

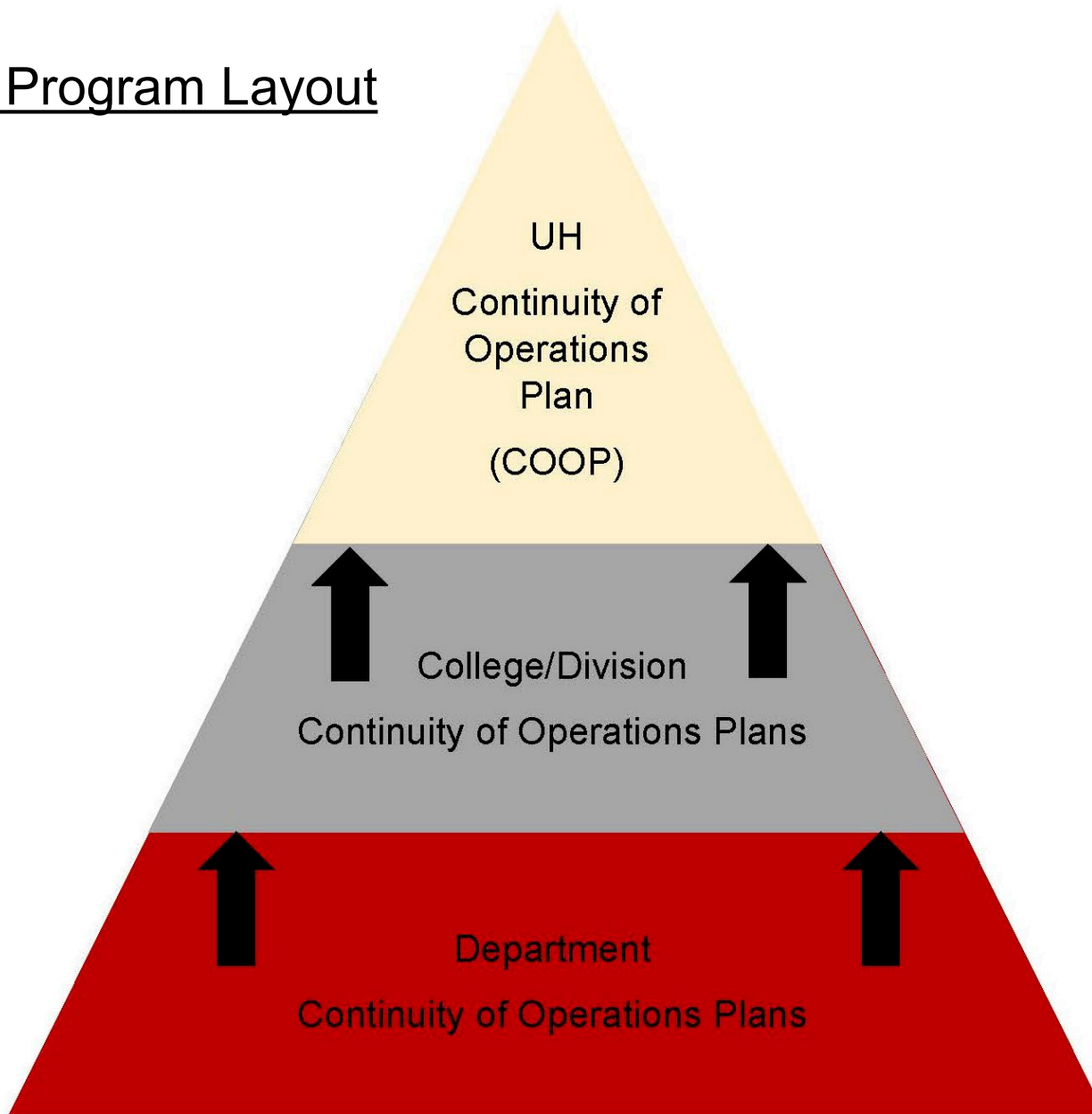
University of Houston  
Office of Emergency Management

Continuity of Operations Planning Program

Liaison Annual Meeting/Training  
March 10, 2022

Presented by:  
Ginger Walker  
Director, Emergency Management

# UH COOP Program Layout



## 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

# 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

# Responsibilities

## MAPP 06.01.02 – Continuity of Operations Planning

### College/Division Responsibilities:

- Assigning College/Division COOP Liaison
- Ensuring the a College/Division Level COOP has been completed
- Ensuring plan has been executed and submitted by June 1<sup>st</sup> to OEM via Sharepoint site

