Continuity Plan

Facilities Services - Facilities Employee Services

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Husky Ready 2017

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Introduction

Continuity planning is a process that helps us become prepared to continue or rapidly resume operations when faced with adverse events, or disasters.

Your departmental continuity plan:

- Identifies your department's Critical Functions.
- Documents the business impact of loss of these functions over periods of time.
- Describes how you might continue these functions under conditions of diminished resources.
- Contains key information that might be needed during and after a disaster-event.
- Includes Action Items designed to help your department become more prepared before an event occurs.

Table of Contents

1. General Information

Department	Facilities Services - Facilities Employee Services
Department description	
Major division	Finance and Facilities
Type of unit	UW Seattle-Administrative

Personnel count		
	0	Faculty and other academic appointees
	0	Residents/Fellows
	15	Staff (full-time)
	0	Staff (part-time, excluding students)
	0	Student Staff
	0	Volunteers
	0	Guests
	0	Other

Head of unit	Patti Colaizzo colaizp@uw.edu
Cost center	

Buildings	Building	Ownership	Notes
	FACILITIES SERVICES ADMINISTRATION BUILDING	owned	

Evacuation plans for all buildings?	Yes
Comments	

Critical Functions	1	FS employee resource for HR/LR, Payroll, Safety, Training	Critical 2

Definitions	Critical 1	must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. (Examples: inpatient care, police services)
	Critical 2	must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences. (Examples: provision of care to at-risk outpatients, functioning of data networks, at-risk research)
	Critical 3	may pause if forced to do so, but must resume in 30 days or sooner. (Examples: classroom instruction, research, payroll, student advising)
	Deferrable	may pause; resume when conditions permit. (Examples: elective surgery, routine building maintenance, training, marketing)

2. Critical Functions

2.1. Critical Function: FS employee resource for HR/LR, Payroll, Safety, Training

Description	Facilities Services (FS) Facilities Employee Services (FES) is comprised of four separate units: Human Resources/Labor Relations, Payroll, Safety, and Training.
Who performs this?	The HR/Labor Relations team supports all Facilities Services employees with matters including: advising, consulting and interpreting policies and procedures compensation, complaint investigations, corrective action, FMLA and disability accommodation, labor relations, leave administration, legal/risk management, new employee orientation, recruiting and retention, FS HR also provides effective ways of keeping FS employees up to date with changes in laws, policies and current events with monthly leadership meetings, weekly emails to FS leadership and the monthly newsletter. Payroll: The FS Payroll group processes bi-weekly payroll for all FS and Capital Projects employees and maintains payroll data including leave balances and employment information. Payroll also works with supervisors to facilitate new hire and separation processes and produces data tools to assist supervisors in managing leave administration. Safety: FS Safety oversees and works with other organizations and departments to develop and implement safety programs and best practices for FS including collaborating with EH&S and L&I. FES Safety also maintains Training Management Software (TMS). Training: FS Training group is responsible for developing a training curriculum and coordinating training throughout the organization. A new training center has been completed to house a new training academy which will be able to centralize much of the FS training that takes place on the UW campus.
Responsible person(s)	Director:Patti Colaizzo Assistant Director: Donna Schmidt Payroll Manager: Katie Savoie Safety Manager: Tracey Mosier Training Manager: Page Russell
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	
Downstream dependency comment	
Downstream dependencies	FS Employees

Possible consequences if this function is not continued or recovered quickly enough	**Consequence**	**Explanation**
	Well-being of faculty/staff	Not being able to submit payroll in a timely manner
	Legal harm to the institution	Production of Public Records Requests, Legal Requests and Labor Relations Requests may be compromised leaving the University open to lawsuits.

