

University of Houston  Victoria

BUSINESS CONTINUITY PLAN

FY 2010

**UNIVERSITY OF HOUSTON-VICTORIA
BUSINESS CONTINUITY PLAN
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UNIVERSITY OF HOUSTON-VICTORIA

BUSINESS CONTINUITY PLAN

FY 10

Policy

The University will develop, implement and maintain an institutional Business Continuity Plan to help ensure the continuity of university operations. The intent of the plan is to establish operational concepts and identify tasks and responsibilities required to carry out emergency management and recovery. It describes the university's emergency management organization. It indicates who is expected to do what, when and where to the extent possible. It defines the specific duties and responsibilities of departments and key positions and provides for response and recovery actions. The plan is intended to provide for flexibility of methods, operations, and actions needed to facilitate a return to normal operations. The plan will incorporate guidelines, best practices and recommendations of the Governor's office, State Office of Risk Management, the UH System, and the university community.

Scope

The plan is intended to address events that can be classified as emergencies. These include

- A. Natural disasters, including fire, hurricane, flooding, severe weather, and pandemics
- B. Technological incidents, including physical plant, electronic data processing and telecommunications disruptions
- C. Geographic/Proximity incidents including BioLab hazardous material incidents, petrochemical plant explosions, truck or rail chemical spills and radioactive releases from nuclear power plants in Bay City and Houston
- D. Human incidents, including rioting, terrorist threats and political incidents, as well as accidental events caused by human error

Plan Objectives

The plan objectives, in order of priority are to:

- A. Protect life, providing for employee, student and public safety and welfare
- B. Minimize confusion and indecision through advance planning and preparation
- C. Minimize damage and loss of University property and resources
- D. Resumption of normal business operations in an expeditious manner

Definitions

Emergency Event - Any unplanned event of magnitude that causes or has the potential to cause death or injury to students, faculty, and staff, extensive physical or environmental damage or other harm that disrupts normal operations and prevents the University from carrying out its mission.

Emergency Management - The dynamic process of mitigating, preparing for, responding to and recovering from an emergency within a defined time frame to minimize the effects of the emergency and amount of loss to the University.

Normalcy - The resumption of full operational activities within a targeted timeline.

Assumptions

The plan is based upon the following assumptions:

- A. Planning is current, having been reviewed, maintained and updated biennially or sooner, as required.
- B. Plan training exercises are being performed periodically.
- C. The emergency will be localized and due to their geographic location, all three sites are likely not to be affected at the same time.
- D. Business recovery is performed in accordance with the procedures that have been set forth within this plan to the extent possible.
- E. Each department has maintained a current Risk Analysis and performed a minimal needs assessment for their department's operations and critical functions.
- F. Each department supervisor and administrative assistant maintains both at home and at work, a current contact listing of all employees within the department.
- G. Each Recovery Team has current strategies in place for their role during the emergency and any weaknesses have been identified and addressed.
- H. Operations approaching normalcy can be resumed within some reasonable targeted timeline once the full effect of the event is known.
- I. Qualified personnel and key employees will be available to perform business recovery responsibilities.
- J. Adequate emergency funds will be available to supplement the University's normal budgeted funds.
- K. Telecommunications and Information Technology backup and recovery strategies have been implemented, tested, and are operational.
- L. The recovery resource strategies and solutions (e.g. critical inventory and equipment, computer replacements, repair materials) will be available in the event of an emergency.
- M. Organizations external to the University, including the UH System, will be supportive during the business recovery period.

Declaration of a State of Emergency

Only the President or in the absence of the President, the next ranking administrator within the chain of command, can declare or end a state of emergency.

UHV Administrative Chain of Command (in order of succession)

1. President
2. Provost and Vice President for Academic Affairs
3. Vice President for Administration and Finance
4. Chief of Staff
5. Sr. Director of Information Technology

UHSCR and UHSSL Administrative Chain of Command (in order of succession)

1. Associate Vice Chancellor, UH System SL/CR
2. President
3. Provost and Vice President for Academic Affairs
4. Vice President for Administration and Finance
5. Chief of Staff
6. Sr. Director of Information Technology

National Incident Management System (NIMS)

NIMS provides a consistent nationwide template to enable Federal, State, tribal, and local governments, nongovernmental organizations, and the private sector to work together to prevent, protect against, respond to, recover from, and mitigate the effects of incidents regardless of cause, size, location, or complexity in order to reduce the loss of life and property and harm to the environment.

Emergency response operations work under a defined command and control system, referred to in NIMS as an Incident Command System (ICS). The university ICS team is designed to coordinate activities of responding agencies and ensure that all responders work toward the single goal of resolving the crisis as quickly and efficiently as possible while coordinating with the BCP Administrative Chain of Command and Emergency Response Team.

The university ISC Team consists of the following roles and responsibilities:

Incident Command System Team	ICS Responsibility
Office of the President	Incident Commander (IC) *
Provost's Office & Academic Affairs	Academic Affairs Liaison
Administration & Finance	Administration Liaison
Human Resources/Affirmative Action	Human Resources Liaison
Student & Academic Services	Student Services Liaison
Business Services	Business Services Liaison
Facilities Services	Liaison Officer (LNO) *
Safety & Risk Management	Safety Officer (SO) *
Marketing (Communications)	Public Information Officer (PIO) *
Information Technology	Web Services Manager (PIER)

* NIMS Incident Command System Command Staff Role Descriptions:

Incident Commander (IC) - the designated individual from the public agency or other responsible party who has the authority to act on behalf of their respective organizations. Most incidents have a single Incident Commander who is the final decision-making authority

Safety Officer (SO) - monitors safety conditions and develops measures for assuring the safety of all assigned personnel. Safety Officers have the authority, when necessary, to bypass the chain of command to stop or correct unsafe acts immediately.

