



UNIVERSITY OF
SOUTH ALABAMA

Continuity of Operation Plan
2022

CONTINUITY OF OPERATIONS PLAN

A. CONTINUITY OF OPERATIONS PLAN

This Continuity of Operations Plan (COOP) will document how the division or department will perform essential operations during an emergency situation or long-term disruption, which might last from seventy-two hours to several weeks. The plan will identify mission-critical functions, departmental communication methods, and alternate personnel, systems and locations. Each university division needs a COOP to ensure the University can respond effectively to a variety of situations.

B. DEPARTMENTAL OPERATIONAL FUNCTION

Please indicate below the principle nature of your department's operations (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Instruction <input type="checkbox"/> Laboratory research <input type="checkbox"/> Other research <input type="checkbox"/> Administration | <input type="checkbox"/> Student life support <input type="checkbox"/> Research support <input type="checkbox"/> Facilities support <input type="checkbox"/> Other (describe): ----- |
|--|--|

C. VULNERABILITY/RISK ASSESSMENT AND MITIGATION STRATEGIES

Considering your objectives, dependencies and essential functions, list below your vulnerabilities, and whether or not you can mitigate this vulnerability or area of risk. If yes, what mitigation strategies have you implemented or could you implement in order to minimize the impacts from this vulnerability/risk? This may be the most important step of your continuity of operations planning process. Formulation of your mitigation strategies may require reevaluation of your objectives and functions. Refer to attachment (A).

| Vulnerability/Risk | Can you mitigate? | Mitigation Strategies |
|---|-------------------|--|
| | Yes/No | |
| EXAMPLE: USA Emergency Operation center depends on internet access to function properly | Yes | 1. Hotspot (\$480.00 annually) 2. Request priority access from IT |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

D. DEPARTMENT OBJECTIVES/KEY SERVICE FUNCTIONS

Describe your teaching, research and/or service objectives during an emergency.

Examples include: Backup procedure for relocation to an alternate facility or changing lectures from classroom setting to an on-line offering.

| |
|---------------------|
| Objective 1: |
| Objective 2: |
| Objective 3: |

E. DEPARTMENT CRITICAL ESSENTIAL FUNCTIONS/PERSONNEL

Critical Essential Functions: Critical essential functions are those functions that ***must*** continue or ***resume rapidly*** after a disruption of normal activities.

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

Assessment worksheet will assist in determining whether or not your area has any essential functions. Essential functions are listed as people, places or processes that must continue functioning during a wide range of emergencies. Once the essential functions have been identified, use the section below to list those functions.)

- Yes Continue by listing essential functions and contact information below
- No Proceed to Section F

Essential Functions Listing

| | | | |
|---------------------------|---------------------------------|------------------|-------------------------|
| Essential Function | EXAMPLE: Online Learning | | |
| | Primary | Alternate | Second Alternate |
| People Responsible | Dr. Brenda Litchfield | Jeff Davidson | Jason Smith |
| Phone Numbers | 251-461-1888 | 251-380-2845 | 251-380-2727 |
| Essential Function | | | |
| | Primary | Alternate | Second Alternate |
| People Responsible | | | |
| Phone Numbers | | | |
| Essential Function | | | |
| | Primary | Alternate | Second Alternate |
| People Responsible | | | |
| Phone Numbers | | | |
| Essential Function | | | |
| | Primary | Alternate | Second Alternate |
| People Responsible | | | |
| Phone Numbers | | | |

F. YOUR DEPARTMENTS/DIVISIONS LEADERSHIP SUCCESSION

List the leadership succession for your department/division. This is a listing of people who can make operational decisions for the department or unit.

| | Name | Phone Number | Alt. Phone Number |
|------------------------------|------|--------------|-------------------|
| Department/ Division Head | | | |
| First Successor | | | |
| Second Successor | | | |
| Third Successor | | | |

G. EMERGENCY ACCESS TO INFORMATION AND SYSTEMS

If access to your department's information and systems is essential in an emergency, describe your emergency access plan below. Include your plans in the event that your building(s) are closed or the University networks are unavailable. Will you be able to access essential information?

Is your essential data regularly backed up, and adequately protected against fire or other damage to your computers and building? Data backup may consist of backup files on flash drives, hard copies, mobile devices, or cloud storage or other off-site data backup. Describe your plans to access your data in the event of emergency.

If your critical data is stored on the University storage network, confer with the University Computer Services Center to confirm how your data is backed up and how you may access it during an emergency.

All data must be protected in accordance with the University Information Systems Security Policy (<http://www.southalabama.edu/departments/csc/resources/securitypolicy.pdf>). This document includes guidelines for handling backup media which may contain confidential data.

Identify what critical data and records are backed up, whether the backup is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover "lost" critical data.

Describe how your department will respond to the loss of critical data. If telecommuting is an option for one or more of your staff, include the specifics to ensure compliance.

