

Continuity Plan

SA - Housing and Residential Life Sample Plan

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KualiReady

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Introduction

Continuity planning is a process that helps us become prepared to continue or rapidly resume operations when faced with adverse events, or disasters.

Your departmental continuity plan:

- Identifies your department's Critical Functions.
- Documents the business impact of loss of these functions over periods of time.
- Describes how you might continue these functions under conditions of diminished resources.
- Contains key information that might be needed during and after a disaster-event.
- Includes Action Items designed to help your department become more prepared before an event occurs.

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1. General Information

Department	SA - Housing and Residential Life Sample Plan		
Department description	Housing and Residential Life - provide on-campus housing and programmatic services for 2100 undergraduate students as well as off-campus housing referrals and resources		
Major division	Vice Provost - Academic Affairs		
Type of unit	Student Support Services		
Personnel count		Faculty and other academic appointees	
		Residents/Fellows	
	10	Staff (full-time)	
		Staff (part-time, excluding students)	
	4	Student Staff	
		Volunteers	
		Guests	
		Other	
Head of unit	Andie Anderson andiea@school.com		
Cost center			
Buildings	Building	Ownership	Notes
	Residential Hall 1	owned	
	Residential Hall 2	owned	
	University Village 1	owned	
	University Village 2	owned	
Evacuation plans for all buildings?	Some, not all		

Comments			
Critical Functions	1	Provide on-campus housing	Critical 1
	2	Provide supervision and support services	Critical 2
Definitions	Critical 1	must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. (Examples: inpatient care, police services)	
	Critical 2	must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences. (Examples: provision of care to at-risk outpatients, functioning of data networks, at-risk research)	
	Critical 3	may pause if forced to do so, but must resume in 30 days or sooner. (Examples: classroom instruction, research, payroll, student advising)	
	Deferrable	may pause; resume when conditions permit. (Examples: elective surgery, routine building maintenance, training, marketing)	

2. Critical Functions

2.1. Critical Function: Provide on-campus housing

Description	House the students, staff, and faculty and visitors who will stay in university on-campus housing.	
Who performs this?		
Responsible person(s)		
Peak periods	January, February, March, April, May, August, September, October, November, December	
Comment	Student housing is most critical during the academic year	
Documents	See Documents list	
Upstream dependencies		
Downstream dependencies		
Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Departure of staff	The housing program is largely staffed by student employees. In the event of closing, this would greatly curtail our manpower in recovery and reopening.
	Departure of students	Students without on-campus housing may choose to move off campus for the remainder of the year or seek other accommodations.
	Well-being of faculty/staff	Faculty managing and working with student housing will be directly affected by housing changes.
	Well-being of students	Access to on-campus housing is a large component of student well-being and satisfaction with the university experience.
	Loss of revenue	
	Legal obligations unmet	
	Impact to other units	

How to cope if usual space is not available	If our facilities are unavailable then we could not provide housing to students. Given that most of our administrative systems are now cloud based, we could manage functions unrelated to the physical plant remotely.
How to cope if 50% absenteeism of staff and faculty	This would depend upon the number of students who were impacted and whether they went home or stayed.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	In critical areas, staff have a back-up who is crossed trained. In a pandemic situation, certain functions might need to be temporarily suspended or response time could be significantly slowed.
Can this function be performed fully or partly from home?	Most of our central office functions can be done remotely, but supervision of staff and students, safety & security, and direct services, e.g. mail would need to continue.
How to cope if data network is not available	Could generate paper records pre-event to sustain basic functions for a relatively short period. Would be unsustainable for more than a few days or weeks.
Any show stoppers?	Our operation depends upon student housing facilities and presence of student staff. Could not provide service without former, and cannot provide safe environment or basic services without latter.
Do any of these coping strategies expose the University to risk?	Potentially. Would depend upon a number of variables regarding state of facility, number of staff available, and whether students are present. While we would take steps to mitigate risk it would depend upon resources available in any given scenario.
Policy exceptions that may be needed	Would depend upon the nature of the event.
Additional vulnerabilities	Student housing is dependent upon utilities functioning, buildings being operable, staff being present, and information system accessible at least in part.
If temporary closure is declared, is it possible to stop doing this function?	Yes
Comments	Would require closure of halls and students leaving campus.
Action items for this function	See Action Item list in Section 6