Public Information Officer (PIO) - serves as a conduit for information to internal and external stakeholders, including the media

Liaison Officer (LNO) - serves as a primary contact for supporting agencies assisting at the incident

General Staff

Operations Section Chief

Planning Section Chief

Finance/Administration Section Chief

Logistics Section Chief

Emergency Operations Center (EOC)

- The President's Conference Room in the University Center Building is designated as the primary Emergency Operations Center in the event the President (or designee) activates the Incident Command System Team or the Emergency Response Team to assist with management.
- Conference Room A in the University West Building is designated as the secondary Emergency Operations Center in the event the President (or designee) activates the Incident Command System Team or the Emergency Response Team to assist with emergency management.

Public Information and Emergency Response (PIER)

The University of Houston-Victoria utilizes the Public Information and Emergency Response (PIER) System to manage critical communication during an emergency event. PIER is an on-demand communication management web-application. The PIER system is designed for external and internal communication applications where speed, efficiency, and direct communication are important. PIER puts all critical tools needed by communicators into a single, easy-to-use communication platform. Push, pull and interactive communication are all managed in a highly efficient and tightly integrated manner. Communicators and an extended team can work together from anywhere at any time to fully complete and manage a wide range of critical communication tasks.

The University of Houston-Victoria Emergency Information Web site is hosted on the PIER system and is accessible at <http://www.uhvemergency.info>.

Roles and Responsibilities

Administration and Cabinet

Administrative support, defined as the President's Cabinet, includes full endorsement; support and approval of the plan, ensuring necessary financial, human and physical resources are available.

Managers, Directors and Supervisors

Required to be knowledgeable of and to adhere to the procedures in this plan, to the extent possible, and ensure communication to and the participation of staff in planning, recovery and training exercises.

Safety & Risk Manager

The Safety & Risk Manager is the Plan Administrator and has responsibility for overseeing the development, implementation and maintenance of the University's Emergency Management Plan in support of the plan objectives.

Safety & Risk Advisory Committee

The Safety & Risk Advisory Committee is responsible for providing recommendations and advice to the Safety & Risk Manager as assistance is needed.

Faculty and Staff Employees

Employees are responsible for knowing and understanding their individual roles in the plan and having the ability and willingness to carry out that role in the event of an emergency.

Emergency Response Team (ERT)

In the event of an emergency or disaster, the Emergency Response Team can be activated by the President (or designee) to assist with emergency management and to provide assistance, guidance and information. Depending on the nature of the emergency and University accessibility, the individual ERT members will assess the impact of the event on their respective university operations and develop an action plan, including necessary resources, to restore or resume operations.

The following personnel are members or alternates of the Emergency Response Team:

	Emergency Response Team (ERT)	Alternate ERT Member
1.	President (*)	Executive Administrative Assistant
2.	Provost and Vice President for Academic Affairs (*)	
3.	Vice President for Administration and Finance (*)	
4.	Chief of Staff (*)	Administrative Assistant to the President
5.	Sr. Director of Information Technology (*)	User Services Administrator
6.	Associate Vice Chancellor, UH System SL/CR	Director of Stewardship & Planned Giving
7.	Director of Human Resources/AA	
8.	Director of Business Services	
9.	Sr. Director of Student & Academic Services	
10.	Director of Facilities Services	UHV Building Maintenance Manager
11.	Sr. Director of Libraries	
12.	Director of Marketing	Communications Coordinator
13.	Director, Small Business Development Center (SBDC)	Associate Director
14.	Dean, School of Business Administration	
15.	Dean, School of Education & Human Development	
16.	Dean, School of Arts & Science	
17.	Dean, School of Nursing	
18.	Registrar	
19.	Network Administrator	Network Specialist
20.	Web Services Manager	Web Developer
21.	Telecommunications Specialist	
22.	Safety & Risk Manager	

(*) Administrative Chain of Command (in order of succession, 1-6)

Reference Business Continuity Plan, Emergency Phone Directory/Emergency Response Team Roster, Appendix A-1, for ERT members, alternates and support team detailed contact information

Decision and Event Progression

- A. An emergency event is occurring or is imminent
- B. Emergency safety procedures are immediately activated, authorizing appropriate recovery teams to take whatever action is necessary to protect and minimize loss of life and property
- C. Administration advised of events. Initial communication advisory to University community that an event has occurred or is imminent
- D. President (or designee) activates the Incident Command System Team or the Emergency Response Team (ERT)
- E. Emergency management plan is implemented.
- F. Recovery operations begin. Affected Recovery Teams are activated
- G. Relocation to alternate site if necessary and available
- H. Resolution attained. President declares an end to the emergency.
- I. Return to as near normal operations as soon as practical.
- J. Post-incident review and debriefing followed by plan updating from lessons learned.

Decision Levels

The decision to cancel classes or close the University should be made as soon as possible to ensure communications are made with sufficient notice for commuting students and employees to avoid unnecessary and possibly hazardous travel. Any decision should consider community situations in areas served by the University.

With the exception of essential services, the closing will be final and not left to the discretion of individuals or departments unless special arrangements have been made with the President (or designee).

The decision choices will generally be reduced to one of three events:

Event 1 - Classes and office hours continue as usual. (This event is also operative in the early or evaluation stages of an emergency when no decision has been made.):

- Students, faculty, and staff should use discretion in determining when or if they can safely commute to and from the campus.
- Students are not penalized for discretionary absences.
- Student class time, assignments and missed tests are to be made up as arranged between the instructor and students.
- Staff and faculty should notify their supervisors or department heads if they will be absent. Staff employees must use vacation and/or compensatory time unless the President authorizes administrative leave.
- Faculty who cancel classes at their discretion must attempt to inform students and their divisional secretary of the cancellation. The divisional secretary must keep the Office of Student & Academic Services informed of class cancellations (to keep the public updated).

