) of authority
Comment Authorizing signature Primary Banking and Investment Contact

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Cathy Crawford
<i>Position</i>	Staff
<i>Home broadband connection</i>	No
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Dial-up connection

<i>Name</i>	Mary Haft
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Rich Bienz
<i>Position</i>	Staff
<i>Home broadband connection</i>	No
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Dial-up connection

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

<u>Skill</u>	<u>Description</u>	<u>Comment</u>
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Treasury (investment) management, banking and mail functions	3	Director	1	0.25	0.25	0
				TOTAL 0.25		

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	2	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	1	
<i>Printer</i>	1	
<i>Fax</i>	1	
<i>Copier</i>	1	
<i>Scanner</i>	0	
<i>Server</i>	0	

B. Other Equipment

(major items only) Merchant Service Equipment - credit card swipe

C. Supplies

Necessary Consumables Pen, large paperclips, stapler, deposit tickets, date stamp, invoice authorization stamp, inter-office envelopes, calculator with paper, and safe.

Inventory or Stockpiling Considerations

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

*Facilities (special needs beyond
office-classroom lab needs)*

*Utilities (very important to the
functioning of the department)*

Utility Name

Comment

*Transportation (special
transportation needs)*

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1	Mail pickup and delivery location needs to be determined and communicated to the Business Office
Supports this critical function	Treasury (investment) management, banking and mail functions
Estimated cost	less than \$100
Cost one-time or annual?	
Within whose scope	other
Comment	Human Resources
Status	

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Bank Accounts
Description	Bank Account List
Medium	Electronic (computer)
Location	BO\$ shared drive\Checking Accounts
Owner (department)	Business Office
Contact person(s)	Mary Haft
Backup measures	BO\$ shared drive is backed-up daily
Comment	
Uploaded into UC Ready system?	No

Name	Bank Statements
Description	Account numbers, Balances, and phone numbers of Banks
Medium	Electronic (computer)
Location	Tub Safe and Business Office Drive
Owner (department)	Business Office
Contact person(s)	Rich Bienz and/or Cathy Crawford
Backup measures	Back-up copies of Business Office drive in tub safe.
Comment	
Uploaded into UC Ready system?	No

Office of Admissions

CONTINUITY PLAN

Created: 03/25/2010

Last modified: 11/15/2010



USF Ready

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The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Office of Admissions CONTINUITY PLAN

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Table of Contents

I.	GENERAL INFORMATION
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To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Office of Admissions
<i>Parent division</i>	Enrollment Management
<i>Type of unit</i>	
<i>Personnel count</i>	0 Faculty & other academic appointees 0 Residents/Fellows 16 Staff (full-time) 2 Staff (part-time, excl. student-staff) 15 Student-staff 0 Volunteers 0 Guests 0 Other
<i>Head</i>	JP Spagnolo Director of Admissions
<i>Primary Contact for this plan</i>	Rodney Maley
<i>Secondary Contact for this plan</i>	
<i>Cost Center</i>	
<i>Buildings</i>	Trinity Hall <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	
<i>Critical functions</i>	1. Electronic Communications --Critical 3 2. Counseling --Critical 2 3. Data Entry --Critical 3 4. Mail Flow --Critical 3

Definitions:

- *Critical 1: must continue (life, health, security)*
- *Critical 2: must continue, perhaps in reduced mode*
- *Critical 3: pause if forced, but must resume in 30 days or sooner*
- *Deferrable: resume when conditions permit*

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Electronic Communications
<i>Description</i>	Email, Facebook, etc messaging to prospective students
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	Rodney Maley, Kristin Jones
<i>Peak Periods</i>	
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Loss of revenue Potential
<i>How to cope if usual space is not available</i>	Functions can be carried out from nearly any location.
<i>How to cope with 50% absenteeism of staff and faculty</i>	Function can be performed by one or another person.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Two people can perform this function. They will cover for one another.
<i>Can this function be performed fully or partly from home?</i>	Yes. Computer, Internet access.
<i>How to cope if data network is not available</i>	Could not.
<i>Any show-stoppers?</i>	Network Access.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	Not necessary, as function could be done from home.
<i>Do any of these coping strategies expose the University to risk?</i>	No.
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #2

<i>Name</i>	Counseling
<i>Description</i>	Contacting and responding to potential students. Guiding them through the Admissions process.
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	Tellis Young, Natalie Wagoner, Jennifer Binkley, Zach Rodgers, Julie Townsend, Josiah Brown, James Cashdollar, David Streicher
<i>Peak Periods</i>	Jan Feb Mar Apr May Jul Aug Oct Nov Dec
<i>Comment</i>	Different student market segments have different peak periods. Counselors may be traveling during certain months.
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	Registrar's Office Department of Financial Aid Academic Dept Chairs/Prog Directors Department of Student Life
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Loss of revenue Other Potential loss of new students
<i>How to cope if usual space is not available</i>	The function does not need any specific space, as long as CATS and a working telephone are available. Access to student files would also be helpful.
<i>How to cope with 50% absenteeism of staff and faculty</i>	Contacts with students would be reduced, but the function could still continue.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	
<i>Can this function be performed fully or partly from home?</i>	This function can be performed from home. Items needed: Computer Network access CATS Telephone
<i>How to cope if data network is not available</i>	Some calls could be made, but network access is very important to this task. Functionality would be severely limited without it.
<i>Any show-stoppers?</i>	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	Function could cease, but future enrollment of the university may be badly harmed.
<i>Do any of these coping strategies expose the University to risk?</i>	Student information would be available off-campus. A policy is being written for this.
<i>Policy exceptions that may be needed</i>	
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #3

