University of Houston
Office of Emergency Management

Continuity of Operations Planning Program (COOP)
Department VEOCI Meeting/Training

Presented by:
Ginger Walker & Evan Broadbent
Authority - Policy and Leadership

- State Office of Risk Management Requirement
- Texas Administrative Code and Texas Labor Code
- Internal Audit Department Review
- Best Practices
- University of Houston Policy, MAPP 06.01.02 – Continuity of Operations Planning:
  - Overview and Policy Statement
  - Office of Emergency Management Responsibilities
  - College/Division Responsibilities
  - Individual Department Responsibilities
  - College/Division Continuity Planning Liaison Responsibilities
  - Continuity Planning Leadership Group Responsibilities
• MAPP 06.01.02 – Continuity of Operations Planning

• Office of Emergency Management Responsibilities:
  • Creating the UH COOP
  • COOP Coordinator
  • Chair the UH COOP Leadership Group
  • Exercising the COOP
  • Creating & Maintaining the COOP Program
  • Following SORM Requirements
  • Completing Business Impact Analysis
• MAPP 06.01.02 – Continuity of Operations Planning

• College/Division Responsibilities:
  • Assigning College/Division COOP Liaison
  • Ensuring a College/Division Level COOP has been completed
  • Ensuring plan has been executed and submitted by June 1st to OEM via Sharepoint site
Responsibilities (cont.)

• MAPP 06.01.02 – Continuity of Operations Planning

• College/Division Liaison:
  • Serve as Liaison for respective College/Division
  • Ensure all departments complete the COOP
  • Ensure all Department COOP’s are approved and submitted to OEM by June 1st
  • Ensure information in COOP has been reviewed and prioritized for use in the College/Division level Plan
  • Ensure that the College/Division level Plan has been complete, approved (Dean/VP) and submitted to OEM by June 1st
COOP Template for Departments

- Department Information
- Department Leadership Succession
- Department Operational Function
- Department Objective 1-3
- Emergency Communication
- Department Contact Information During an Emergency
- Emergency Access to Information Systems
- Essential Functions (Functions and Personnel)

- Emergency Relocation Needs
- External/Internal Dependencies
- Vulnerability/Risk Assessment and Mitigation Strategy
- Non-Essential Personnel
- Exercising Your Plan
- Resumption of Normal Operations
- Approvals
Initial Veoci COOP Invitation will be received via email like the one shared below:

College level Liaison will assign each College/Division lead to their certain COOP plan.

Once the user clicks on the hyperlink “Dept COOP Link”, you will proceed to the Veoci website where you will log in with your registered UH email address “@central.uh.edu” and password. *If you’ve never logged into Veoci before, you will need to use the “Forgot Password” feature.*
This year will be different for Department Representatives as the 2023 COOP Data will still be available when completing their plans.

Department Representatives will simply update the already existing content from the 2023 year, which will help expedite the completion process.
College/Division Information
College/Division Operational Function:

Please indicate below the principle nature of your college/division’s operation (Select all that apply):

- [ ] Academic/Instructional
- [ ] Research
- [ ] Administration
- [ ] Residential/Student Life
- [ ] Facilities
- [ ] Other

Select All
# Department Objectives

<table>
<thead>
<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Type something</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>Type something</td>
</tr>
<tr>
<td>3</td>
<td></td>
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<td></td>
<td></td>
<td>Type something</td>
</tr>
</tbody>
</table>
Emergency Communication

Emergency Communications:
Employees are required to make every effort to stay informed of UH emergency information during an emergency. What methods will you use to communicate with your employees during an emergency? Select all that apply.

- Phone (Call Tree)
- Email
- Text Message
- Radio Communication
- Social Media
- Other

Select All
# Department Contact Info. During an Emergency

<table>
<thead>
<tr>
<th>Contact Role</th>
<th>Department Contact (Name):</th>
<th>Contact's Office Phone Number:</th>
<th>Contact's Cell Phone Number:</th>
<th>Contact's Email Address:</th>
<th>Contact's Campus Location:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>Enter Text...</td>
<td>+ (201) 555-0123</td>
<td>+ (201) 555-0123</td>
<td>Enter Text...</td>
<td>Enter Text...</td>
</tr>
<tr>
<td>Secondary</td>
<td>Enter Text...</td>
<td>+ (201) 555-0123</td>
<td>+ (201) 555-0123</td>
<td>Enter Text...</td>
<td>Enter Text...</td>
</tr>
<tr>
<td>Tertiary</td>
<td>Enter Text...</td>
<td>+ (201) 555-0123</td>
<td>+ (201) 555-0123</td>
<td>Enter Text...</td>
<td>Enter Text...</td>
</tr>
</tbody>
</table>
Emergency Access to Information Systems