Event 2 - Classes have been canceled and all offices have been closed by site (i.e. University of Houston System at Sugar Land, University of Houston System at Cinco Ranch, or UHV Campus only):

- Make up time and assignments may be required at the discretion of the instructor at the affected site.
- Employees at affected sites will be allowed administrative leave.

Event 3 - All classes have been canceled and all offices have been closed at all sites:

- Make up time and assignments may be required at the discretion of the instructor.
- Employees will be allowed administrative leave.

Communications

Once a decision to close the campus has been made by the President (or designee), the communication process begins. The method of communication, whether email, telephone, text messaging, or person to person, will depend upon the service available at the time of the emergency.

- **Each department and school unit head shall maintain a current phone and email listing of all key employees. This list shall be maintained both at work and at home. Key employees, e.g. recovery team members are required to provide home phone and cell phone numbers and email contact information.**
- **Other employees are required to provide telephone numbers or other means of contact for emergency communications.**

1. The President (or Executive Administrative Assistant to the President)

The President or the Executive Administrative Assistant insures that all departmental employee reports and all members of the administrative chain of command are aware of decisions made:

- Notifies each Vice President
- Notifies the Associate Vice Chancellor, UH System SL/CR
- Notifies the Chief of Staff
- Notifies the Director of Human Resources
- Notifies the Director of Athletics
- Notifies the Chancellor's Office and Victoria College Administration
- Maintains communications with the Director of Marketing
- Each of the above in turn notify the employees reporting to them
- **See Communications Item No. 7, page 8 for additional responsibilities**

2. The Provost and Vice President for Academic Affairs (or Sr. Administrative Assistant)

The Provost and Vice President for Academic Affairs or the Sr. Administrative Assistant becomes the primary point of contact for the academic related areas:

- Notifies each School Dean
- Notifies the Research Administrator
- Notifies the Sr. Director of Student & Academic Services
- Notifies the VC/UHV Sr. Director of Libraries
- The Library, generally, will remain open if one of the institutions (UHV or VC) remains open. Upon notification of UHV closure, the Sr. Director of Libraries will coordinate Library closure with Victoria College emergency management personnel. However, UHV employees should use their own discretion when traveling.
- Each of the above in turn notify the employees reporting to them, including adjuncts, temporary and student employees
- In the absence of the President, see **Communications Item No. 7, page 8 for additional responsibilities**

3. The Vice President for Administration and Finance (or Sr. Administrative Assistant)

The Vice President for Administration and Finance determines whether there is a need for staffing to answer phones, relay information, etc.

- Notifies the Director of Business Services
- Notifies the Director of Finance

- Notifies the Director of Financial Aid
 - Notifies the Director of Budget
 - Notifies the Director of Facilities Services
 - Notifies the Director of Marketing
 - Notifies Petroleum College International
 - Notifies Victoria Chamber of Commerce
 - Notifies the Sr. Director of Information Technology
 - Each of the above in turn notify the employees reporting to them, including temporary and student employees
 - In the absence of the President and the Provost, see **Communications Item No. 7, page 8 for additional responsibilities**
4. The Chief of Staff (or Administrative Assistant)
- Notifies the Coordinator of Special Events
 - Each of the above in turn notify the employees reporting to them, including temporary and student employees
 - In the absence of the President, the Provost, and the Vice President for Administration and Finance, see **Communications Item No. 7, page 8 for additional responsibilities**
5. Sr. Director of Information Technology
- Notifies Systems Network Administrator
 - Notifies User Services Administrator
 - Notifies Senior I.T. Assistant
 - Notifies Network Administrator
 - Notifies Web Services Manager
 - Each of the above in turn notify the employees reporting to them, including temporary and student employees
 - In the absence of the President, the Provost, the Vice President for Administration and Finance, and the Chief of Staff, see **Communications Item No. 7, page 8 for additional responsibilities**
6. University Advancement (vacant) (Director of Stewardship & Planned Giving, alternate)
- Notifies the Director of Stewardship & Planned Giving
 - Notifies the Director of Annual Giving
 - Notifies the Alumni Relation and Development Specialist
 - Notifies the Director of University of Houston System at Sugar Land (UHSSL)
 - Notifies the Director of University of Houston System at Cinco Ranch (UHSCR)
 - Each of the above in turn notify the employees reporting to them, including temporary and student employees
7. Administrative Chain of Command Decision Maker
- Authorizes campus-wide voicemail, e-mail, outgoing switchboard message and Web site communication with responsible departments
 - Assumes communication roles of all absent higher chain of command (for example, if the President is unavailable, the next in charge ensures that the personnel the President is to contact are advised; if the President and Provost and Vice President for Academic Affairs are unavailable, then the Vice President for Administration and Finance assumes communication responsibilities for both the President and the Provost, and so on).