<i>Name</i>	Data Entry	
<i>Description</i>	Entering potential student information into the database. Includes: Inquiries, Applicants, Accepts, or Deposited students.	
<i>Who Performs this?</i>		
<i>Responsible person(s)</i>	Rodney Maley Deb Person Linda Williams	
<i>Peak Periods</i>	Mar Apr May Sep Oct Nov Dec	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Mail Services	
<i>Downstream dependencies</i>	Registrar's Office	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Impact on other unit(s)	Lack of new student information may affect events or other departments
	Other	Student Recruitment / Enrollment rates may drop
<i>How to cope if usual space is not available</i>	This work could be carried out from anywhere with a networked computer, given the appropriate remote-access system.	
<i>How to cope with 50% absenteeism of staff and faculty</i>	There are multiple trained individuals on staff.	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	There are multiple trained individuals on staff.	
<i>Can this function be performed fully or partly from home?</i>	Can be done from home. A computer with internet access would be needed. Campus visits may be needed to pick up incoming prospect information cards (via mail or counselor visits).	
<i>How to cope if data network is not available</i>	Network access is needed.	
<i>Any show-stoppers?</i>	Computer, Jenzabar, network access.	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes	
<i>Comment?</i>	Backlogged work would have to be caught up.	
<i>Do any of these coping strategies expose the University to risk?</i>		
<i>Policy exceptions that may be needed</i>	Remote Access policy changes (for emergencies).	
<i>Additional vulnerabilities</i>		
<i>Action items for this function</i>	See Action Item List - section VI	

Critical Function #4

<i>Name</i>	Mail Flow
<i>Description</i>	Generating, printing, preparing, and sending correspondence to potential students.
<i>Who Performs this?</i>	
<i>Responsible person(s)</i>	Rodney Maley, Kristin Jones, Sr. Julie Marie Oxley
<i>Peak Periods</i>	Mar Apr May Sep Oct Nov
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Mail Services
<i>Downstream dependencies</i>	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Other Potential loss of incoming students
<i>How to cope if usual space is not available</i>	
<i>How to cope with 50% absenteeism of staff and faculty</i>	One trained employee can run the mail. Any can fold and prepare it.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Three employees are trained in this process and can complete it.
<i>Can this function be performed fully or partly from home?</i>	Some letters could possibly be run from home. Needed items: Computer Network Access Admissions Share Drive (ADM\$ on Francis) Microsoft Office (primarily Word) Jenzabar Infomaker Printer Letterhead Envelopes Any other enclosures or materials
<i>How to cope if data network is not available</i>	This process could not be completed without network access.
<i>Any show-stoppers?</i>	Computer Network Access Admissions Share Drive (ADM\$ on Francis) Microsoft Office (primarily Word) Jenzabar Infomaker Printer
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	
<i>Do any of these coping strategies expose the University to risk?</i>	No.
<i>Policy exceptions that may be needed</i>	Remote access for those working from home.
<i>Additional vulnerabilities</i>	
<i>Action items for this function</i>	See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
CATS	Critical 3	
Informaker Reporting Tools	Critical 3	
Jenzabar	Critical 3	
Microsoft Office Suite	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
---------------------------	-----------------------

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff? No

Who holds copies of the emergency contact list? (be specific)

Who updates the emergency contact list?

Who knows how to check messages on your department's main phone line? Sue Page, Kristen Harrington

Who knows how to record a greeting on your department's main phone line? Sue Page

Who can post messages on your department's web site (i.e., do the actual mechanics)? Rodney Maley

Do your staff use any shared passwords that should be kept available?

Comment

Key People in Your Unit:

Name JP Spagnolo
Title or function Director of Admissions
Special skill
Special role
Comment

Name Rodney Maley
Title or function Data Manager
Special skill
Special role
Comment

Name Tellis Young
Title or function Assistant Director of Admissions
Special skill
Special role
Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	David Streicher II
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Graduate Counselor

<i>Name</i>	Deb Person
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	James Cashdollar
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Graduate Counselor

<i>Name</i>	Jennifer Binkley
<i>Position</i>	Staff
<i>Home broadband connection</i>	Don't know
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Counselor

<i>Name</i>	Josiah Brown
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Counselor

<i>Name</i>	JP Spagnolo
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

Name Julie Townsend
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No
Comment Counselor

Name Kristen Harrington
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No
Comment

Name Kristin Jones
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No
Comment

Name Linda Williams
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No
Comment

Name Michelle Kuhlhorst
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No
Comment Director of Retention

Name Natalie Wagoner
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No
Comment Counselor

Name Rodney Maley
Position Staff
Home broadband connection Yes
Currently does connect from home No
Must office computer be running? No

Comment

<i>Name</i>	Sr. Julie Marie Oxley
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Sue Page
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	

<i>Name</i>	Zach Rodgers
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No
<i>Comment</i>	Counselor

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Clerical	Ability to perform basic clerical functions	
Computer skills - advanced	Ability to perform advanced computing support such as programming, networking, and server administration	
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	
Infomaker Reporting	Ability to generate reports with guidance in various modules	
Jenzabar Data Entry	Ability to perform with guidance data entry in various modules	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Function	Criticality Level	Category of staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for re-assignment
Counseling	2	Counselor	1	6.00	1.00	5
Data Entry	3	Data Entry	4	1.00	0.50	0.5
Mail Flow	3	Clerical	4	1.00	0.50	0.5
TOTAL 8						

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Stacy Adkinson
<i>Department/Org</i>	
<i>Address</i>	
<i>Work phone</i>	
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Comment</i>	

<i>Name</i>	Jamie McGrath
<i>Department/Org</i>	Financial Aid
<i>Address</i>	
<i>Work phone</i>	
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	4	
<i>Laptop computer (car charger advised)</i>	6	
<i>Telephone (hard-wired)</i>	6	
<i>Printer</i>	1	
<i>Fax</i>	0	
<i>Copier</i>	1	
<i>Scanner</i>	0	
<i>Server</i>	1	

B. Other Equipment

(major items only)

C. Supplies

<i>Necessary Consumables</i>	Letterhead, Envelopes, Printed Admissions Information
<i>Inventory or Stockpiling Considerations</i>	Practices would have to adjusted. Electronic copies and website access could suffice.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Storage area is needed for Admissions information.

