University of Houston
Office of Emergency Management

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

Presented by:
Ginger Walker & Evan Broadbent
UH COOP Program Layout

- UH Continuity of Operations Plan (COOP)
- College/Division Continuity of Operations Plans
- Department Continuity of Operations Plans
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
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
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 During 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
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!**
COOP Template for Departments

Initiating Department Level Plan
College/Division Dashboard

PDF Copy of Latest COOP Plan
No Entry to Show
Create an Entry

Current College / Division Plan
No Workflow Entries

Initiate Plan Development
Create New College/Division Continuity of Operations Plan
Create New Department Continuity of Operations Plan

Department Plans
No Workflow Entries
Department Level COOP

Department LEVEL ENTRY
• 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.

Your UH College/Division Continuity of Operations Planning Liaison has assigned a COOP workflow to you via Veoci. Please follow the link below to complete your University of Houston Departmental Continuity of Operations Plan: Dept COOP Link

If you have any concerns or questions, contact Ginger Walker at ginwalker@uh.edu

• Once the user clicks on the hyperlink for their plan, you will proceed to the Veoci website where you will log in with your registered UH email address and password.
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.
### Department Leadership Succession

#### Primary

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Text</td>
<td>Enter Text</td>
</tr>
</tbody>
</table>

#### Secondary

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Text</td>
<td>Enter Text</td>
</tr>
</tbody>
</table>

#### Tertiary

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Text</td>
<td>Enter Text</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>Method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone (Call Tree)</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Text Message</td>
<td></td>
</tr>
<tr>
<td>Radio Communication</td>
<td></td>
</tr>
<tr>
<td>Social Media</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

Select All

Save Progress  Save & Proceed to Dept Contact Information
## Department Contact Info. During an Emergency

### Contact Role: Primary
- **Department Contact (Name):** Enter Text...
- **Contact's Office Phone Number:** (201) 555-0123
- **Contact's Cell Phone Number:** (201) 555-0123
- **Contact's Email Address:** Enter Text...
- **Contact's Campus Location:** Enter Text...

### Contact Role: Secondary
- **Department Contact (Name):** Enter Text...
- **Contact's Office Phone Number:** (201) 555-0123
- **Contact's Cell Phone Number:** (201) 555-0123
- **Contact's Email Address:** Enter Text...
- **Contact's Campus Location:** Enter Text...

### Contact Role: Tertiary
- **Department Contact (Name):** Enter Text...
- **Contact's Office Phone Number:** (201) 555-0123
- **Contact's Cell Phone Number:** (201) 555-0123
- **Contact's Email Address:** Enter Text...
- **Contact's Campus Location:** Enter Text...

[Save Progress]  [Save & Proceed to Emergency Access to Info Systems]
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]

[Save Progress] [Save & Proceed to Essential Functions]
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

Essential Functions

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

Add Essential Functions
Essential Functions (Add Essential Functions)
Essential Functions (Add Essential Personnel)

Essential Personnel Listing

Add Essential Personnel

Essential Personnel Performing Essential Functions:

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
Enter Text...

Last Name
Enter Text...

College/Division
Enter Text...

Department
Enter Text...

Work Number
• 2013 555-0123

Cell Number
• 2013 555-0123

Essential Functions/Performing
Enter Text...

Location of Action Performed
Enter Text...

Close
Reset Save as Draft Submit
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.

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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, contractual 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.

Essential Personnel Listing

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.

Add Essential Personnel

Reset Selections

- Even Broaden: Essential Personnel
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. Required.

- Yes
- No
- Other

Attach Emergency Relocation Position Information Sheets

Drop files or click to add

Save Progress  Save & Proceed to External/Internal Dependencies
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**

Cancel  |  Save Progress  |  Save & Proceed to Vulnerability / Risk Assessment
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.
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 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.

Save Progress
Save & Proceed to Vulnerability / Risk Assessment
Vulnerability/Risk Assessment and Mitigation Strategy

Complete the Critical Interruption Worksheet to assist in identifying your vulnerabilities.

Determine the amount of time you can be without each critical condition, function or service. If it is determined that your department can 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.

Department

INSTITUTIONAL PH

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.

Select an Option

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

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

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

While some functions and research are not considered essential and in need of 24-hour monitoring and 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

- Evan Broadbent - Non-Essential Personnel Needing Access

Save Progress | Save & Proceed to Executing your Plan
Exercising Your Plan

Exercising Your Plan:

All department COOPs 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):

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

Select All

Save Progress  Save & Proceed to Resumption of Normal Operations

Cancel
Resumption of Normal Operations
Users must click “Confirm” after providing Signature. Box will remain greyed out until provided.
A Department Continuity of Operations Plan Has Been Assigned To You for Acknowledgement

Hi Evan Broadben,

A Department Continuity of Operations Plan has been assigned to you by Evan Broadben in 20230214_UHCOOP Dry Run Test.

Please acknowledge it by clicking on this [LINK].
College/Division
LIAISON LEVEL ENTRY
This year will be different for Liaisons as the 2023 COOP Data will still be available when completing their plans.

Liaisons will simply update the already existing content from the 2023 year, which will help expedite the completion process.
Completion of the College/Division Continuity of Operations Plan Template ensures compliance with MAPF-06.01.02, Continuity of Operations Planning.
### 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.*

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**College/Division Essential Functions:**

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 college/division falls within an essential function of the university. Use these to review and consider the essential functions listed in the department Continuity of Operations Plans.

**Do you have essential functions within your college/division?**

- Yes - If yes, complete the sections below relating to Essential Functions
- No - Select Save and Submit to Next Step

**Essential Functions**

Select from List or add if not available:

Find Entries

**Essential Functions Listing**
Users will select Essential Functions from the listing above. Once completed, click the “Select Entry” button.
Essential Personnel

Users will select Essential Personnel from the listing above. Once completed, click the “Select Entry” button.

REMINDER

REQUIRES APPROPRIATE VP OR PROVOST APPROVAL BEFORE ENTRY INTO VEOCI
Users will select “Vulnerabilities/Risks from the listing above. Once completed, click the “Select Entry” button.
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 Executive 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 of individuals, along with the approval of this plan, dictates that the appropriate Vice President has approved for these individuals to gain access to campus during a campus closure after the immediate life safety threat has passed.

If you DO NOT have Non-Essential Personnel Select "Submit to Dean/Appropriate VP for COOP Approval" to continue

Add Approval for Non-Essential Personnel
Users will select Non-Essential Personnel from the listing above. Once completed, click the “Select Entry” button.

REMINDER

REQUIRES APPROPRIATE VP OR PROVOST APPROVAL BEFORE ENTRY INTO VEOCI
Plan is complete. Selecting "Submit to Dean/Appropriate VP for COOP Approval" will submit the plan for review and approval.
Approving the COOP Plan (Dean or VP)
Approving the COOP Plan (cont.)
Approved COOP Plan

Select "COOP Complete" to finalize COOP and generate PDF Copy that can be accessed from your Dashboard.
The Continuity of Operations Plan for Administration and Finance is complete. Please see attached PDF for full details.
Additional Information

• DUE JUNE 1st
• Per request, OEM can come out to the requested department/college/division for additional support
• Any additional support/troubleshooting, please contact Evan
University of Houston COOP Points of Contact

We are always here for any COOP 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
Hands On - Logging into Veoci

1. Enter your email address (e.g., elbrod@central.uh.edu).
2. Click on the "Next" button.
3. If you have login issues, click on "Forgot Password?".
4. Enter your primary email address for resetting your password.
5. Click on the "Reset" button.