8. Cabinet members, School Deans and Department Heads
 - Keep all departments or offices within their areas informed
 - Maintains a current copy of the Emergency Telephone Listing (in Appendix A) and emergency plan procedures at work and at home
 - Ensures updated departmental personnel rosters are maintained both at work and at home

9. The Safety & Risk Manager
 - Communicates ongoing event developments to ERT and Recovery Teams
 - Communicates weather and road conditions and assessments of campus environments
 - Maintains communication with The Victoria College Department of Police and Campus Security
 - Maintains communication with UHDPS Police Department and provide emergency contact information
 - Notifies the Victoria Local Emergency Planning Committee (LEPC) of campus decisions when appropriate and serves as the LEPC contact for the university

10. UHDPS Police Department Security Officers
 - Immediately contact Safety & Risk Manager or the Senior Business Services Assistant (alternate) for special instructions
 - Ensure that notices are posted concerning a campus closure at all main entrances to University buildings and ensure that these signs are removed at appropriate times
 - At least one officer contact operations of UHDPS to update them on conditions in Victoria and to request any special instructions
 - Verify that all non-essential employees and all students have evacuated and the buildings are secured by the designated time
 - Maintain campus security

11. The Sr. Director of Student & Academic Services (Sr. Administrative Secretary, alternate)
 - Notifies the Manager of LEAD
 - Notifies the Manager of Student Services
 - Notifies the Academic and Career Services Director
 - Notifies the Registrar
 - Notifies the Sr. Administrative Secretary of Student & Academic Services
 - Each of the above in turn notify the employees reporting to them, including temporary and student employees

12. Director of Marketing (Communications Manager, alternate)
 - Focuses primarily on external communications
 - Maintains communications with the President
 - Maintains communications with the Director of Human Resources
 - Maintains communications with the Telecommunications Specialist (switchboard message changes), providing a copy of press release information for the specialist's use
 - Maintains contact with the City/County Emergency Operations Center in the event of closures and other emergency situations impacting the community
 - Releases information to the area news media. Radio and television stations are expected to be the primary source of information to the public, students, and employees
 - Notifies television media at least 30 minutes prior to broadcasts (which are generally at

6:00 p.m., 10:00 p.m. and 6:00 a.m.)

- Provides for television channel "crawlers" to provide important updates to the public;
- Maintains home cell phone and fax accessibility, conditions permitting

13. The Telecommunications Specialist

- Immediately upon campus closure, Telecommunications Specialist is to change the outgoing switchboard message.
- Communicates information by voicemail, as directed by ERT members to all employees as event occurs, day or evening, if that service is available
- Maintains close communication with the Communication Manager for ongoing developments that may affect outgoing messages. Communication Manager will fax or email a copy of press release and requests a confirmation of the fax or email from Telecommunications Specialist. During power outages, information will be relayed by phone
- Updates messages to the main switchboard in Victoria
- University 800 numbers will be rolled over to the main switchboard message, including main 800 line, Library and Regional Outreach
- Maintains home fax, email and cell phone availability, conditions permitting, throughout the emergency
- Ensures alternates are familiar with switchboard messaging procedures

14. Director of Facilities Services (Building Maintenance Manager, alternate)

- Communicates conditions of facilities and grounds to the President daily.
- Maintains close communication with the Vice President for Administration and Finance and the Safety & Risk Manager
- Maintains close communication with the UHV Building Maintenance Manager.
- Maintains close communication with supervisors and administrative staff
- Contacts the UH Department of Plant Operations Associate Vice Chancellor/Associate Vice President of Plant Operations as necessary
- Assesses and communicates utility availability at UHV
- Contacts Sr. Facilities Events Assistant to ensure that timely notice is given to the users of the Multi Purpose Room. The University will reserve the right to cancel events.
- Communicates assessment of on-site and off-site facilities affected by the emergency.

15. Director of Athletics

- Notifies the Senior Secretary, Athletics
- Notifies the Head Baseball Coach and the Head Softball Coach
- Each of the above in turn notify the employees and/or students reporting to them, including temporary and student employees

16. Administrative Assistants/Secretaries

- The Administrative Assistants for the President, Provost and Vice President for Academic Affairs, Vice President for Administration and Finance, Chief of Staff, Associate Vice Chancellor, UH System SL/CR as well as the Administrative or Senior Secretaries for each school will serve as the alternate central communication point for their respective areas. For example, if the Provost is unavailable, the President will contact his Executive Administrative Assistant, who will continue with the Provost's assigned departmental notifications.

- Administrative Assistants shall maintain both at home and at work, updated rosters of home contact information for all employees in their division or school as well as a current copy of the Business Continuity Plan.
- When the President (or designee) activates the Incident Command System Team or the Emergency Response Team, the Executive Administrative Assistant to the President will reserve the President's Conference Room in the University Center Building for the duration of the emergency management event.
- When the President (or designee) activates the Incident Command System Team or the Emergency Response Team, the Sr. Administrative Assistant to the Provost will reserve the Conference Room A in the University West Building for the duration of the emergency management event.

17. Small Business Development Center (SBDC)

The Director or designee will handle the following:

- Notify scheduled clients of closure
- Notify UTSA Regional SBDC office of closure and provide an updated emergency phone/address contact list
- Notify SBA Project Officer of closure and provide an updated emergency phone/address contact list
- Provide Dean of School of Business Administration with updated emergency phone/address contact list.
- Notify all staff members to make preparations to operate from home if needed

18. Communications to Close the UHS at Sugar Land

- The final decision to close the UHS at Sugar Land will be made by the Associate Vice Chancellor, UH System SL/CR.
- The UHSSL Director will maintain close communications with the Associate Vice Chancellor, UH System SL/CR, advising him/her of learning center and area conditions affecting that site.
- The Associate Vice Chancellor, UH System SL/CR will notify other UHS components of the decision to close the UHS at Sugar Land.
- The UHS at Sugar Land Director will notify all learning center staff at the site.

19. Communications to Close the UHS at Cinco Ranch

- The final decision to close the UHS at Cinco Ranch will be made by the Associate Vice Chancellor, UH System SL/CR.
- The UHSCR Director will maintain close communications with the Associate Vice Chancellor, UH System SL/CR, advising him/her of learning center and area conditions affecting that site.
- The Associate Vice Chancellor, UH System SL/CR will notify other UHS components of the decision to close the UHS at Cinco Ranch.
- The UHS at Cinco Ranch Staff, if practical, will call or e-mail university staff and faculty regarding closure. In all cases, a phone message will be posted on the general number.