Emergency Access to Information Systems: If access to department’s information and systems is essential to the departments' operations in an emergency, it is vital to be able to easily access and maintain that information and systems. All data must be protected in accordance with SAM 07.A.08, Data Classification and Protection.

Indicate below the methods used by your department to store the information and systems that are essential to your department:

- UH Office 365 (SharePoint, Teams, One Drive)
- Department/College/Division Server
- Hosted Service (cloud)
- UH Network File Share
- Blackboard
- PeopleSoft
- Other (please describe)

Select All
Essential Functions & Personnel

University of Houston Essential Functions

*The Essential Functions as listed in the University of Houston Continuity of Operations Plan are listed below for reference and should be used when assessing and determining your essential functions.

University Leadership: to provide support for the university and maintain leadership to manage an emergency impacting the University of Houston; leadership positions include the President, Provost and Vice President for Administration & Finance.

Student Housing: to provide safe housing for students living in university residential facilities on the campus of the University of Houston.

Public Safety: to maintain the safety and security of all students, faculty, staff, visitors, facilities, research, intellectual property, research animals, public health and environmental hazardous components where feasible.

Communications: to maintain communication capabilities for the University of Houston’s Emergency Alert Notification System, UH Police Dispatch System, executive leadership and media relations.

Basic Services: to maintain and provide basic services with regard to food service, emergency maintenance needs, access control and transportation.

Fiscal Operations and Functional Processes: to provide continued service for financial operations (payroll, purchasing, contracts) and critical data.

Academic Continuity: to maintain and provide academic instruction, research and space when feasible during an emergency.

Department Essential Functions/Personnel:

Essential functions are those functions that must continue or resume rapidly after a disruption of normal activities. Review the University of Houston Essential Functions listed above to determine if your department falls within an essential function of the university.

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

- Yes
- No
Essential Functions (Add Essential Functions)

Department Essential Functions/Personnel:

Essential functions are those functions that must continue or resume rapidly after a disruption of normal activities. Review the University of Houston Essential Functions listed above to determine if your department falls within an essential function.

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

- Yes
- No

Reset

Essential Functions

Select “Add Essential Function” for each essential function identified.

Add Essential Functions

<table>
<thead>
<tr>
<th>Essential Function Point of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role: Primary</td>
</tr>
<tr>
<td>Name: Enter Text...</td>
</tr>
<tr>
<td>Phone Number: 1234-5678</td>
</tr>
</tbody>
</table>

| Role: Secondary                   |
| Name: Enter Text...               |
| Phone Number: 1234-5678           |
## Essential Functions (Add Essential Functions)

### University of Houston Essential Functions

The Essential Functions as listed in the University of Houston Continuity of Operations Plan are listed below for reference and should be used when assessing and determining your essential functions.

**University Leadership**: to provide support for the university and maintain leadership to manage an emergency impacting the University of Houston; leadership positions include the President, Provost and Vice President for Administration & Finance.

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### Department Essential Functions/Personnel

Essential functions are those functions that must continue or resume rapidly after a disruption of normal activities. Review the University of Houston Essential Functions listed above to determine if your department falls within an essential function of the university.

### Do you have essential functions within your department, area or unit?

- [ ] Yes
- [ ] No

### Essential Functions

Select "Add Essential Function" for each essential function identified.

**Add Essential Functions**

**Reset Selections**

- Ensure VEOC training goes well
Essential Functions (Add Essential Personnel)

Essential functions require personnel to maintain those functions. Complete the Essential Personnel Listing to list all essential personnel required to perform essential functions as the result of a disruption of normal operations.