Utilities (very important to the functioning of the department)

Utility Name

Comment

Electricity - AEP

Transportation (special transportation needs)

Other Resources

*To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.*

VI. ACTION ITEM LIST

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Academic Services

CONTINUITY PLAN

Created: 12/17/2010
Last modified: 04/30/2012



USF Ready

This document has been produced using the **UC Ready** on-line planning tool, and is stored in the **UC Ready** database. To update this document, use the **UC Ready** tool.

What is a continuity plan?

Continuity planning addresses the question: how can we prepare to **continue operations** despite those adverse events that we call disasters - or if we can't continue, how can we **resume our operations** rapidly and gracefully?

The mission of the University of California is teaching, research, public service, and patient care. These four enterprises, along with the infrastructure that supports them, are the focus of our continuity planning

Your departmental continuity plan:

- Identifies your department's critical functions
- Describes how you might carry on these functions under conditions of diminished resources (diminished staff, space, equipment, or IT infrastructure)
- Contains various information that will be needed during and after the disaster-event.
- Describes how we can prepare. This is most important of all, because "a stitch in time does indeed save nine." A good continuity plan will identify **action items: things that we can do now** to lessen the impact of disaster-events and make it easier to recover.

Academic Services CONTINUITY PLAN

Listed below are the major sections of a Continuity Plan. Your department may choose to include or exclude certain sections. Hence it is possible that one or more of these sections may not appear in this plan document.

Table of Contents

I.	GENERAL INFORMATION
II.	CRITICAL FUNCTIONS <i>(order not necessarily significant)</i> #1 Student Disability Services #2 Monitoring Academic Progress MAP #3 Reading Instruction #4 Tutoring #5 Testing - Placement, Make-up, and PSB #6 Auditing
III.	INFORMATION TECHNOLOGY Part 1: Centrally-Owned Applications Part 2: Departmentally-Owned Applications Part 3: Departmentally-Owned Servers Part 4: Workstations Part 5: Recovery Strategies for IT Part 6: Action Items
IV.	FACULTY PREPAREDNESS
V.	KEY RESOURCES Part 1: Staff of Our Unit Part 2: Work from Home Part 3: Teams (optional) Part 4: Skills (optional) Part 5: Staffing Requirements (optional) Part 6: Staff of Other Units Part 7: Stakeholders Part 8: Equipment & Supplies Part 9: Facilities & Transportation
VI.	ACTION ITEMS
Appendix A:	LIST OF KEY DOCUMENTS

To edit this plan section, use these tabs of the UC Ready web tool - Plan Home, Step 1, Step 2.

I. GENERAL INFORMATION

<i>Department</i>	Academic Services
<i>Parent division</i>	Provost
<i>Type of unit</i>	
<i>Personnel count</i>	5 Faculty & other academic appointees 0 Residents/Fellows 4 Staff (full-time) 1 Staff (part-time, excl. student-staff) 12 Student-staff 0 Volunteers 0 Guests 1 Other
<i>Head</i>	Tricia Bugajski Director SASS
<i>Primary Contact for this plan</i>	Tricia Bugajski
<i>Secondary Contact for this plan</i>	Pamela McPeck
<i>Cost Center</i>	
<i>Buildings</i>	Pope John Paul II <i>Owned</i>
<i>Evacuation plans for all buildings?</i>	Yes
<i>Comment</i>	We have up to 12 student employees 10 are student tutors and 2 are graduate assistants but these numbers can vary by semester. We also have had 1 adjunct English instructor working in the Tutoring Center as a Writing Tutor. Three full-time staff members are adjunct faculty for a variety of areas as well as 2 adjunct faculty in Reading.
<i>Critical functions</i>	1. Student Disability Services --Critical 3 2. Monitoring Academic Progress MAP --Critical 3 3. Reading Instruction --Critical 3 4. Tutoring --Critical 3 5. Testing - Placement, Make-up, and PSB --Critical 3 6. Auditing --Critical 3 <i>Definitions:</i> • <i>Critical 1: must continue (life, health, security)</i> • <i>Critical 2: must continue, perhaps in reduced mode</i> • <i>Critical 3: pause if forced, but must resume in 30 days or sooner</i> • <i>Deferrable: resume when conditions permit</i>

To edit this plan section, use the Step 2 tab of the UC Ready web tool.