20. Switchboard Operator – Visitor Information Kiosk

The Switchboard Operator may be among the first to realize that a potential emergency exists. In many instances the key indicator of a potential emergency will be receiving incoming calls from students and employees inquiring whether the campus will be closed or if classes will be cancelled. The Switchboard Operator should adhere to the following protocol:

- Until advised to the contrary, assume an **Event 1** (Page 6) situation and advise callers accordingly: classes and office hours continue as usual. However, students, faculty and staff should use discretion.
- Listed in order of priority, advise at least one of the following individuals that you are receiving caller inquiries and ask if there has been a change in normal campus status.
 - Communication Manager, (361) 570-4349
 - Director of Business Services, (361) 570-4820
 - Safety & Risk Manager, (361) 570-4245
 - Sr. Administrative Assistant to Vice President for Administration and Finance
 - Sr. Administrative Assistant to the Provost and Vice President for Academic Affairs

21. Caller Inquires At University of Houston-Victoria

- Students - contact Student Solutions at (361) 573-0000 or toll free at 1-800-687-3738. Student Solutions will maintain a listing of class cancellations to share with callers.
- Faculty - contact the Office of the Provost at (361) 570-4321 or extension 321 for current University information and updates.
- Staff – contact the Switchboard Operator at (361) 570-4848 or 1 (877) 970-4848 for current University information and updates.
- All Callers – should monitor the local TV stations and radio stations.
- Visit the University of Houston-Victoria Emergency Information Web site hosted on the PIER system and accessible at <http://www.uhvemergency.info> to view the latest available emergency management communications and information.

Recovery Teams

This section documents the strategies, personnel, procedures, and resources that the Recovery Teams will use to respond to interruptions of essential business function.

Recovery Teams are activated by the ERT after an emergency event has occurred. As the name implies, these teams work to bring about the resumption of normal activities within their specific areas.

Recovery Team General Responsibilities

- Each Recovery Team Leader should be available to participate in meetings conducted by the ERT to gain as much information as possible regarding the emergency
- Track expenditures for natural disasters following FEMA guidelines and instructions provided by the UHV Finance Office.
- Maintain close contact with ERT throughout the duration, advising of progress and updated status reports
- When authorization to enter the affected area is received, evaluate and make an initial report to the ERT of the extent of any operational damage within the team's area of responsibility
- Implement pre-planned recovery strategies based in part upon the Departmental Risk Analysis Profiles (Appendix C)
- Coordinate resource allocation and logistical needs and/or problems through the ERT
- Acquire additional staff according to the department's need
- Upon restoration of operations, participate in a general debriefing to evaluate public relations responses to the emergency and make recommendations for improvement

Human Resources Recovery Team

Team Leader: Director

Alternate: Payroll/Benefits Manager

- Focus is in supporting all issues regarding injuries, fatalities, next of kin notification, temporary changes of personnel policies relating to business resumption actions and payment of employees
- Establish contact with local medical authorities having jurisdiction or involvement with any injured employees. Acquire periodic updates on condition of injured employees. Initiate worker's compensation claims as required
- Coordinate with Marketing and Communications (M/C) Recovery Team, acceptable responses to questions from families of injured employees
- Coordinate with the Office of the General Counsel regarding next of kin notification and other University responsibilities toward affected staff members
- Be prepared to provide basic personnel information on affected employees
- Obtain information on reassigned employee work locations and work schedules for those employees affected by the events from Department Heads and/or Recovery Team Leaders
- Make any necessary arrangements with University of Houston Payroll Office in Houston to process payroll. Be prepared to travel to Houston and enter payroll data for UHV.

Student & Academic Services Recovery Team

Team Leader: Sr. Director of Student & Academic Services

Alternate: Sr. Administrative Secretary

- The Student & Academic Services Recovery Team is responsible primarily for communicating schedule changes and releasing other pre-approved information to students as well as providing for the various types of student assistance that may be needed during an emergency of up to 30 days duration
- Minimally, recovery team membership should include the Sr. Director of Student & Academic Services, Sr. Administrative Secretary, Registrar, Academic and Career Services Director, Manager LEAD, and Manager Student Services.
- For all class schedule changes, contact affected students using roster provided by Academic Affairs Recovery Team. Phone contact if possible
- Deploy pre-planned strategies for emergencies that may include but are not limited to special requests and other needs from affected students.
- Arrange for student and/or community volunteers that may be needed by the University

Academic Affairs Recovery Team

Team Leader: Provost and Vice President for Academic Affairs

Alternate: Executive Assistant to the Provost

The Academic Affairs Recovery Team will minimally include the Provost and Vice President for Academic Affairs, all Deans, Senior Director of Libraries, Senior Director of Information Technology, Senior Director of Student and Academic Affairs, and the Registrar. This recovery team will:

- Make recommendations to the ERT to suspend, cancel, or reschedule classes disrupted as a result of the event and recommend emergency changes to the normal published student policies and procedures published in the catalog or current class schedule.
- Notify all employees of schedule, policy, and/or procedure changes.
- Provide a listing of minimal space requirements necessary to conduct classes to be rescheduled at alternate sites, if necessary.
- Arranges for the printing of alternate and/or emergency class schedules as necessary.
- Create announcements for posting to the UHV website and/or Blackboard announcements page related to changes in the face-to-face and/or online course schedule and the availability of Blackboard and coordinate with IT to post this information.