2.2. Critical Function: Provide supervision and support services

Description	Housing and Residential Life provides accommodations for students living on campus. We are responsible for assigning students to rooms, providing supervision and safety services, providing support services ranging from mail to crisis intervention, as well as providing support services and programming which enhance the learning experience and retention.	
Who performs this?	Housing & Residential Life, Dining, Facilities, and University Police	
Responsible person(s)	All staff	
Peak periods	January, February, March, April, May, August, September, October, November, December	
Comment	Peak periods match our academic year	
Documents	See Documents list	
Upstream dependencies		
Downstream dependencies		
Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Departure of staff	Housing program is largely staffed by student employees. In the event of closing, would greatly curtail our manpower in recovery and reopening.
	Well-being of faculty/staff	
	Well-being of students	
	Loss of revenue	
	Impact to other units	
How to cope if usual space is not available	If our facilities are unavailable then we could not provide housing to students. Given that most of our administrative systems are now cloud based, we could manage functions unrelated to the physical plant remotely.	
How to cope if 50% absenteeism of staff and faculty	Would depend upon the number of students who were impacted and whether they went home or stayed.	
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	In critical areas, staff have a back-up who is crossed trained. In a pandemic situation, certain functions might need to be temporarily suspended or response time could be significantly slowed.	

Can this function be performed fully or partly from home?	Most of our central office functions can be done remotely, but supervision of staff and students, safety & security, and direct services, e.g. mail would need to continue.
How to cope if data network is not available	Could generate paper records pre-event to sustain basic functions for a relatively short period. Would be unsustainable for more than a few days or weeks.
Any show stoppers?	Our operation depends upon student housing facilities and presence of student staff. Could not provide service without former, and cannot provide a safe environment or basic services without later.
Do any of these coping strategies expose the University to risk?	This would depend upon a number of variables regarding state of facility, number of staff available, and whether students are present. While we would take steps to mitigate risk it would depend upon resources available in any given scenario.
Policy exceptions that may be needed	Would depend upon the nature of the event.
Additional vulnerabilities	Student housing is dependent upon all utilities functioning, buildings being operable, staff being present, and information system accessible at least in part.
If temporary closure is declared, is it possible to stop doing this function?	Yes
Comments	Would require closure of halls and students leaving campus.
Action items for this function	See Action Item list in Section 6

3. Information Technology

3.1. Centrally-Owned Applications that are Critical for this Unit

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

Application or System	Name	Criticality Level	Comment
Application or System	Calendar System	Critical 2	
Application or System	Email System	Critical 2	
Application or System	Student Information System	Critical 2	
Application or System	Housing and Meal Plans	Critical 1	
Application or System	BCMS - Business Contract Management System	Critical 3	
Definitions	Critical 1	Cannot pause. Necessary to life, health, security. (Possible example: police dispatch system).	
	Critical 2	Failure will lead to imminent & very serious consequences. (Possible examples: data networks, email system, patient scheduling system, medical records system)	
	Critical 3	Can endure a pause, but ONLY for a short time. Must be recovered by some time sooner than 30 days. (Possible examples: financial system, payroll system, HR system, research administration systems, student systems, library systems, courseware).	
	Deferrable	Important, but we can function without this system for more than 30 days. (Possible examples: calendaring application, document imaging system, budget preparation software.)	