II. CRITICAL FUNCTIONS

Critical Function #1

<i>Name</i>	Student Disability Services	
<i>Description</i>	We provide academic accommodations and modifications to students with disclosed and documented disabilities. This includes providing documentation to students who in turn provide to faculty as well as other accommodations such as alternative textbooks, alternative tests, alternative testing situations, weekly meetings as needed, and other services provided on an individual basis.	
<i>Who Performs this?</i>	SASS - Academic Services	
<i>Responsible person(s)</i>	Tricia Bugajski Linda Jackson Pam McPeek	
<i>Peak Periods</i>	Jan Feb Mar Apr May Aug Sep Oct Nov Dec	
<i>Comment</i>	During the academic year we have many requests that need immediate attention. We have times when our services are less critical to students with disabilities but the first two weeks, middle two weeks, and last two weeks of every semester are quite busy with requests. June and July are the least busy months but even those with new student registration and the end of summer classes can be times where these services are needed.	
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	University Technology Services	
<i>Downstream dependencies</i>	Faculty Staff Student	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of patient care	If we are unable to function we will not be able to provide in person services such as testing accommodations and weekly meetings as well as other services determined on an individual basis.
	Departure of students	Students unable to utilize their academic accommodations may not be able to remain at the university.
	Well-being of students	Students unable to utilize their academic accommodations will have their academic well-being compromised.
	Loss of revenue	If students are unable to remain at the university due to lack of academic accommodations the university will lose revenue.
	Legal obligations unmet	If we are unable to provide academic accommodations we will be out of compliance with the Americans with Disabilities Act of 1974 and the American with Disabilities Ammendments Act of 2008.
	Legal harm to the University	If we are out of compliance with the ADA and ADA-AA legal harm could come to the university.
	Impact on other unit(s)	If we are unable to provide services for students faculty will be impacted greatly.
<i>How to cope if usual space is not available</i>	If we were to have one computer and one room for testing we could provide our services. Things would be slow but we would be able to act.	
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would provide services to the best of our ability. In many cases the wait times would be increased if we were reduced by 50% for any length of time but serivces would be provided.	

<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Cross-training schedules are being developed and enacted. We hope to have everyone cross-trained by the end of December 2011.
<i>Can this function be performed fully or partly from home?</i>	All but our in person services could be provided from home. We would need access to our departmental shared drives, telephone, and email. Our weekly meetings could take place over the phone but alternative testing would have to be done in an on-site location.
<i>How to cope if data network is not available</i>	If we have our paper files we could continue providing services. The only issue would be scheduling alternative testing but it could be done with a paper calendar.
<i>Any show-stoppers?</i>	We would need to have either our paper files or departmental shared drive. As long as we have one we should be able to provide services even if at a reduced rate.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If classes are not in session then yes, we can cease this function. Once classes are in session we will need to be operational.
<i>Do any of these coping strategies expose the University to risk?</i>	I cannot see how any of our suggestions for continuing would bring extra risk to the university.
<i>Policy exceptions that may be needed</i>	The only policy that I know of that would be effected would be allowing people to work from home.
<i>Additional vulnerabilities</i>	I cannot think of anything else at this time.
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #2

<i>Name</i>	Monitoring Academic Progress MAP	
<i>Description</i>	We monitor students who are deemed at risk either at point of admission, by way of being on academic probation, or those who self select into the program. Meetings are standing, weekly appointments.	
<i>Who Performs this?</i>	SASS - Academic Services	
<i>Responsible person(s)</i>	Tricia Bugajski Pam McPeck Linda Jackson Jill Dunkel	
<i>Peak Periods</i>	Jan Feb Mar Apr May Aug Sep Oct Nov Dec	
<i>Comment</i>		
<i>Documents</i>	See Document List (Appendix 1)	
<i>Upstream dependencies</i>	Registrar's Office Department of Admissions	
<i>Downstream dependencies</i>	Faculty Student	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of students	Academic well-being of student may be reduced if we are not able to continue providing this service to students.
<i>How to cope if usual space is not available</i>	We would need to have a place to meet with students if campus were to be open. If we were forced into an online learning situation we would need to have a way to communicate with students such as telephone.	
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would be able to continue at 50% staff but we may have to make adjustments to the length of appointments or frequency of appointments.	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	We are able to access each others files so as long as one of us can get to the office space we will be able to maintain meetings.	
<i>Can this function be performed fully or partly from home?</i>	If we have the files available either at home or digitally we should be able to continue services so long as phone service exists.	
<i>How to cope if data network is not available</i>	Other than using an electronic calendar for scheduling appointments and receiving updates by way of email we could do much of our work without network access. The down side is it would be more difficult to get feedback from instructors - we would have to rely more on student feedback.	
<i>Any show-stoppers?</i>	If we had no way of communicating with students we would not be able to perform this function. Other than that if we have people and the ability to talk we could move forward. Paper and writing instruments would be vital to keeping meeting notes.	
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes	
<i>Comment?</i>	If the university is closed and there are no classes in session then these services are not needed. Once classes resume we will need to be up and running.	
<i>Do any of these coping strategies expose the University to risk?</i>	I am not aware of any risk these suggestions would pose for the university.	

Policy exceptions that may be needed If we were moving into a academic progression cycle we might have issues but the Admissions and Academic Progress Committee (AAP) would be able to deal with policies related to these issues.

Additional vulnerabilities There is nothing else that would prevent us from continuing or restarting this function.

Action items for this function See Action Item List - section VI

Critical Function #3

<i>Name</i>	Reading Instruction
<i>Description</i>	We teach developmental reading courses.
<i>Who Performs this?</i>	SASS - Adjunct Faculty
<i>Responsible person(s)</i>	varries by semester currently Pam McPeek, Tricia Bugajski, Minerva Belote, Rhonda Salge.
<i>Peak Periods</i>	Jan Feb Mar Aug Sep Oct
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Registrar's Office
<i>Downstream dependencies</i>	Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Disruption of teaching
<i>How to cope if usual space is not available</i>	We could move classes to an online format once all classes have been created in an online setting.
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would be able to continue with reduced staff but the turn around time for feedback to students would be increased. Rate of grade information being available for the Registrar's Office would be slowed.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	We will utilize all others who have taught reading classes to cover for the person(s) unable to teach their classes.
<i>Can this function be performed fully or partly from home?</i>	If classes are in session and the class is moved to an online format we would be able to continue teaching while at home. We would need to have access to the Internet and Blackboard for this continue. If the classes are not developed for online then we would not be able to continue if at home.
<i>How to cope if data network is not available</i>	We would need to have Blackboard up and running for online classes to continue as well as email access. If Blackboard is not functional and we are not able to access email we could not continue.
<i>Any show-stoppers?</i>	Blackboard and email access
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If the university is closed and classes are not in session we would not be teaching classes.
<i>Do any of these coping strategies expose the University to risk?</i>	none
<i>Policy exceptions that may be needed</i>	none
<i>Additional vulnerabilities</i>	nothing at this time
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #4