If the emergency event impacts a study abroad trip:

The Academic Affairs Recovery Team will work with the academic school sponsoring the trip to:

- Monitor available news outlets and government communications in areas traveled by student abroad students
- Make decisions about rescheduling or cancellation of study abroad trips and/or the necessity to return students currently abroad immediately to the US
- Communicate with IT to update study abroad website as necessary about the status of study abroad trips

The responsibility of maintaining current contact information for students, faculty, and staff participating in study abroad trip is delegated to the Dean's Office in the school sponsoring the trip. The Dean's Office is also responsible for communicating with students regarding the status of study abroad trips that may be affected by emergency events.

Library Recovery Team

Team Leader: Sr. Director of Libraries

Alternate: Sr. Administrative Secretary
Web Services Librarian
Head of Public Services
Head of Technical Services

- To provide access to online information resources for students, faculty, and staff
- Set up an alternate Web server if the VC/UHV Library server is unavailable
- Design and upload temporary Web pages to provide access to information resources if current working files are unavailable
- Connect the temporary server and Web site to the Online Catalog that originates from servers at the Victoria Public Library
- Activate student authentication service through the UHV Web site (if available)
- Coordinate a team of library staff members to assess what materials and services are needed to reopen the first floor reference area to the public

Athletic Department Team

Team Leader: Athletic Director

Alternate: Sr. Secretary

The University of Houston-Victoria Athletic Department Supervisor or a higher authority will provide instructions and guidance to staff on how to proceed.

Tasks and solutions could include, but are not limited to, any of the following:

- As much as possible, recover and repair any lost or damaged records or data.
- Restore computer files from backup as needed.
- Use telecommuting options if necessary.
- If internet is not available, use hard-copy forms for registering students, issuing receipts, and other business operations.
- Keep copies of phone lists, this policy/procedure document, your desk manual, and important forms at home.
- Keep recent backups of your computer files at home.
- Be prepared to telecommute if you have the ability to do so and your own household is not affected.
- Function as liaison to The University of Houston-Victoria Athletic Department and Compliance Officer.
- Select and implement options from the business continuity plan depending on the nature of the incident and the resources available.

While the office is closed all employees should check in daily with the Supervisor until

instructed otherwise.

General Counsel Recovery Team

Team Leader: UHS Vice Chancellor for Legal Affairs

- The focus of the UHS Office of the General Counsel will be to provide legal counsel during and after the event and develop strategies and offer recommendations to limit risk and liability exposure to the University
- Visit the affected campus site as soon as possible to be briefed by ERT leadership and gain an initial assessment of the situation
- The Office of the General Counsel will be the control and coordination point for all legal and regulatory matters directly relating to the emergency management actions of the University
- Provide guidance to departments including Human Resources Recovery Team and the Marketing and Communications (M/C) Recovery Team (Public Relations) on matters related to the event
- Review emergency contracts entered into as a result of the event to the extent possible to ensure that the interests of University are being protected
- Review significant policy or process changes made during the emergency to limit the potential liability
- The Office of the General Counsel will assist with risk management to ensure that appropriate documentation and records regarding a loss are transmitted to various insurers and other appropriate entities
- The Office of the General Counsel will handle other matters as deemed appropriate

Career Services Recovery Team

Team Leader: Academic and Career Services Director

Alternate: Testing Coordinator

Recovery goals: Restore databases (CSO—Careerlink and Discover!) and Web site functions; communicate with individuals and public about already-scheduled events and services.

- Maintain communication with ERT and administration.
- Evaluate operational damage to department and report to ERT
- Communicate with stakeholders about restoration of services
- Contact CSO and Discover database for technical support and re-routing of services.
- Acquire one computer to get us up and running.
- Contact Director of Marketing to provide public information about access to services

Academic Center Recovery Team

Team Leader: Academic and Career Services Director

Alternate: Academic Center Coordinator

Recovery goals: Restore, coordinate, and deliver tutoring and testing academic services to students and faculty.

- Maintain communication with ERT and administration.
- Evaluate operational damage to department and report to ERT.
- Communicate with faculty and students about tutoring and testing availability via the Academic Center Web site, telephone, and email.
- Ensure tutoring staff are available and kept updated.
- Coordinate tutoring services online, including provision of services and tracking of sessions (on database or on paper logs).
- Contact Educational Testing Services about TExES administration or Subject GRE should the emergency interfere with regular administration of exam.
- Coordinate with Information Technology to acquire computers for testing (3 with network access) and tutoring (2 with Internet and network access) and a network printer.
- Restore onsite testing in Victoria.
- Maintain computer and/or paper logs for testing sessions.
- Contact Director of Marketing to provide press releases to media about cancellations of state-mandated exams (TExES, Quick THEA and Subject GRE) and about availability of testing on Sugar Land and Victoria campuses.

Marketing and Communications (M/C) Recovery Team

Team Leader: Director of Marketing

Alternate: Communications Manager

- Marketing and Communications (M/C), in coordination with the President, will be the central coordinating point for all public statements and information disseminated to the news media and other external entities, serving as the institution's primary spokesperson
- Use pre-developed media strategies for emergencies
- Create informational messages that Human Resources and the Telecommunications Specialist can disseminate information to employees.
- The Director of Marketing will make contact with the Victoria City/County Emergency Management in the event of closures and other emergency situations impacting the community.
- The Communications Manager will provide the Telecommunications Specialist with a copy of press release to utilize when setting up outgoing messages at the switchboard.
- Direct the media to the university spokesperson.
- Set up a Media Briefing Center, if necessary; this briefing center may be off-site
- Monitor media broadcasts for inaccurate information and correct immediately when found
- Acquire regular updates, hourly if necessary, concerning the status of injured employees from Human Resources and the status of University conditions and operations from the ERT to insure that all information given out is current
- Upon restoration of operations, participate in a general debriefing with ERT to evaluate public relations responses to the emergency and make recommendations for improvement
- Advise Commencement Committee and external parties involved with commencement, if necessary, of changes that occur due to a business interruption

