

Summary: The business continuity planning process is designed to address how departments across campus will carry on with teaching, research, service, and support functions without dramatic interruptions from adverse events. This methodology utilizes best practices from the private sector and considers the dynamics of higher education. The key in achieving disaster resilience is planning at the department level. UNT Ready is an on-line tool that will guide you in creating a business continuity plan.

Program Description: Most emergency situations faced by universities are not disastrous in scale. Advance preparation will enable UNT to carry on with our mission by rapidly recovering from smaller incidents and lessening the impact of more significant disasters. In today's world of higher education, virtually every aspect of a university is interconnected with numerous campus operations.

Business continuity plans describe how we might carry on our mission under conditions of diminished resources, such as loss of space or IT infrastructure. Your plan will also describe how to quickly resume functions deemed critical and create a "to-do" list of action items that can help limit vulnerability.

Scope: This program is applicable to all departments that support UNT's mission.



Union University 2008 Tornado, top-left, UT Medical Branch 2008 Flooding, top-right, Our Lady of the Lake University 2008 Fire, bottom

The Process:

1. **Request a username and password.** Contact Luis.Tapia@unt.edu to request login credentials for the UNT Ready tool.
2. **Create a planning team.** The department head will lead a small (3-4 staff members) planning team. Inform Risk Management Services what staff members within your

department should have access to the system. It is recommended that your planning team include an IT Manager and the Records Management Representative (more information: <http://records.unt.edu/>).

3. **Schedule a planning team orientation meeting** with Risk Management Services. Topics of the orientation meeting will include a demonstration on how to navigate the on-line tool and discuss strategies on how to complete the continuity planning process.
4. **Create a business continuity plan using ready.unt.edu.** This web-based tool is an on-screen questionnaire that stores user's responses in a secured database. There are six steps to UNT Ready:
 - Select department, number of personnel, and location
 - Identify critical functions and assign level of criticality
 - List centrally-owned and departmentally-owned applications (IT Manager)
 - Identify key resources and staffing needs
 - Encourage emergency preparedness activities
 - Mark your plan as complete, print, and distribute internally as appropriate
 - Annually review and exercise. Risk management services will assist you in the testing of your business continuity plan by facilitating a discussion based drill.
5. **Present the plan to the Department Head** (Director, Dean, or Chair) for review and approval. Once it is approved by the department head, the plan can be marked as completed in the system.
6. **Complete the action items that are listed in the plan.** Some action items can be done immediately, such as conducting a fire drill or creating a go-kit with materials that may be urgently needed after evacuating a building. Other action items may be scheduled in the future, such as upgrading a piece of campus infrastructure or taking a Blackboard refresher training course.



How to get started: The continuity planning methodology is appropriate for all types of campus units – academic departments, research units, public service units, and administrative / support units. Before you begin entering data, we suggest you contact Luis Tapia, emergency management coordinator, at (940) 369-8130 or Luis.Tapia@unt.edu and schedule your planning team orientation meeting.

Tips and suggestions: We recommend the following actions when creating your continuity plan.

- Document key internal positions and backups.
- Document external contacts such as vendors, utility companies, contractors, and stakeholders.
- Document critical equipment and any offsite backups. Consider contingency equipment options.
- Identify alternative locations to conduct your operations.
- Discuss the business continuity plan and critical functions at the next department meeting.

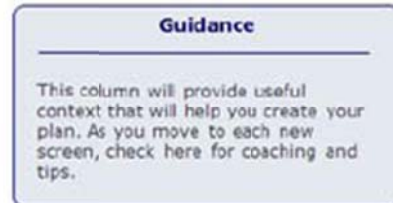
Getting Started:

- Inform luis.tapia@unt.edu of what staff members will need access to the system
- Login with your EUID and password at ready.unt.edu
- Click on Begin or Edit Your Plan

- Select your plan  or create a new plan 

Guidance:

This column, on the right of each screen, will provide useful context that will help you create your plan. As you move to each new screen, check here for coaching and tips.



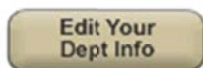
Navigation of the Program:

UNT Ready will prompt you to provide answers for Steps 1 through 5. Simply answer the questions and your plan will be produced automatically. You can navigate by using the tabs, clicking save and continue, or by using your browser's Back button. Be sure to save your content before clicking on another tab.

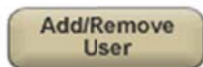


Your plan will be available via UNT Ready for updates and changes by authorized users. In order to mark your plan as complete, your plan must be reviewed and approved by the appropriate person in your department.

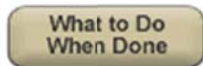
Department information can be edited as well as adding contact persons who can respond to inquiries about your plan.