<i>Name</i>	Tutoring
<i>Description</i>	We provide tutoring both in person and online.
<i>Who Performs this?</i>	SASS - Academic Services
<i>Responsible person(s)</i>	Tricia Bugajski
<i>Peak Periods</i>	Jan Feb Mar Apr May Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	
<i>Downstream dependencies</i>	Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of students
<i>How to cope if usual space is not available</i>	we would rely solely on the online tutoring through SmarThinking.
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would offer services as best as we could knowing that there would be fewer appointments available for students.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Our tutors are specialized by area so if all subject area tutors are out we would once again rely on online tutoring.
<i>Can this function be performed fully or partly from home?</i>	we would not be able to perform inperson tutoring if we were not able to work on a university site.
<i>How to cope if data network is not available</i>	If students are not able to access Blackboard they will not be able to access SmarThinking and as a result we would not have a way to offer tutoring services.
<i>Any show-stoppers?</i>	Blackboard
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If there are no classes being held - there will not be a need for tutoring.
<i>Do any of these coping strategies expose the University to risk?</i>	Not that I am aware of.
<i>Policy exceptions that may be needed</i>	none
<i>Additional vulnerabilities</i>	nothing at this point
<i>Action items for this function</i>	See Action Item List - section VI

Critical Function #5

<i>Name</i>	Testing - Placement, Make-up, and PSB
<i>Description</i>	We proctor placement testing, make-up testing, and PSB testing.
<i>Who Performs this?</i>	SASS - Academic Services
<i>Responsible person(s)</i>	Entire unit
<i>Peak Periods</i>	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	University Technology Services Faculty Students Staff
<i>Downstream dependencies</i>	Faculty Staff Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of students Impact on other unit(s)
<i>How to cope if usual space is not available</i>	We would not be able to proctor exams without a physical location for the proctoring. In some cases without a computer a test could not be proctored.
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would be able to continue providing testing services we may just have to reduce the hours or numbers of time slots for testing.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	All professional staff and graduate assistants are able to proctor tests.
<i>Can this function be performed fully or partly from home?</i>	We would not be able to proctor tests from home.
<i>How to cope if data network is not available</i>	Many tests would not require network functions. We would be able to proctor half of the university placement tests without network functions. We would not be able to proctor COMPASS, computer testing, or PSB testing without network access. Also, some PA testing would not be able to be proctored.
<i>Any show-stoppers?</i>	For the above listed tests we could not proctor without network connectivity.
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	While the university is closed we would not need to perform this function.
<i>Do any of these coping strategies expose the University to risk?</i>	mp
<i>Policy exceptions that may be needed</i>	Deadlines for exams would have to be extended if we are not able to meet the demands with a reduced staff or faculty and departments would have to take on proctoring of tests.
<i>Additional vulnerabilities</i>	I cannot think of any at this time.

Action items for this function See Action Item List - section VI

Critical Function #6

<i>Name</i>	Auditing
<i>Description</i>	We complete graduation audits for all non-healthcare majors.
<i>Who Performs this?</i>	SASS - Academic Services
<i>Responsible person(s)</i>	Tricia Bugajski Pam McPeck Linda Jackson Jill Dunkel
<i>Peak Periods</i>	Jan Feb Mar Apr Oct Nov Dec
<i>Comment</i>	
<i>Documents</i>	See Document List (Appendix 1)
<i>Upstream dependencies</i>	Registrar's Office Faculty Students
<i>Downstream dependencies</i>	Registrar's Office Faculty Student
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	Well-being of students Impact on other unit(s) Other if an audit is not completed the student cannot graduate.
<i>How to cope if usual space is not available</i>	Audits could be completed over the telephone if staff has access to all computer elements, all paper elements, and the student.
<i>How to cope with 50% absenteeism of staff and faculty</i>	We would be able to provide the service with a reduced staff however the completion times would be longer than as is currently handled.
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	All professional SASS - Academic Services staff conduct audits. Career Services staff will be trained in the coming months.
<i>Can this function be performed fully or partly from home?</i>	With access to Jenzabar Registration and Advising modules, program sheets, changes of curriculum, audit forms, and students the audit could be completed while working at home. We would need to be able to mail the undergraduate application to graduate and audit form to the the student and receive it back in a timely fashion so as to mail it to the Registrar wherever he is located.
<i>How to cope if data network is not available</i>	We could not perform this function without network access.
<i>Any show-stoppers?</i>	Jenzabar
<i>If University declares temporary closure, is it possible to stop doing this function?</i>	Yes
<i>Comment?</i>	If the university is closed we would not need to complete this function. We would need to be back up and running as soon as possible once the university reopened so student graduations would not be delayed.

Do any of these coping strategies expose the University to risk?

no

Policy exceptions that may be needed

If something were to happen at the end of a semester the Registrar's office may have to change the audit policy. I am not sure who would have the authority to grant the exceptions.