# Responsibilities

## MAPP 06.01.02 – Continuity of Operations Planning

### College/Division COOP 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 1<sup>st</sup>
- 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 1<sup>st</sup>

# 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



Department Continuity of Operations Plan Template  
For Department Use

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College/Division Name:

Department Name:

Department ID:

College/Division Continuity of Operations Planning Liaison:

Date Completed:

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

# Leadership

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**Department Leadership Succession (Chain of Command):**

Name and title of primary, secondary and tertiary leader for the department.

Primary (Name and Title):

Secondary (Name and Title):

Tertiary (Name and Title):



# Department Operational Function

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**Department Operational Function:**

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

Academic/Instructional

Research

Administration

Residential/Student Life

Facilities

Other

# Department Objectives

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**Department Objective 1:** Describe your top departmental objective.

**Department Objective 2:** Describe your second departmental objective.

**Department Objective 3:** Describe your third departmental objective.

# Emergency Communications

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## **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

# Department Contact Information During an Emergency

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## Department Contact Information During an Emergency

Department Primary Contact (Name):

Primary Contact's Office Phone Number:

Primary Contact's Cell Phone Number:

Primary Contact's Email Address:

Primary Contact's Campus Location:

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Department Secondary Contact (Name):

Secondary Contact's Office Phone Number:

Secondary Contact's Cell Phone Number:

Secondary Contact's Email Address:

Secondary's Campus Location:

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Department Tertiary Contact (Name):

Tertiary Contact's Office Phone Number:

Tertiary Contact's Cell Phone Number:

Tertiary Contact's Email Address:

Tertiary Contact's Campus Location:

# Emergency Access to Information Systems

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## **Emergency Access to Information Systems:**

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

# UH Essential Functions

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## **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

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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 - If yes, complete the sections below relating to Essential Functions
- No - Skip to "Approval for Non-Essential Personnel" Section

# Department Essential Functions/Personnel

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## **Essential Functions**

Essential Function - Number 1: List Essential Function and the Primary Contact and Secondary Contact including telephone number.

Essential Function - Number 2: List Essential Function and the Primary Contact and Secondary Contact including telephone number.

Essential Function - Number 3: List Essential Function and the Primary Contact and Secondary Contact including telephone number.

Essential Function - Number 4: List Essential Function and the Primary Contact and Secondary Contact including telephone number.



# Department Essential Functions/Personnel

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## **Essential Personnel Performing Essential Functions:**

Essential functions require personnel to maintain those functions. Complete the [Essential/Non Essential Personnel Listing](#) to list all essential personnel required to perform essential functions as the result of a disruption of normal operations. For more information on Non Essential Personnel, see the section on **Approval for Non Essential Personnel** towards the end of the document.

# 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

# External/Internal Dependencies

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## **External Dependencies:**

While reviewing the department's essential functions, have key external business partners been identified and necessary arrangements made? In addition, complete a [Dependency Form](#) for each and attach.

- Yes
  - No (Contact should be made annually by June 1st)
  - Other
- 

## **Internal Dependencies:**

While reviewing the department's essential functions, have key internal business partners been identified and necessary arrangements made? In addition, complete a [Dependency Form](#) for each and attach.

- Yes
- No (Contact should be made annually by June 1st)
- Other

# Risk Assessment and Mitigation Strategy

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## Vulnerability/Risk Assessment and Mitigation Strategy:

Considering your objectives, dependencies and essential functions, list below your vulnerabilities, whether or not the vulnerability can be mitigated, and a brief mitigation strategy. The [Critical Interruption Worksheet](#) can assist in identifying your vulnerabilities.

Example:

Vulnerability/Risk

UH Emergency Operations Center depends on internet access to function properly.

Can you mitigate?

- Yes  
 No

Mitigation Strategy

1. Hotspot (\$480.00 annually)
2. Request priority access from IT

Vulnerability/Risk

Can you mitigate?

- Yes  
 No

Mitigation Strategy

Vulnerability/Risk

Can you mitigate?

