**Basic Continuity of Operations Plan**

**University of North Dakota**

**Version 2018**

**Instructions**

To be better prepared, all University of North Dakota (UND) units and components may use this template to complete a Basic Continuity of Operations Plan (COOP). A COOP is intended to describe how your unit will operate during an emergency and recover afterwards to be fully operational. The intent is to help you plan not only for major disasters (e.g. total loss of a building, extended campus evacuation) but also lesser interruptions to service (e.g., the network or your computers are down). It puts planning in perspective and makes it more likely that crisis response will operate smoothly. This is your Plan so feel free to augment this template to meet your needs.

The goals of a COOP and recovery are:

* To ensure that maximum possible service levels are maintained during an event, and
* To ensure that units recover from interruptions as quickly as possible
* To ensure the continuance of essential functions

Please refer to the “Instructions for Completing the Basic COOP” at the end of the template.

**Completion Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Revision Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Name of Unit:
2. Unit Head of Operations:

*Examples: AVP, Dean, Director, or Manager.*

* Phone:
* Cell:
* E-mail:

1. Plan Developer/Coordinator:

* Phone:
* Cell:
* E-mail:

1. Unit Leadership Succession *(head of operations, first successor, second successor, third successor): Example: Head: Dean/Director. 1st-Associate Dean/ Director. 2nd--Office Mgr. 3rd Assistant to Dean/Director.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Name** | **Phone number** | **Alternate phone number** |
| Head |  |  |  |
| 1st Successor |  |  |  |
| 2nd Successor |  |  |  |
| 3rd Successor |  |  |  |
|  |  |  |  |

1. Emergency Communication *(phone, email or website where faculty and staff can communicate):*

* Phone:
* E-mail:
* Website:

1. Describe the priority operations of your unit:

*Examples: a. Provide central information technology for UND.*

*b. Assist students with resumes/cover letter critiques, job search and practice* *interviews.*

1. Briefly describe your unit’s work-at-home plan:

*Example: Essential Personnel, or those responsible for essential functions vital to the continuity of University operation, have been identified. They can work from home in certain emergencies and will provide daily updates and track hours worked.*

1. List Essential Personnel who must be prepared to sustain essential functions. You may have a core group of Essential Personnel but this group can be expanded in certain situations.

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Phone number** |
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1. Unit IT Support Contact Information *(examples: college, department, ITSS, CILT):*

* Name:
* Phone:
* E-mail:

1. Essential Functions (defined as those whose loss would cause adverse effects on students, faculty or clients). Generally similar to Priority Operations in #6.

*Examples: Activities/Workflows: Building automation, work orders, alarms/Work orders>documentation> communication with trades>follow-up reports>Veoci log*

*Critical Resources/Facilities: Communication and emergency plans/Emergency Operations Center, Veoci*

*Reconstitution of Operations: Continuity of Operations Plans, Emergency Plans, UND Alert, redundant systems, cross-training, business process analysis, and documentation*

Essential Function:

Persons Responsible:

Activities/Workflows

Critical Resources/Facilities:

Reconstitution of Operations/Continuity Strategy:

Essential Function:

Persons Responsible:

Activities/Workflows:

Critical Resources/Facilities:

Reconstitution of Operations/Continuity Strategy:

Essential Function:

Persons Responsible:

Activities/Workflows:

Critical Resources/Facilities:

Reconstitution of Operations/Continuity Strategy:

Essential Function:

Persons Responsible:

Activities/Workflows:

Critical Resources/Facilities:

Reconstitution of Operations/Continuity Strategy:

1. Relocation Site

Primary Relocation:

Essential functions operational from this site:

*Examples: Remote network/Blackboard access for all full-time faculty and staff (Essential Functions 1-3). Off-campus alternate sites at Job Service ND or Mayville State University (Essential Functions 1 and 4).*

Alternate Location if applicable:

Essential functions operational from this site:

1. Vital data systems or equipment necessary to continue operations:

*Examples: Communication system, PeopleSoft, internal drives, network, data files and Blackboard.*

1. Special considerations that your unit may face in an emergency:

*Example: Essential functions #1 and #2 have a recovery time objective (RTO) of 2 hours to prevent a significant impact on service responsibilities. Thus additional resources may be needed.*

1. List all training and/or exercises related to Continuity of Operations. Examples: FEMA courses, tabletop exercises, SafeCampus. See note below.
2. **Share your completed plan with your staff and review it annually.**
3. **Send a copy to the Office of Emergency Management Stop 9031**
4. **See attached “Instructions for Completing the Basic COOP Template.”**

***Note: The UND Office of Emergency Management will offer two training programs a year in Continuity of Operations. Department COOPs will be tested annually by the UND Risk Assessment Committee through the Comprehensive Exercise Program.***

**Approval Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Reviewer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Instructions for Completing the Basic COOP Template**

**Version 2018**

**University of North Dakota**

**Office of Emergency Management**

1. The Basic COOP template is usually developed by the unit head or designated person and should only take 45-60 minutes to complete.
2. Unit Head and Plan Developer (items 2 & 3) can be the same. If the Unit Head does not develop the plan, then s/he must approve it.
3. Item #4: Alternate phone number is either a business or personal cell #.
4. #5 Emergency Communication is the Unit Head.
5. #6 Priority Operations: The unit’s basic responsibilities (usually 4 or 5 main priorities).
6. #7 Essential Personnel:  *Example: “Certain personnel have been identified as Essential Personnel. They can work from home in certain situations and will provide daily updates. Certain events will require a different set of personnel to be classified as Essential Personnel.”*
7. #8 List Essential Personnel: only those staff who are always or usually considered Essential Personnel.
8. #9 Unit IT Support: primary person responsible for the unit’s IT support.
9. #10 Essential Functions: Generally, one Essential Function box for each priority listed in #6. See examples in template for Activities/Workflows and Critical Resources/Facilities.
10. #11 Relocation Site: probably work from home unless you have identified another physical location. Identify the Essential Functions that can be accomplished from the Relocation Site.
11. Alternate Locations: Some units may have more possible physical relocation sites to be listed here.
12. #12 Vital Data Systems: usually “Laptops/tablets, cell phones, network/internet connectivity, and other applications, systems and files.”
13. #13 Special Considerations: any special considerations or needs the unit may have in an emergency.
14. #14 Training and Exercises: any past or planned training related to Continuity of Operations. See examples in template.
15. Submit the completed COOP to the UND Office of Emergency Management Stop 9031 for final approval.
16. Share the plan with your staff and review it annually.

Thank you.