Essential Personnel Listing

Add Essential Personnel

(SF) Essential Personnel Listing And Non-Essential Personnel Needing Access - Create Entry

- First Name
- Last Name
- College/Division
- Department
- Work Number
- Cell Number
- Essential Functional Performing
- Location of Action Performed

Close
Essential Functions (Add Essential Personnel)

University of Houston Essential Functions

The Essential Functions as listed in the University of Houston Continuity of Operations Plan are listed below for reference and should be used when assessing and determining your essential functions.

- University Leadership: to provide support for the university and maintain leadership to manage an emergency impacting the University of Houston. Leadership positions include the President, Provost, and Vice President for Administration & Finance.
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Department Essential Functions/Personnel:

Essential functions are those functions that must continue or resume rapidly after a disruption of normal activities. Review the University of Houston Essential Functions listed above to determine if your department falls within an essential function of the university.

Essential Personnel Listing:

- Add Essential Personnel
- Reset Selections

Essential personnel listing to list all essential personnel required to perform essential functions as the result of a disruption of normal operations.

Run Broadnet-Essential Personnel
Emergency Relocation Needs

Emergency Relocation Needs:

In the event of an emergency requiring the department to relocate to another location on or off campus, proper planning is required. Having those employees who perform or support an essential function for the department complete an Emergency Relocation Position Information Sheet is recommended. The Emergency Relocation Position Information Sheet provides information on what the staff will need at an alternate location.


Indicate below if your department has successfully assessed the needs of the department and the needs of the employees vital to perform essential functions at an alternate location.

- Yes
- No
- Other

Attach Emergency Relocation Position Information Sheets

Drop files or click to add
External/Internal Dependencies

External Dependencies:

While reviewing the department’s essential functions, have key external business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

- Yes
- No
- Other

Complete the Dependency Form for each identified external dependency

Add External Dependency

Internal Dependencies:

While reviewing the department’s essential functions, have key internal business partners been identified and necessary arrangements made? Contact should be made annually by June 1st

- Yes
- No
- Other

Complete the Dependency Form for each identified internal dependency

Add Internal Dependencies
External/Internal Dependencies (External)

External Dependencies:
While reviewing the department's essential functions, have key external business partners been identified and necessary arrangements made? Contact should be made annually by June 1st.

- Yes
- No
- Other

Complete the Dependency Form for each identified external dependency.

Add External Dependency

Internal Dependencies:
While reviewing the department's essential functions, have key internal business partners been identified and necessary arrangements made? Contact should be made annually by June 1st.

- Yes
- No
- Other

Complete the Dependency Form for each identified internal dependency.

Add Internal Dependencies
External/Internal Dependencies (External)

External Dependencies:
While reviewing the department’s essential functions, have key external business partners been identified and necessary arrangements made? Contact should be made annually by June 1st.
- Yes
- No
- Other

Complete the Dependency Form for each identified external dependency.

Internal Dependencies:
While reviewing the department’s essential functions, have key internal business partners been identified and necessary arrangements made? Contact should be made annually by June 1st.
- Yes
- No
- Other

Complete the Dependency Form for each identified internal dependency.

Add External Dependency

Add Internal Dependencies
### Vulnerability/Risk Assessment and Mitigation Strategy

**Considering your objectives, dependencies and essential functions, list below your vulnerabilities, whether or not the vulnerability can be mitigated, and a brief mitigation strategy.**

#### Determine the amount of time you can be without each critical condition, function or service. If it is determined that your department cannot be without a critical condition, function or service for less than 1 day, it may be necessary to include in the vulnerabilities section of your Department/College/Division Continuity of Operations Plan.

<table>
<thead>
<tr>
<th>Department</th>
<th>INSTITUTIONAL PH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicate how long your department can function at another location or from home if your space and/or facilities are damaged or unavailable.</td>
<td>Select an Option</td>
</tr>
<tr>
<td>Indicate how long your department can be without critical equipment that is either damaged or unavailable.</td>
<td>Select an Option</td>
</tr>
<tr>
<td>Indicate how long your department is without central power and generator back-up.</td>
<td>Select an Option</td>
</tr>
<tr>
<td>How long can your department be without proper communication channels such as, phone, email, and internet?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>How long can your department be without the use of Enterprise Information Systems (PeopleSoft, Exchange)?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>How long can your department be without Local Information Systems (departmental desktop computers, applications managed by your department)?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>How many days can your department be without personnel?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>If your critical business partners or vendors are unable to provide goods and services, how long can you function without their services?</td>
<td>Select an Option</td>
</tr>
</tbody>
</table>

#### Indicate below how long your department can function either at another location or from home if your space and/or facilities are damaged or unavailable.