Finance Recovery Team

Team Leader: Comptroller

Alternate: Senior Accountant

Control and coordination point for the management of fund related issues relating to business interruption and business resumption activities:

- Review and implement alternate procedures for approval authority, spending authority, and capital expenditures
- Manage the movement of funds to ensure that expenditures are recorded within the appropriate cost center(s)
- Review and verify the receipt and payment of all recovery-related materials and equipment
- Ensure university wide emergency related expenses are documented and recorded properly in accordance with FEMA guidelines for post-event expenditure recovery and reporting of losses to state and federal entities. Provide an instruction sheet (form) for Recovery Teams and departments to record documentation.
- Have the ability to monitor and record business resumption-related expenditures through the use of a single cost center. Consider having unfunded cost centers set up and available specifically for this use.
- Ensure the safe-keeping and deposit of funds received

Financial Aid Recovery Team

Team Leader: Director of Financial Aid

Alternate: Financial Aid Coordinator

- Contact the Department of Education, Texas Guaranteed Student Loan Corporation, and Common Origination and Disbursement, the Texas Higher Education Coordinating Board to work with them in addressing specific issues arising from regulatory requirements.
- Evaluate and update the ERT on operational damages and progress made to restore normal business processes.
- When computer access is available, evaluate financial aid program databases and access to all necessary programs and Web sites. In addition, update students via the Financial Aid Web site and/or UHV email accounts.
- Update the Marketing and Communications (M/C) Recovery Team with Financial Aid Guidance that needs to be communicated to students via the media.

Information Technology Recovery Team

Team Leader: Network Services Administrator (NSA)

Alternate: Systems Services Administrator (SSA)

User Services Administrator (USA)

Senior I.T. Assistant (SA)

Web Services Manager

- Primary focus is the restoration of Information Technology hardware, software, system services and security measures (NSA, SSA, USA)
- From pre-event planning, be familiar with department Risk Analysis Profiles and minimal Information Technology needs (equipment and software) and employ strategies to restore minimal critical support services (NSA, SSA, USA)
- To the extent possible, restore access to LAN and WAN computing environments (NSA, SSA, USA)
- Through coordination with Business Services, use appropriate emergency procedures for the purchase of emergency goods and services (SA)
- Establish an estimated time frame for restoration of affected systems to normal status (NSA, SSA, USA)
- Coordinate through ERT for distribution priorities of computers and software (NSA, USA, SA)
- Coordinate the cabling and configuring of the acquired computer equipment and the removal of salvageable Information Technology equipment (NSA, USA, SA)
- Reload only minimal operational critical software on personal computers as defined by the affected department's Risk Analysis Profile (NSA, SSA, USA)
- Develop a strategy for the restoration of destroyed/damaged electronic records (NSA, SSA, USA)
- Communicate with Provost and Vice President for Academic Affairs, Academic Deans, UH Blackboard Administrators, UHV Online Support Technicians, and UHV IT department regarding status and availability of online courses (Blackboard)
- Post updates to Blackboard Campus Announcements and UHV website regarding status of online courses, pending availability of these systems, based on feedback from the Academic Affairs office.

Telecommunications Recovery Team

Team Leader: Telecommunications Specialist

Alternate: Academic Computing Services Manager

- The Telecommunications Recovery Team will be responsible for restoring critical telecommunications at the affected location and the alternate site (if activated), as outlined in this plan
- Begin deployment of pre-planned telecommunications strategies for the emergencies
- Maintain adequate inventory of equipment and supplies, including backup cellular phones, common cabling, spare phone desk sets, etc, to sustain minimal critical operations for up to 30 days
- Through coordination with Purchasing, immediately begin contacting pre-selected telecommunications vendors to obtain on-site support for damage assessment and restoration of services
- Coordinate damage assessment activities with Facilities Services and the Safety & Risk Manager to evaluate the extent of damage to data and voice telecommunications
- Develop an estimated time frame for restoration of normal services and update ERT at least twice daily, on status progress
- Coordinate all voice and data communication recovery support activities for local and long distance services
- Review affected Departmental Risk Analysis Profiles to determine minimal critical telecommunication needs
- If alternate operational site(s) used, set up voice and data communications as a top priority for those sites

Facilities Services Recovery Team

Team Leader: Director of Facilities Services

Alternate: Building Maintenance Managers

The Facilities Services Recovery Team supports the university by being the first responders to any emergency situation on campus. Facilities first responders will ensure the safety of personnel and assess the condition of property.

- People come first. Provide assistance by locating personnel that may have sought shelter or may have become injured in our buildings or on our property. Note needs of people with disabilities. Assess the conditions of any injured person and alert medical personnel if time and safety permits waiting.
- Assess property damage and alert safety/security personnel of status of buildings and whether or not it is recommended to re-enter property or buildings. Contact peer institutions or professional groups for help.
- Move or secure vital records/high priority items if it can be done safely. (if applicable)
- Initiate or coordinate emergency repairs to lessen property damage/vandalism.
- Verify master switch shut-off (water, gas, electricity) by trained staff.
- Move items away from windows into water-resistant areas:
 - Flooding: move items to higher floors.
 - Hurricane: avoid areas under roof.
- Wrap shelves, cabinets, other storage units in heavy plastic sealed with waterproof tape.
- Look for loose or downed power lines. Avoid area. Report problems to local utility.
- Look for electrical system damage: sparks, broken/frayed wires, smell of burning insulation. Turn off electricity at main switch if you can without risk. (if necessary)
- Shut off water if necessary.