H. KEY INTERNAL (WITHIN USA) DEPENDENCIES

What are your department's business interdependencies? What do you need from other departments to perform critical essential functions? List below the other products and services upon which your department depends on and the internal USA departments that provides that service.

| | |
|---|--|
| Dependency (product/service): EXAMPLE | Access to student's records |
| Provider (USA department): | Registrar |
| | Date Contacted: <u>3/28/16</u> Contact: <u>Kelly Osterbind</u> Phone Number: <u>251-460-6251</u> |
| Dependency (product/service): | |
| Provider (USA department): | |
| | Date Contacted: _____ Contact: _____ Phone Number: _____ |
| Dependency (product/service): | |
| Provider (USA department): | |
| | Date Contacted: _____ Contact: _____ Phone Number: _____ |
| Dependency (product/service): | |
| Provider (USA department): | |
| | Date Contacted: _____ Contact: _____ Phone Number: _____ |
| Dependency (product/service): | |
| Provider (USA department): | |
| | Date Contacted: _____ Contact: _____ Phone Number: _____ |

I. KEY EXTERNAL DEPENDENCIES

What are your department's business dependencies?

| | | |
|--|----------------------------------|-----------------------|
| Dependency (product/service): EXAMPLE | Medical Waste | |
| | Primary | Alternate |
| Supplier/Provider | Stericycle | Currently None |
| Phone Numbers/Contact | 251.456.1495/Bruce Trubee | N/A |
| Dependency (product/service): | | |
| | Primary | Alternate |
| Supplier/Provider | | |
| Phone Numbers/Contact | | |
| Dependency (product/service): | | |
| | Primary | Alternate |
| Supplier/Provider | | |
| Phone Numbers/Contact | | |
| Dependency (product/service): | | |
| | Primary | Alternate |
| Supplier/Provider | | |
| Phone Numbers/Contact | | |
| Dependency (product/service): | | |
| | Primary | Alternate |
| Supplier/Provider | | |
| Phone Numbers/Contact | | |

J. VULNERABILITY ASSESSMENT WORKSHEET: Refer to attachment (A) when completing.

Tier 1 = Department/Division Emergency Response Plan
Initial 72 hours or less

Condition

Tier 2 = Department/Division Continuity
Operation Plan 4-10 days of
essential operations impact

Tier 3 = Department/Division Continuity
Operation Plan 11+ days of essential
operations impact

| | | |
|---|--|--|
| Critical program space & facilities are damaged or not available | | |
| Critical equipment is damaged or not available | | |
| Centrally provided utilities becomes unavailable | | |
| Communications via phone, fax, email, and internet becomes unavailable | | |
| Central Information Systems are nonfunctional. Mission critical data is not available | | |
| Faculty/Staff/Students | | |
| Critical business partners or vendors are unable to provide goods or services | | |

K. EMERGENCY COMMUNICATION SYSTEMS

All USA employees are responsible for staying informed of emergencies by monitoring news media reports, USA's emergency website home page, email, and mass notification system. To rapidly communicate with our staff in an emergency, we have prepared a call tree.

Note: List multiple communication systems that can be used for backup, after hours, when not on campus, or for other contingencies.

- | | |
|--|---|
| <input type="checkbox"/> Phone | <input type="checkbox"/> Call tree |
| <input type="checkbox"/> Mass notification systems | <input type="checkbox"/> Email |
| <input type="checkbox"/> USA web sites | <input type="checkbox"/> Text messaging |
| <input type="checkbox"/> Pager | |
| <input type="checkbox"/> Other (describe): Electronic Billboard, Siren/PA system | |

L. RESUMPTION OF NORMAL OPERATIONS

Review continuity of operational plans for modifications based on recent activities and/or drill scenarios. Identify key recovery team members and assignments.

M. COOP ACKNOWLEDGMENT AND APPROVAL

Name Date

Title

Signature

Name Date

Title

Signature

N. EXERCISING YOUR CONTINUITY PLANS & INFORMING YOUR STAFF

Share your completed continuity of operations plan with your staff. Hold exercises to test the Plan and to maintain preparedness and awareness. Note below the type of exercises you will use and their scheduled dates.

- | | | |
|--|---|-------------------------|
| <input type="checkbox"/> Staff orientation meeting | <input type="checkbox"/> Emergency communication test | Exercise Dates |
| <input type="checkbox"/> Call tree drill | <input type="checkbox"/> Off-site information access test | ----- |
| <input type="checkbox"/> Tabletop exercise | <input type="checkbox"/> Unscheduled work at home day | ----- |
| <input type="checkbox"/> Interdepartmental exercise | <input type="checkbox"/> Emergency assembly drill | Staff Distribution Date |
| <input type="checkbox"/> Other drill or exercise (describe): | | ----- |
| | | ----- |

POTENTIAL VULNERABILITIES LIST

O. ATTACHMENT A

| NATURAL EVENTS | TECHNOLOGICAL EVENTS | HUMAN HAZARDS | HAZARDOUS MATERIALS |
|---------------------|-----------------------------|---|--|
| Hurricane | Electrical Failure | Mass casualty Incident (trauma) | Mass casualty Hazmat Incident |
| Tornado | Generator Failure | Mass casualty Incident (medical/infectious) | Small Casualty Hazmat Incident (From historic events at your MC with <5 victims) |
| Severe Thunderstorm | Transportation Related | Terrorism, Biological | Chemical Exposure, External |
| Snow Fall | Fuel Shortage | VIP Situation | Small - Medium Sized Internal Spill |
| Ice Storm | Natural Gas Failure | Abduction | Large Internal Spill |
| Earthquake | Water Failure | Hostage Situation | Radiologic Exposure, External |
| Storm Surge | Sewer Failure | Civil Disturbance | Radiologic Exposure, Internal |
| Temperature Extreme | Steam Failure | Labor Action | Terrorism, Chemical |
| Drought | Fire Alarm Failure | Forensic Admission | Terrorism, Radiologic |
| Flood, External | Communications Failure | Active Shooter | |
| Wild Fire | Medical Gas Failure | Bomb Threat | |
| Dam Inundation | Medical Vacuum Failure | | |
| Sink Hole | HVAC Failure | | |
| Epidemic | Information Systems Failure | | |
| | Fire, Internal | | |
| | Flood, Internal | | |
| | Hazmat Exposure, Internal | | |
| | Supply Shortage | | |
| | Explosion | | |
| | Train Derailment | | |
| | Aircraft Related | | |
| | Structural Damage | | |