- Yes  
 No

Mitigation Strategy

# Attachments

## UNIVERSITY of HOUSTON

### Critical Interruption Worksheet

Determine the amount of time you can be without each critical condition your department can't be without a critical condition, function or service include in the vulnerabilities section of your Department/College/Division

Indicate below how long your department can function either at any one location or facilities are damaged or unavailable.

Indicate below how long your department can be without critical equipment unavailable.

Indicate below how long your department can be without central processing unit unavailable.

How long can your department be without proper communication equipment?

How long can your department be without the use of Enterprise Information System applications managed by your department?

How long can your department be without Local information system applications managed by your department?

## UNIVERSITY of HOUSTON

### Emergency Relocation Position Information Sheet

Name:

Department:

Title:

Phone Number:

Email:

Supervisor:

Below briefly describe the essential function you are performing and/or supporting your department:

What training requirements are needed to perform this essential function (if any)?

What resources do you need to perform this essential function (computer, information, handbook, policy, equipment):

## UNIVERSITY of HOUSTON

### Continuity of Operations Plan (COOP) Dependency Form

It is crucial to make contact with all dependencies your department rely on in order to perform essential function in the event of an emergency. What are your department's business dependencies whether internal or external? What do you need from that dependency in order to perform the department's essential functions? Complete one form for each dependency.

UH Department:

Type of Dependency:

- Internal (UH Department Provided Service)  
 External (External Partner or Contractor Provides Service)

Dependency (Product/Service):

Provider:

Dependency Contact Name:

Dependency Contact Number:

Has contact been made with dependency department/contractor to confirm services will be available for your department during an emergency?

- Yes  
 No

# Approval for Non-Essential Personnel

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## **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.

# Exercising Your Plan

## **Exercising Your Plan:**

All department COOP's must be shared with all departmental staff. All departments are encouraged to complete an exercise of the plan annually. Select below the ways the department has/will exercise the plan (Select all that apply). Consider using your experience through COVID-19 as your exercise.

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

Exercise Completion Date:

# Resumption of Normal Operations

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**Resumption of Normal Operations:**

Briefly describe your plan to transition back to normal operations.





# Approvals

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## Department Continuity of Operations Plan Approval:

Name:

Title:

Date:

Signature:

\*Once approved, submit to the College/Division Continuity of Operations Planning Liaison

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## College/Division Continuity of Operations Planning Liaison Acknowledgement:

Name:

Title:

Date:

Signature:

\*Once acknowledged, Liaison will submit to the Office of Emergency Management, as well as, assess whether the essential functions, personnel and vulnerabilities listed will be incorporated into the College/Division Continuity of Operations Plan.

# COOP Template for College/Divisions

- College/Division Information
- College/Division Leadership Succession
- College/Division Operational Function
- College/Division Objective (1)
- Essential Functions (Functions and Personnel)
- Vulnerability/Risk Assessment and Mitigation Strategy
- Non-Essential Personnel
- Approvals



College/Division Continuity of Operations Plan Template  
For College/Division Use

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College/Division Name:

College/Division Continuity of Operations Planning Liaison:

Date Completed:

Completion of the College/Division Continuity of Operations Plan Template ensures compliance with [MAPP 06.01.02, Continuity of Operations Planning](#).

# Office of Emergency Management

About OEM - Planning & Response - Training & Outreach - Be Prepared

UH Home > Office of Emergency Management > Planning & Response > Continuity of Operations Planning

## OFFICE OF EMERGENCY MANAGEMENT

About OEM

Planning & Response

Resources

Emergency Management Plans

Building/Department Preparedness

Continuity of Operations Planning

Faculty Emergency

DisABILITIES Resources

Ride-Out Teams

Training & Outreach

Be Prepared

## Continuity of Operations Planning

The University of Houston must ensure its operations are performed efficiently with minimal disruption through a wide range of emergencies. The Continuity of Operations Planning Program ensures that the organization is capable of conducting its essential mission and functions under threats and conditions. For assistance with continuity planning contact Ginger Walker via email at [gwalker@uh.edu](mailto:gwalker@uh.edu)

\*Save file before entering information



COOP Template for Departments (177KB, PDF)



[www.uh.edu/oem](http://www.uh.edu/oem)