UHPD Security Recovery Team

Team Leader: Safety & Risk Manager

Alternate: Director of Business Services

- UHPD Security Officers should be available to report to their respective campus immediately upon notification by the Safety & Risk Manager, campus supervision, or UHDP supervision
- At the time of the emergency or after reporting to the campus after an emergency, the Security Officer on duty will be responsible for coordination with local law enforcement authorities and emergency personnel
- Ensure that notices are posted concerning a campus closure at all main entrances to University buildings and ensure that these signs are removed at appropriate times.
- Ensure restricted access controls and security controls have been established within and/or around the perimeter of the impacted campus property
- Assist Facilities Services with damage evaluation including photographic documentation of property
- Assist Facilities Services with emergency response plans and the implementation of recovery plans
- Prevent unauthorized access to the campus and facilities maintaining perimeter controls as required
- Provide current assessment information to the Incident Command System Team or the Emergency Response Team (ERT) members as requested
- Protect University property from further losses by theft, looting, vandalism, etc.
- Make routine patrol of activities, documenting all noteworthy events in the UHPD Security Officers Post Orders and Shift Report
- At the end of each shift the Security Officer on duty shall 1) contact the Safety and Risk Manager (or designee) and debrief and advise of any immediate needs and 2) debrief the incoming Security Officer(s).

Business Services Recovery Team (includes Campus Safety Operations)

Team Leader: Director of Business Services

Alternate: Safety & Risk Manager

- Purchasing Agent implements emergency purchasing strategies including:
 - authorizing the use of manual and verbal purchase orders
 - increasing delegated departmental purchasing limits
 - Vice President of Administration & Finance approval required
 - implementation of emergency purchase procedures to expedite immediate recovery needs.
- Business Services ProCard Administrator authorizes increased Procurement Card limits for key employee's emergency purchases and increase total authorized university limits. (current monthly usage is \$60,000, institutional credit limit is \$800,000)
- Determine the extent of damage, if any, to the University's off-site hard copy records located at The Back Office, 1211 N. Laurent Street, Victoria, Texas.
- Business Services Specialist will coordinate Mail Services with the U.S. Postal Service to pickup and distribute mail to the extent possible.
- Safety & Risk Manager will arrange for additional security as required. Contact UHDPS Police Department, Victoria Police Department, Victoria County Sheriff' Office, Victoria College Department of Police and Campus Security or a commercial security provider for necessary services.
- Safety & Risk Manager will establish contact with local authorities having jurisdiction and/or involvement in the event (Victoria Local Emergency Planning Committee (LEPC), Victoria Fire Department, etc).
- Safety & Risk Manager is liaison with regulatory agencies (e.g., FEMA, EPA, Health Department, etc.).
- Safety & Risk Manager is the Campus Risk Management Liaison with University of Houston Environmental Health and Risk Management to report insurance claims and related investigations and damage assessments.

University Advancement Recovery Team

Team Leader: Vacant

Alternate: Director of Stewardship & Planned Giving

- Manually (using paper files and standard MS Office products) maintain records and process donations upon resumption of University Mail Services

Alternate Sites

The University does not have guaranteed availability of alternate sites for conducting operations or for rescheduling classes. Agreements with area junior colleges or ISDs could be facilitated informally or by use of an interlocal contract.

Suggested Alternate sites include:

- Near Victoria Campus:
The Victoria College
Victoria ISD (Memorial, Stroman Campus, Profit)

Living Document

For this plan to be an effective tool during an emergency event it is a living document to be reviewed, tested, and maintained each even-numbered year, or sooner, as needs require.

Post-Incident Review and Debriefing

Post Incident Review and Debriefing is a team project to be accomplished as soon as practical after the return to normal or near normal operations. The debriefing and review is a means of better understanding the implications of what has happened. During this process, the emergency event itself, the institution's initial response, effectiveness of communications, effectiveness of the Incident Command System Team, Emergency Response Team and the Recovery Teams and any related concerns will be discussed and evaluated. It is an opportunity to learn from experience and possibly avoid repeating mistakes. One of the immediate outcomes of the review will be to update the emergency plan since it is a living document.

Plan Maintenance

The Safety & Risk Manager is the Plan Administrator and shall coordinate the review of the plan. Each Recovery Team shall be responsible for reviewing their team responsibilities and making necessary changes. As stated above, the plan can also be updated as a result of any post-incident review process and as a result of information gained from plan training exercises. Recommendations arising from annual reviews will be submitted to the President's Cabinet for discussion and approval not later than June 30th of each year. Minor updates may be made by the Safety & Risk Manager at any time.

Departmental Risk Analysis Profile Updates

Each departmental supervisor shall review and update the Departmental Risk Analysis Profile, during even-numbered plan review years.

Plan Training Exercises

Plan training and reviews should be completed prior to May 31st of review years, so that any changes can be included in the June Cabinet review. All key employees should be included in the exercise. The exercise objectives are to:

- Ensure that the Incident Command System Team, Emergency Response Team and other Cabinet members are knowledgeable of their roles and responsibilities;
- Ensure that departmental employees are knowledgeable of their roles and responsibilities and have a good understanding of the University Business Continuity Plan;
- Ensure that individual Recovery Teams, Leaders and members are knowledgeable of team roles and responsibilities;
- Provide assurance that the plan will be effective, current and viable in the event of an emergency interruption of operations.

Distribution

- This plan is available in electronic format to all employees of the University through the Campus Safety Web site, <http://www.uhv.edu/Business/CampusSafety.asp>
- This plan is also available on the University of Houston-Victoria Emergency Information Web site hosted on the PIER system and is accessible at <http://www.uhvemergency.info>.
- It is the responsibility of each department to maintain a hard copy version, readily accessible in the event of an emergency since internet access may not be available during an emergency.
- Business Services will provide one hard copy to each member of the Incident Command System Team, President's Cabinet and Emergency Response Team member.