- < 1 Day
- 1 - 2 Days
- 3 - 4 Days
- 5 - 10 Days
- 11 + Days
- N/A
## Vulnerability/Risk Assessment and Mitigation Strategy

### Example:

<table>
<thead>
<tr>
<th>Vulnerability/Risk</th>
<th>Can you mitigate?</th>
<th>Mitigation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>UH Emergency Operations Center depends on internet access to function properly.</td>
<td>☐ Yes</td>
<td>1. Hotspot ($480.00 annually)</td>
</tr>
<tr>
<td></td>
<td>☐ No</td>
<td>2. Request priority access from IT</td>
</tr>
</tbody>
</table>

### Add Vulnerability/Risk Assessment and Mitigation Strategy:
Non-Essential Personnel

Approval for Non-Essential Personnel

While some functions and research are not considered essential and in need of 24 hour monitoring and or care, they do require some sort of attention or action after a 48 to 72 hour period of time. Some individuals may not be essential personnel but may need to make contact with their labs or offices during a campus closure. Those areas will be required to seek approval through their appropriate Dean or Director and then through their appropriate Vice President to gain access to campus and or their facility during an emergency incident involving a closure of campus. A listing of non-essential personnel needing to gain access to campus during a campus closure after the immediate life safety threat has passed must be included on the Essential/Non Essential Personnel Listing. The listing allows departments the opportunity to list the employees that will need to gain access to campus during a campus closure after the immediate life safety threat has passed. Please note that the individuals on the listing have been approved to gain access to their building or facility by the appropriate Vice President only if they are listed on their respective College or Division Continuity of Operations Plan.
Non-Essential Personnel

Approval for Non-Essential Personnel:

While some functions and research are not considered essential and in need of 24 hour monitoring and or care, they do require some sort of attention or action after a 48 to 72 hour period of time. Some individuals may not be essential personnel but may need to make contact with their labs or offices during a campus closure. Those areas will be required to seek approval through their appropriate Dean or Director and then through their appropriate Vice President to gain access to campus and or their facility during an emergency incident involving a closure of campus. A listing of non-essential personnel needing to gain access to campus during a campus closure after the immediate life safety threat has passed must be included on the Essential/Non Essential Personnel Listing. The listing allows departments the opportunity to list the employees that will need to gain access to campus during a campus closure after the immediate life safety threat has passed. Please note that the individuals on the listing have been approved to gain access to their building or facility by the appropriate Vice President only if they are listed on their respective College or Division Continuity of Operations Plan.

Add Non Essential Personnel Needing Access

Add Non Essential Personnel

Reset Selections

Evan Broadbent-Non-Essential Personal Needing Access
Exercising Your Plan

Select below the ways the department has/will exercise the plan (Select all that apply):

- Call Tree Drill
- Seminar
- Tabletop Exercise
- Off Site Information Assessment Test
- Other

Select All

Save Progress
Save & Proceed to Resumption of Normal Operations
Resumption of Normal Operations

Briefly describe your plan to transition back to normal operations.

Type something
Plan Approval and Deadlines

Approvals:
• Department Plans
  • Department Approver
  • College/Division COOP Liaison Acknowledgement
  • College/Division Plans
    Dean or Appropriate VP
    College/Division COOP Liaison Acknowledgement

Approval Ensures:
• Authorization of Essential Functions and Personnel
• Authorization Non-Essential Personnel needing access when campus is closed
• Acknowledgement of All Critical Content

Deadline: June 1st!
Your UH Departmental Continuity of Operations Plan has been approved. A final copy of this plan is attached.

If you have any concerns or questions, contact Evan Broadbent at elbroadb@uh.edu
Department COOP’s and College/Division COOP’s all help to build the University of Houston Continuity of Operations Plan.
University of Houston COOP Points of Contact

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

Ginger Walker  
Director, Emergency Management  
Email: gkwalker@uh.edu  
Phone: 832-842-0583

Evan Broadbent  
Emergency Management Specialist  
Email: elbroadb@uh.edu  
Phone: 713-743-0682