# 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 1<sup>st</sup>!



BROWSE PAGE

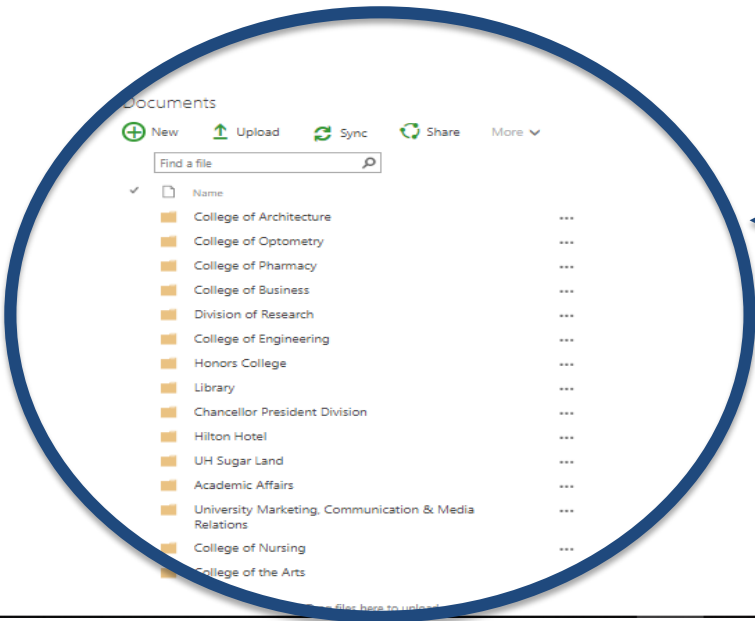


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Office of Emergency Management

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- Notebook
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- RFP Log
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- EDIT LINKS

UNIVERSITY of HOUSTON

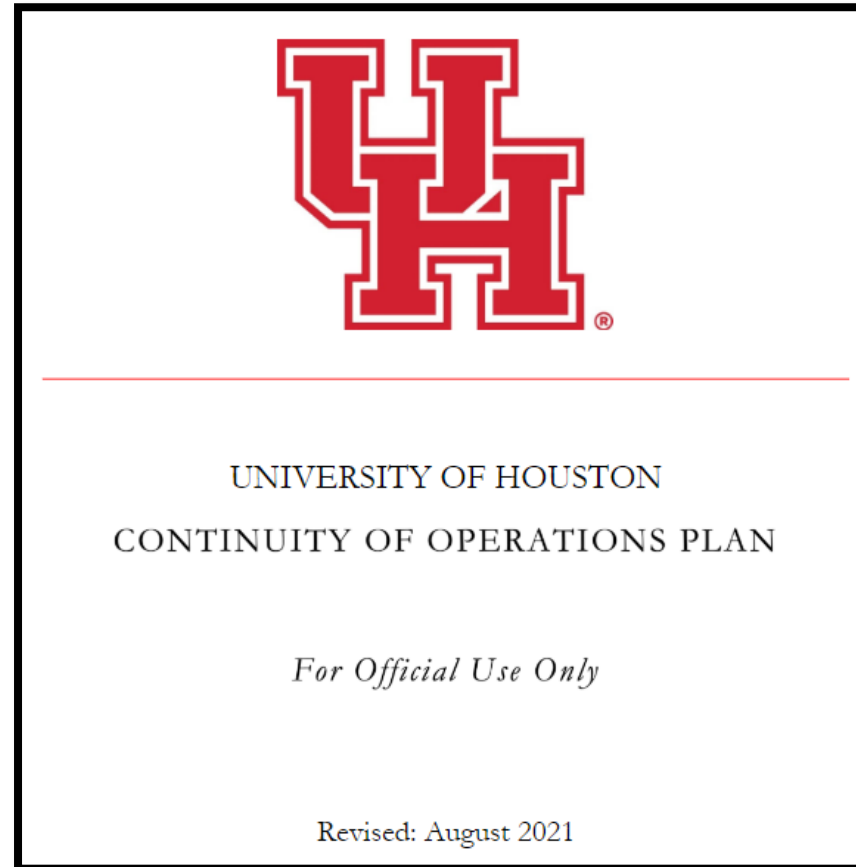
CAMPUS SAFETY  
Office of Emergency Management



Where to STORE PLANS

# University of Houston Continuity of Operations Plan

Department COOP's and College/Division COOP's all help to build the University of Houston Continuity of Operations Plan



University of Houston  
Office of Emergency Management



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