Additional vulnerabilities

no

Action items for this function

See Action Item List - section VI

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY

Part 1: Centrally-Owned Applications that are Critical for our Unit:

<u>Application or System</u>	<u>Criticality Level</u>	<u>Comment</u>
Blackboard Course Management System	Critical 3	
Blackboard Outcomes Management System	Critical 3	
Email - Microsoft Exchange	Critical 3	
Informaker Reporting Tools	Critical 3	
Jenzabar	Critical 3	
Microsoft Office Suite	Critical 3	
My Cougar Connection	Critical 3	
Telephones - Cisco Call Manager	Critical 3	
Voicemail - Cisco Unity	Critical 3	

Definitions:

Centrally-owned applications are those whose technical owner is Central IT. The functional owner could be any department.

Critical 1: Cannot pause. Necessary to life, health, security.

Critical 2: Failure will lead to imminent + very serious consequences.

Critical 3: Can endure a pause, but ONLY for a short time. Must be recovered sooner than 30 days.

Deferrable: Important, but we can function without this system for more than 30 days.

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 2: Departmentally-Owned Applications that are Critical for our Unit

Definitions:

Departmentally-owned applications are those whose technical owner is our department or another department (but not central IT).

Application #1

<i>Name of application or system</i>	COMPASS
<i>Functional owner</i>	SASS
<i>Technical Owner</i>	ACT
<i>Type</i>	Web Application
<i>Backup frequency</i>	
<i>Backup media</i>	
<i>Backup auto or manual?</i>	
<i>Database application?</i>	
<i>Move data to or from core campus systems?</i>	
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	
<i>Technical expert(s)</i>	
<i>Responsible for recovery</i>	
<i>Onsite storage</i>	
<i>Offsite storage</i>	
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	
<i>Successful recovery been done?</i>	
<i>Comment</i>	

Application #2

<i>Name of application or system</i>	Weaver
<i>Functional owner</i>	SASS
<i>Technical Owner</i>	Weaver
<i>Type</i>	Web Application
<i>Backup frequency</i>	
<i>Backup media</i>	
<i>Backup auto or manual?</i>	
<i>Database application?</i>	
<i>Move data to or from core campus systems?</i>	
<i>If so, what campus systems?</i>	
<i>Depts that will be impacted by failure of this application</i>	
<i>Technical expert(s)</i>	
<i>Responsible for recovery</i>	
<i>Onsite storage</i>	
<i>Offsite storage</i>	
<i>Frequency of offsite storage</i>	
<i>Location of installation disks & documentation</i>	
<i>Successful recovery been done?</i>	
<i>Comment</i>	

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 3: Departmentally-Owned Servers

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 4: Workstations

A. Workstation Backup

<u>Backup Method</u>	<u>Percent of Workstations Using this Backup Method</u>	<u>Comment</u>
-----------------------------	----------------------------------------------------------------	-----------------------

B. Workstation Support

<u>Workstation Support is provided by...</u>	<u>Comment</u>
-----------------------------------------------------	-----------------------

To edit this plan section, use the Step 3 tab of the UC Ready web tool.

III. INFORMATION TECHNOLOGY (cont.)

Part 5: Recovery Strategies for IT

Where to purchase hardware

If workstations, servers, etc. need to be rebuilt at new location, where can technicians locate the software & documentation?

Environmental requirements for hardware

Will your IT staff be sufficient to the task?

Other obstacles

How your IT staff will assist faculty & staff to work from home

IT applications for which there is no workaround

Part 6: Action Items for IT

See Action Item List (Section VI)

To edit this plan section, use the Step 4 tab of the UC Ready web tool.

IV. FACULTY PREPAREDNESS

Listed here are actions that can be done to promote disaster-consciousness and disaster-readiness among our unit's faculty.

These will appear also in the Action Item List in section VI.

<u>Action Item</u>	<u>Comment</u>
Convert all paper class handouts to electronic formats. Have copies on work computer as well as home computer if available.	
As preparing new courses or updating courses be sure to have everything for the course ready to be used in an online format if necessary.	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES

Part 1: Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty & staff?</i>	No
<i>Who holds copies of the emergency contact list? (be specific)</i>	
<i>Who updates the emergency contact list?</i>	
<i>Who knows how to check messages on your department's main phone line?</i>	Joyce Lechleitner Linda Jackson
<i>Who knows how to record a greeting on your department's main phone line?</i>	Everyone in the area
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Joyce Lechleitner
<i>Do your staff use any shared passwords that should be kept available?</i>	Joyce Lechleitner Linda Jackson
<i>Comment</i>	Joyce and Linda share the password for the main department phone line.

Key People in Your Unit:

<i>Name</i>	Linda Jackson
<i>Title or function</i>	Assistant Director
<i>Special skill</i>	
<i>Special role</i>	Third Leadership Successor,
<i>Comment</i>	
<i>Name</i>	Pam McPeek
<i>Title or function</i>	Associate Director
<i>Special skill</i>	
<i>Special role</i>	Second Leadership Successor,
<i>Comment</i>	
<i>Name</i>	Tricia Bugajski
<i>Title or function</i>	Director, SASS
<i>Special skill</i>	
<i>Special role</i>	First Leadership Successor,
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 2: Work from Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Jill Dunkel
<i>Position</i>	Staff
<i>Home broadband connection</i>	Don't know
<i>Currently does connect from home</i>	No selection
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	

<i>Name</i>	Linda Jackson
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No selection
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	

<i>Name</i>	Minerva Belote
<i>Position</i>	Faculty
<i>Home broadband connection</i>	Don't know
<i>Currently does connect from home</i>	No selection
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	

<i>Name</i>	Pamela McPeek
<i>Position</i>	Staff
<i>Home broadband connection</i>	No
<i>Currently does connect from home</i>	No selection
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	

<i>Name</i>	Rhonda Salge
<i>Position</i>	Faculty
<i>Home broadband connection</i>	Don't know
<i>Currently does connect from home</i>	No selection
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	

<i>Name</i>	Tricia Bugajski
<i>Position</i>	Staff
<i>Home broadband connection</i>	Yes
<i>Currently does connect from home</i>	No
<i>Must office computer be running?</i>	No selection
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 3: Teams

These are important teams on which departmental faculty and/or staff participate. Only the team members from OUR department are shown.