3.2. Department Applications that are Critical for this Unit

Department applications are those whose technical owner is our department or another department (but not Central IT)

3.2.1. Department application: Campus Advantage

Functional owner	Housing
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Technical owner	IT
Type	Web application
Backup frequency	Every 2 weeks
Backup media	
Backup Method	Automatic
Database application?	Yes
Move data to or from core campus systems	Yes
If so, what campus systems?	
Departments that will be impacted by failure of this application	
Technical expert(s)	
Responsible for recovery	
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	
Successful recovery been done?	
Comment	

3.3. Department Servers

No department servers are entered for this plan.

3.4. Workstations

3.4.1. Workstation Backup

Backup Method	Percent of Workstations Using this Backup Method	Comment
Automated backup by central IT (via network)	100%	
Local backup of workstation by user (automatic)	15%	
Local backup of workstation by user (manual)	15%	

3.4.2. Workstation Support

Workstation Support Provided By	Comment
Technicians from another department	Central IT

3.5. Recovery Strategies for IT

Where will you quickly purchase new workstations, servers, or other hardware?	Would initially use departmental laptops that were not on site. Supplemented by new/borrowed equipment as available. All essential software is cloud based and therefore accessible as long as their internet access.
When your support technicians rebuild your workstations or servers in the new location (on the new hardware), where will they find the systems software, applications software, and related documentation that they will need?	All web-based.
Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)	AC highly desirable, but moderate temperate and humidity sufficient.
Will your technical support staff be adequate in numbers & skills to rebuild your systems quickly? Will they be available? Do they have other clients to serve?	Would need minimal technical support, can't speak to availability central IT determination
Are there any other obstacles that could hinder the quick re-establishment of your critical IT services?	

Visualize now a flu pandemic. If all staff were requested to work from home (where possible) for a couple of months to minimize contagion, what would you have to do to enable & support their IT? (Presume the users all have adequate computers at home, plus broadband connections.) Be specific, and estimate how long it would take to get them set up & running.

Only administrative functions could be support. Direct service within student housing is not possible without staff present.

When IT systems become unavailable for an extended time, people use workarounds – paper forms to gather data, snail-mail, chalkboard instead of PowerPoint. In the collection of IT applications & systems that you support, are there any that could not somehow be “worked around” for a few weeks or months? Explain.

Most of our work could be replicated in a paper environment, but realistically if things were that bad we'd be closed until such time as we could re-establish systems.

3.6. Action Items for IT

See Action Item List in Section 6

4. Key Resources

4.1. 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 Full-time Staff, plus copies at all offices & reception desks
Who updates the emergency contact list?	Central Office Manager
Who knows how to check messages on your department's main phone line?	All office staff
Who knows how to record a greeting on your department's main phone line?	Limited ability due to system constraints
Who can post messages on your department's web site (i.e., do the actual mechanics)?	Andie and Allison
Do your staff use any shared passwords that should be kept available?	Yes - with the Central Office Manager
Comment	

4.2. Key People in Your Unit

Name	Jane Roberts
Title of function	Campus Housing Manager
Special skill	
Special role	
Additional comment	

Name	John Smith
Title of function	Manager Custodial Op
Special skill	
Special role	
Additional comment	

4.3. Work From Home

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

Name	Jane Roberts
Position	Faculty
Home broadband connection?	Yes
Currently does connect from home?	Yes
Must office computer be running?	No
Additional comment	

Name	John Smith
Position	Staff
Home broadband connection?	Probably
Currently does connect from home?	Probably
Must office computer be running?	Don't know
Additional comment	

4.4. Teams

These are important teams on which departmental faculty and/or staff participate.

Name	University Police Department
Purpose	Crowd control
Members	Jose Vachenzo, Stan Harber
Additional comment	

Name	University Physical Plant
Purpose	Deal with facilities related issues that might be encountered during an emergency.
Members	Gabriel Gracenzo, Pamela DeKoonig
Additional comment	

Name	Student Health Center
Purpose	Adress student health issues during a crisis.
Members	
Additional comment	

4.5. Skills

These skills that may be needed post-disaster to perform our unit's critical functions.

