

UPEI Continuity Planning Guide

{To be used with the UPEI Continuity Planning Template}

Continuity Planning

It is essential that each department have an up-to-date business continuity plan so that the essential operations will safely continue with limited interruption. A continuity planning template is available for departments to use as a guide or initial starting point, when beginning the process of developing their own business continuity plans. Some issues to consider as you develop, review or further fine-tune your plans include:

1. What critical operations or business must continue, and can be done from a remote location (i.e. employee's home, secondary office location)?
2. Does your operation have a way to contact students, faculty, staff, other stakeholders if there is an event cancellation, class suspension, department closure, building closure?
3. Which employees must report to work, even if classes are canceled? Are employees cross trained in multiply job functions in the event someone is not able to perform critical tasks due to illness
4. If the university is not closed, but employees or students are away because of illness or taking care of relatives, how does that impact teaching and classes? business operations?
5. Have you coordinated your continuity plans with other departments that you may be relying upon for emergency services... Facilities Management, Computer Services, Ancillary Services, etc.?
6. Have you identified alternate suppliers and or service providers in the event that those contractors that you rely upon for essential supplies or services are unable to provide the necessary supplies/services during a local/regional outbreak?

{Refer to the *UPEI Continuity Planning Template*}

Department Profile

1. Name of department / unit – Enter your unit or department name
2. Type of department – For example: Instructional, Research, Admin or Support, Athletics, Student Services, etc.
3. This department / unit is a part of – Enter the name of the unit/college your department reports to.
4. Dept. contact for contingency plan – Enter the name of the individual(s) responsible for maintaining and updating your plan

Critical Functions List

5. Critical Function

Critical functions are functions normally performed by a department/unit that must be continued during an emergency in order for the department/unit to operate or provide needed services. List each of the critical functions that your department/unit performs in the *Critical Functions List*.

6. Priority Level

The *Priority Level* categorizes each listed critical function in terms of the necessity of continuing the function during an emergency. In preparing for a pandemic this can help you prioritize allocation of limited faculty and staff resources to maintain critical department/unit functions. Use the descriptions below to determine the level for each critical function.

Level 1: Must be continued during a pandemic at normal or increased service load. Cannot pause. Necessary for life, health, security, safety, emergency response, or provision of a campus-essential resource or service.

Level 2: Must be continued, even at reduced service load, if at all possible. Pausing completely will have serious consequences for the University and the department/unit.

Level 3: May pause if conditions demand, but must be restored to acceptable functionality as soon as possible. Acceptable functionality means the work is happening, even if in a struggling mode.

* For information on Campus-Essential Resources & Services see *Definitions* at the end of this document.

Complete a copy of the following sections (Critical Function Detail and Coping Strategies) for EACH critical function on the Critical Function List.

Critical Function Detail

7. Critical Function Name – Identify the critical function from your critical function list
8. Function Processes – List the important processes involved in performing this function. Processes are the steps involved in performing a function. Listing processes can help identify specific steps which are vulnerable to disruption due to high absenteeism.
9. Name of department/unit section(s) or personnel responsible for performing function – Does a specific section or specific personnel in your department/unit perform this function? Identify section or personnel here.

Coping Strategies

10. Staff re-assignment – Can some department/unit staff be re-assigned to help if you experience difficulty in performing this critical function?
11. Unique skills – Does this function require the unique skills of a single individual or records and files accessible to a single individual? What will your department/unit do if this individual is unavailable for several days? Options might include cross training or providing access to other staff members, cross coverage by other faculty, assistance by staff from another department/unit, outsourcing.
12. Working from home - Can this function be carried out working from home? If so, what equipment, supplies and other arrangements would be needed to make this possible?
13. Temporary workers – Can you contract with temporary workers to provide this function? If so, do you have these contracts in place to allow immediate implementation?
14. Overtime – Would having some staff members work overtime allow this function to be performed?
15. Limit services – If your faculty and/or staff are limited is it an option to defer this function temporarily?
16. Technology – Can existing technology be used to perform all or part of this critical function?
17. Other – Identify any other coping strategies which would assist your department/unit in maintaining this critical function.

Definitions

Functions are the services or products normally provided by a department/unit. Each function may involve several processes (the tasks or activities necessary to provide the function).

Critical Functions are functions normally performed by a department/unit. A function normally performed by a department/unit is critical if that function **must be continued during** an emergency.

Campus-Essential Resources & Services are resources and services necessary for the ongoing operations of the University during an emergency.

Campus-essential resources and services that:

- have a campus-wide effect on personnel, operations and department/unit services;
- must be provided continuously and cannot be stopped without serious consequences for the University; and
- are determined by University priorities - 1) protection of life; 2) mobilization of an organized response to an emergency; 3) protection of University property; and 4) continuation or restoration of mission-based educational, research and public service programs.

Campus-Essential Resources

- Heating / Cooling
- Water / Sewer
- Electrical Power
- Communications including campus telecommunications, e-mail, wireless, mail delivery, internet, etc.
- Campus wide IT network and data

Campus Essential Services

- Building & campus Safety – includes personal safety, structural safety, internal hazard safety (chemical, radiation, biohazard, etc), fire safety, building maintenance
- Building Security – includes protection against: unauthorized entry or access; theft; other criminal or potentially harmful activities
- Data Safety / Security – services related to the safeguarding or protection of critical campus data in all formats (paper, electronic, etc.)
- Data Accessibility – services which support or provide access to critical campus data
- Student Welfare – services essential to the wellbeing of students on campus during an emergency