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

Team Name

Purpose

Members

Comment

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 4: Skills

Skills that may be needed post-disaster to perform our unit's critical functions:

Skill	Description	Comment
Clerical	Ability to perform basic clerical functions	
Computer skills - general	Ability to gather information and do basic troubleshooting on campus computers and printers. Ability to setup computer hardware.	
Jenzabar Data Entry	Ability to perform with guidance data entry in various modules	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 5: Staffing Requirements

This list displays both

- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR RE-ASSIGNMENT during crisis

Definitions:

Critical 1: Must continue at normal or increased service load.

Critical 2: Must continue if at all possible, perhaps in a reduced mode.

Critical 3: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

<u>Function</u>	<u>Criticality Level</u>	<u>Category of staff</u>	<u>Shift</u>	<u>FTE required under normal conditions</u>	<u>FTE required during crisis</u>	<u>FTE who may be available for re-assignment</u>
TOTAL				0		

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 6: Staff of Other Units

These are staff of other units whom you may need to contact:

<i>Name</i>	Jenny Fawbush
<i>Department/Org</i>	First Year Exp & Academic Services
<i>Address</i>	
<i>Work phone</i>	260-399-7700 x6810
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	jfawbush@sf.edu
<i>Comment</i>	

<i>Name</i>	Frank Connor
<i>Department/Org</i>	Registrar
<i>Address</i>	
<i>Work phone</i>	260-399-7700 x 6524
<i>Cell phone</i>	
<i>Fax</i>	260-399-8161
<i>Email</i>	fconnor@sf.edu
<i>Comment</i>	

<i>Name</i>	Bill Brune
<i>Department/Org</i>	SASS - Career Services
<i>Address</i>	
<i>Work phone</i>	260-399-7700 x6070
<i>Cell phone</i>	
<i>Fax</i>	
<i>Email</i>	wbrune@sf.edu
<i>Comment</i>	

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 7: Stakeholders

These are stakeholders whom you may need to contact:

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 8: Equipment & Supplies

Minimum equipment needed to carry out all critical functions:

A. Office Equipment

	<i>Minimum Number</i>	<i>Comment</i>
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	3	
<i>Laptop computer (car charger advised)</i>	0	
<i>Telephone (hard-wired)</i>	4	
<i>Printer</i>	1	
<i>Fax</i>	0	
<i>Copier</i>	1	
<i>Scanner</i>	1	
<i>Server</i>	0	I do not know

B. Other Equipment

(major items only) Copmuters for testing

C. Supplies

<i>Necessary Consumables</i>	<ul style="list-style-type: none"> Tests File folders Paper Pens and pencils Timers Clocks
<i>Inventory or Stockpiling Considerations</i>	I do not think we need to stockpile.

To edit this plan section, use the Step 5 tab of the UC Ready web tool.

V. KEY RESOURCES (cont.)

Part 9: Facilities & Transportation

Facilities (special needs beyond office-classroom lab needs)

Utilities (very important to the functioning of the department)

Utility Name

Comment

Electricity - AEP

Transportation (special transportation needs)

Other Resources

To edit this plan section, use the
Action Item Summary tab of the UC
Ready web tool.

VI. ACTION ITEM LIST

Action Item #1 As preparing new courses or updating courses be sure to have everything for the course ready to be used in an online format if necessary.
Supports this critical function Faculty Preparedness
Estimated cost
Cost one-time or annual?
Within whose scope
Comment
Status Not yet begun

Action Item #2 Convert all paper class handouts to electronic formats. Have copies on work computer as well as home computer if available.
Supports this critical function Faculty Preparedness
Estimated cost
Cost one-time or annual?
Within whose scope
Comment
Status Not yet begun

Action Item #3 Consider file digitizing
Supports this critical function Monitoring Academic Progress MAP
Estimated cost less than \$100
Cost one-time or annual? Both one-time and annual
Within whose scope my unit itself
Comment If this is deemed necessary we would need to dedicate a person to get the current materials digitized. After the initial batch we would need to create files for new students at the beginning of each term.
Status Not yet begun

Action Item #4 Training
Supports this critical function Monitoring Academic Progress MAP
Estimated cost less than \$100
Cost one-time or annual? One-time
Within whose scope my unit together with other units on campus
Comment We would need to ensure all staff members were trained to use virtual desktop and other software necessary should we be required to carry on business from home or other location.
Status Not yet begun

Action Item #5 Develop reading classes online
Supports this critical function Reading Instruction
Estimated cost Don't know
Cost one-time or annual? One-time
Within whose scope my unit together with other units on campus
Comment We are working on getting these courses created for an online format. There is only one course, Reading 101, that will not be developed in an online format.
Status In progress

Action Item #6 **Converting student files to electronic format could aid us in restarting if we have access to the network.**
Supports this critical function Student Disability Services
Estimated cost Don't know
Cost one-time or annual? Both one-time and annual
Within whose scope my unit itself
Comment We would need to dedicate a staff member to converting the files as well as a scanner. Initially we would have a large number of files to convert but the workload would become more manageable as we could create electronic files for each new student as he/she discloses a disability.
Status Not yet begun

Action Item #7 **Cross-training**
Supports this critical function Student Disability Services
Estimated cost less than \$100
Cost one-time or annual? Other
Within whose scope my unit itself
Comment We have begun cross-training and will continue with all current employees to be trained in all areas by end of calendar year 2011. When we bring on new staff cross-training will be part of the actual employee training so no additional costs will be incurred.
Status In progress

Action Item #8 **Training**
Supports this critical function Student Disability Services
Estimated cost less than \$100
Cost one-time or annual? One-time
Within whose scope my unit together with other units on campus
Comment If all staff received training on how to utilize our virtual desktops and other software to work from home this would help us to function with an off-site location more quickly.
Status Not yet begun

To edit this plan section, use the Step 5 tab (Document Summary) of the UC Ready web tool.