Skill	Description	Additional comment
Building/facilities manager	Can assess availability/maintain building and some equipment.	
Campus Buyer	Authorized to do purchasing > \$5K	
Emergency medical technician		
Food service worker	Experienced food service worker	

4.6. Staffing Requirements

This list displays both

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

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

Function	Criticality Level	Category of Staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for reassignment
Provide on-campus housing	1		FTE - 8:00 am - 5:00 pm	14.0	10.0	4.00
Provide supervision and support services	2		Day shift - 8 hours	6.0	6.0	0.00
Totals				20.00	16.00	4.00

4.7. Staff of Other Units

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

Name	Cai Tsui
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Department/Org	
Work phone	
Mobile phone	
Email	
Address	
Fax	
Additional comment	

Name	Kai Barbosa
Department/Org	
Work phone	
Mobile phone	
Email	
Address	
Fax	
Additional comment	

4.8. Stakeholders

These are stakeholders whom you may need to contact.

Name	Jim Francisco
Stakeholder Type	Sponsor
Department/Org	
Work phone	

Mobile phone	
Email	jimfran@company.com
Address	
Fax	
Products/Supplied	
Alternate Vendors	
Additional comment	

4.9. Documents

See Document List

4.10. Equipment and Supplies

Minimum equipment needed to carry out all critical functions.

4.10.1 Office Equipment

	Minimum Number	Additional comment
Workstation (includes desktop computer, network connection, table, chair)	6	
Laptop Computer (car charger advised)	0	
Telephone (hard-wired)	6	
Printer	1	
Fax		
Copier	3	
Scanner	1	
Server	1	

4.10.2 Other Equipment

Major Items Only	vacuums, mops, brooms, dust pans
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4.10.3 Supplies

Necessary Consumables	Cleaning supplies for about 30 days are maintained on site.
Inventory or Stockpiling Considerations	

4.11. Facilities and Transportation

Facilities (special needs beyond office-classroom-lab needs)		
Utilities (very important to the functioning of the department)	Utility	Additional comment
	Electricity	
	Sewer	
	City Water	
	Security Alarm System	
Transportation (special transportation needs)		
Other Resources		

5. Action Items

5.1. Rebuild building North

Assigned To	
Due Date	
Supports this Critical Function	Provide on-campus housing
Estimated Cost	more than \$100,000
Cost Frequency	One-time
Within Whose Scope	The campus
Details	Building North is one of the oldest buildings on campus and will need to be rebuilt in order to support additional student housing needs.
Status	Not Yet Begun
Date Entered	2017-03-14

5.2. Identify a list of all support services provided to students during the year.

Assigned To	James Jameson
Due Date	2017-05-26
Supports this Critical Function	Provide supervision and support services
Estimated Cost	less than \$100
Cost Frequency	Annual
Within Whose Scope	My unit itself
Details	Create documentation to describe those services. Identify an assigned staff member and a staff member to potentially cross train.
Status	In Progress
Date Entered	2017-03-14

5.3. Update resident assistant contact list for all student resident locations

Assigned To	Andie Anderson
Due Date	2017-08-01
Supports this Critical Function	Provide supervision and support services
Estimated Cost	less than \$100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	Not Yet Begun
Date Entered	2017-03-14

5.4. Train staff on FEMA purchasing requirements during disaster.

Assigned To	Department Chair
Due Date	2017-06-16
Supports this Critical Function	Provide supervision and support services
Estimated Cost	\$1000 - \$10,000
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	We might need to bring in an external consultant. We need to make sure everyone is aware of FEMA reimbursement rules, so they aren't making purchases or accepting donations without following appropriate procedures.
Status	Needs Further Discussion
Date Entered	2017-03-15

6. Documents

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

Name	Staff Directory
Description	
Medium	Electronic (computer)
Location	
Owner (department)	Housing
Contact person(s)	
Backup measures	
Comment	
Uploaded in this tool?	No