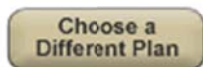
Additional users can be added to your plan. First, notify Luis.Tapia@unt.edu of what staff members you would like to add. Once Risk Management Services has entered them into the system, you can link additional staff members to your specific plan by selecting the Add/Remove User button.



Interview forms can be printed out to preview what questions will be asked with each of the five steps of the assessment tool and may assist with initial data collection.



To view your plan at any stage, you can use the Printing Menu button on the left of the Plan Home page to view or print your plan in its current state. You can also view or print sections of your plan, such as Critical Functions, Action Items, etc.



Step 1-5 Sub-Tabs Walk-Through:

- Step 1: Department Identification



Here you will provide key information that identifies your department such as number of personnel, type of department, faculty, location(s) occupied, etc.

- Step 2: Critical Functions



Here you will name and prioritize the functions your unit performs as well as identify which departments depend on your operations and which departments you depend on to function properly. Once you enter a critical function and assign it a critical value, you then select “Go To Detail Screens”.



The Detail Screens consist of:



Each of these screens allows you to provide additional information on the active critical function, such as who your department depends on to perform a task, or the consequence for discontinuing that task.

- Step 3: Information Technology



UNT Ready collects a variety of information regarding Information Technology as it relates to your department and its operations. Ask your department IT manager to complete this part of the plan.

- Step 4: Key Resources



Here you will identify information regarding key resources essential to your department.

- Step 5: Emergency Preparedness



Here you will create action items to promote readiness among your unit, such as watching preparedness videos at www.emergency.unt.edu, develop methods to monitor severe weather situations like tornado warnings, or encourage principal investigators to devise plans to cope with refrigeration failure.

- Action Item Summary



Here you will be provided a summary of all the action items you have identified during the creation of your plan. You may also add action items directly to the list.

For more information on UNT Ready, visit ready.unt.edu

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The following checklist provides suggestions for Academic Departments on what to consider when completing Step 2 – Critical Functions on the UNT Ready tool.

Curriculum

1. Priorities: What are the department's high priority courses?
2. Course-casts: For each high priority course, is a current course cast available (webcast or podcast)?
3. Substitute Instructors: For each high priority course, is there a substitute instructor capable of taking over mid-course?
4. Course Management Tool: Do all department courses use the campus course management tool?
5. Grades: For all courses, are grades kept current at all times, and recorded promptly in the official grade book?
6. Graduate Student Instructors: For all multi-section courses, do student instructors communicate regularly and stay consistent with each other?
7. Course Materials: For all multi section courses, are common textbooks and materials used?
8. Communication Strategy: Is the department prepared to communicate rapidly with faculty, staff, and students if crisis occurs?
9. Instructor Flexibility Practices: Are the practices in place that will facilitate substitution of instructors if necessary (team teaching or rotating of instructors)?
10. Faculty Leaves: Are faculty able to be recalled from leave if needed?
11. Innovative Pedagogy: Are faculty actively encouraged to experiment with teaching tools before disaster strikes, and share experiences with colleagues?
12. Special Logistics: Do any of the department's courses require special resources or logistics (labs, studios, field work, software, access to collections)? Are there strategies to cope?

The following checklist provides suggestions for Academic Departments on what to consider when completing Step 2 – Critical Functions on the UNT Ready tool.

Research

1. Data Backup (Research and Scholarly Work): Is everyone's important data retrievable in the event your building is destroyed or unavailable (documents, notes, data, etc.)?
2. Data Backup (Vital Records): Are other vital records retrievable in the event your building is destroyed or unavailable (grant documents, financial records, purchasing records, etc.)?
3. Working from Home (PI's): Is it possible for Principal Investigators to conduct current research while working at home?
4. Working from Home (Others): Is it possible for other staff to carry out their functions while working at home?
5. Grants: Do your grant documents have clauses that address the possibility of disruptive external events?
6. Unique Knowledge or Skills: Can your projects proceed in the absence of any individual staff member? (In other words, is there anyone other than the PI whose absence would cause insurmountable difficulty)?
7. Purchasing: If the data network or the financial system is down, do you have a means to make purchases?
8. Supplies: Are there important supplies (consumables) whose stock on hand needs to be adequate in case your supply chain is interrupted?
9. Animals: Do you have a plan to care for your research animals in the event that (heat, AC, power, water) are not functioning?
10. Specimens: Do you have hard to replace specimens (biological, chemical, other) that could be replicated for remote storage?
11. Freezers: Are you protected adequately against freezer failure (generator power, knowledge of other on campus freezers, means to move items, etc.)?
12. Proof of Ownership: Do you have the records needed for reimbursement claims? (Model #, purchase records, photos, etc.)
13. Alternate Location: Could you conduct your project(s) elsewhere if needed? Where?