Appendix A.

List of Key Documents

These documents have been identified as important for continuing our critical functions.

Documents that have been uploaded into the UC Ready system (as indicated below) can be viewed on-screen, then printed.

Name	Advising Module
Description	Jenzabar Module used in the degree auditing process.
Medium	Electronic (computer)
Location	
Owner (department)	UTS/Registrar's Office
Contact person(s)	Angie Wood
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Name	Audit form
Description	This form is completed with the student at the time of audit. It serves as the contract between the university and the student.
Medium	Paper
Location	
Owner (department)	Registrar's Office
Contact person(s)	Frank Connor
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Name	Change of Curriculum
Description	Forms for which course substitutions are made an approved.
Medium	Paper
Location	Registrar's Office
Owner (department)	Registrar's Office
Contact person(s)	Frank Connor
Backup measures	
Comment	
Uploaded into UC Ready system?	No

Name	Confidential Student Summary Letters
Description	These letters list teh accommodations to which students are entitled.
Medium	Electronic (computer)
Location	departmental shared drive
Owner (department)	SASS - Academic Services
Contact person(s)	Tricia Bugajski Linda Jackson Pam McPeek
Backup measures	
Comment	Director, Associate Director, and Assistant Director are the only three staff members with access
Uploaded into UC Ready system?	Yes

Name Contract
Description MAP contract signed with students at beginning of the semester.
Medium Electronic (computer)
Location departmental shared drive
Owner (department) SASS - Academic Services
Contact person(s) Tricia Bugajski Pam McPeek
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Curriculum sheet
Description Weekly curriculum planning guide for MAP meetings
Medium Electronic (computer)
Location departmental shared drive
Owner (department) SASS - Academic Services
Contact person(s) Tricia Bugajski Pam McPeek
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name policy manual
Description This is the policy manual related to Student Disability Services.
Medium Electronic (computer)
Location departmental shared drive
Owner (department) SASS - Academic Services
Contact person(s) Linda Jackson Tricia Bugajski Pam McPeek
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name proctoring form
Description The proctoring form is used for faculty to convey information about the test to SASS.
Medium Electronic (computer)
Location departmental shared drive
Owner (department) SASS - Academic Services
Contact person(s) Joyce Lechleitner
Backup measures
Comment
Uploaded into UC Ready system? Yes

Name Program sheets
Description Form listing the courses students need to complete their degree programs.
Medium Electronic (computer)
Location departmental shared drives
Owner (department) Registrar's Office
Contact person(s) Angie Wood
Backup measures
Comment
Uploaded into UC Ready system? No

Name Registration Module
Description Jenzabar module used for accessing student transcripts.
Medium Electronic (computer)
Location
Owner (department) UTS/Registrar
Contact person(s) Frank Connor
Backup measures
Comment
Uploaded into UC Ready system? No

Name SASStesting email
Description We have an email sasstesting@sf.edu dedicated to receiveing tests from faculty
Medium Electronic (computer)
Location
Owner (department) SASS
Contact person(s) All SASS professional staff
Backup measures
Comment
Uploaded into UC Ready system? No

Name Schedules
Description copies of available tutoring appointments
Medium Paper
Location 210 PJP11
Owner (department) SASS - Academic Services
Contact person(s) Tricia Bugajski
Backup measures
Comment
Uploaded into UC Ready system? No

Name sign-in log
Description Sign-in log to keep track of tutoring appointments in person.
Medium Paper
Location 210 PJP11
Owner (department) SASS - Academic Services
Contact person(s) Tricia Bugajski
Backup measures
Comment
Uploaded into UC Ready system? No

Name Student files
Description These files contain all student disability documentation as well as records indicating when documentation was picked up from SASS. We also include release of information permission forms (internal and external) as well as acknowledgement form regarding testing policies.
Medium Paper
Location Pope John Paul II room 201J and departmental shared drive
Owner (department) SASS - Academic Services
Contact person(s) Tricia Bugajski Linda Jackson Pam McPeek
Backup measures

Comment completed forms are paper in student files blank documents are housed on shared drive.
Uploaded into UC Ready system? No

Name student files
Description We keep track of weekly meeting discussions as well as reports from faculty at weeks 5 and 11 and midterm grade reports if students are earning less than a grade of C.
Medium Paper
Location Staff offices
Owner (department) SASS - Academic Services
Contact person(s) Tricia Bugajski Pam McPeek
Backup measures
Comment
Uploaded into UC Ready system? No

Name Testing calendar
Description We utilize the calendar in Outlook as a means of scheduling testing appointments
Medium Electronic (computer)
Location
Owner (department) SASS
Contact person(s) Joyce Lechleitner Tricia Bugajski
Backup measures
Comment
Uploaded into UC Ready system? No

Name Undergraduate Application for Graduation
Description Form that undergraduates need to complete and sign in order to have a diploma ordered and graduate.
Medium Paper
Location Registrar's Office
Owner (department) Registrar's Office
Contact person(s) Frank Connor
Backup measures
Comment
Uploaded into UC Ready system? No