How to cope if usual space is not available	Most FES work can be completed for a limited time frame via remote access - assuming network access is still available from Nebula.
How to cope if 50% absenteeism of staff and faculty	Most FES staff has the ability to work remotely from home for a limited time frame. For that ability to function, each desktop computer must be turned on.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	
Can this function be performed fully or partly from home?	Yes.
How to cope if data network is not available	Without access to the Nebula network, it would not be possible to function remotely.
Any show stoppers?	Without access to the Nebula network, it would not be possible to function remotely.
Do any of these coping strategies expose the University to risk?	
Policy exceptions that may be needed	
Additional vulnerabilities	Loss of power across campus would make it impossible to work remotely from home.
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	
Action items for this function	See Action Item list in Section 6

3. Information Technology

3.1. Centrally-Owned Applications that are Critical for this Unit

Centrally-Owned applications are those whose technical owner is Central IT. The functional owner can be any department.

Application or System	Name	Criticality Level	Comment
Application or System	ETR/PTR- Time Reporting	Critical 2	
Application or System	MyChem		
Application or System	Workday	Critical 2	Central Payroll Program
Definitions	Critical 1	Cannot pause. Necessary to life, health, security. (Possible example: police dispatch system).	
	Critical 2	Failure will lead to imminent & very serious consequences. (Possible examples: data networks, email system, patient scheduling system, medical records system)	
	Critical 3	Can endure a pause, but ONLY for a short time. Must be recovered by some time sooner than 30 days. (Possible examples: financial system, payroll system, HR system, research administration systems, student systems, library systems, courseware).	
	Deferrable	Important, but we can function without this system for more than 30 days. (Possible examples: calendaring application, document imaging system, budget preparation software.)	

3.2. Department Applications that are Critical for this Unit

Department applications are those whose technical owner is our department or another department (but not Central IT)

3.2.1. Department application: Training Management System (TMS)

Functional owner	FES
Technical owner	UW IT
Type	Client/Server application

Backup frequency	Daily
Backup media	Other
Backup Method	Automatic
Database application?	Yes
Move data to or from core campus systems	No
If so, what campus systems?	
Departments that will be impacted by failure of this application	All FS departments
Technical expert(s)	FABS Senior Computer Specialist
Responsible for recovery	Nebula
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	No offsite storage
Location of installation disks & documentation	
Successful recovery been done?	N/A
Comment	

3.2.2. Department application: AiM

Functional owner	FS FABS
Technical owner	UW IT
Type	Mainframe application
Backup frequency	Daily
Backup media	Other

Backup Method	Automatic
Database application?	Yes
Move data to or from core campus systems	No
If so, what campus systems?	
Departments that will be impacted by failure of this application	All FS departments
Technical expert(s)	FABS Senior Computer Specialist
Responsible for recovery	Nebula
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	No offsite storage
Location of installation disks & documentation	
Successful recovery been done?	N/A
Comment	

3.2.3. Department application: MyChem

Functional owner	FS Safety
Technical owner	Tracey Mosier
Type	
Backup frequency	
Backup media	
Backup Method	
Database application?	

Move data to or from core campus systems	
If so, what campus systems?	
Departments that will be impacted by failure of this application	
Technical expert(s)	
Responsible for recovery	
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	
Successful recovery been done?	
Comment	

3.3. Department Servers

No department servers are entered for this plan.

3.4. Workstations

3.4.1. Workstation Backup

Backup Method	Percent of Workstations Using this Backup Method	Comment
Automated backup by central IT (via network)	100%	

3.4.2. Workstation Support

Workstation Support Provided By	Comment
Technicians employed by department	Clayton Brainerd

Technicians from another department	FABS Senior Computer Specialists FABS Manager of IT

3.5. Recovery Strategies for IT

Where will you quickly purchase new workstations, servers, or other hardware?	eProcurement, or local retailer as the need requires
When your support technicians rebuild your workstations or servers in the new location (on the new hardware), where will they find the systems software, applications software, and related documentation that they will need?	All necessary software is available online via UW IT
Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)	None
Will your technical support staff be adequate in numbers & skills to rebuild your systems quickly? Will they be available? Do they have other clients to serve?	Yes
Are there any other obstacles that could hinder the quick re-establishment of your critical IT services?	None
Visualize now a flu pandemic. If all staff were requested to work from home (where possible) for a couple of months to minimize contagion, what would you have to do to enable & support their IT? (Presume the users all have adequate computers at home, plus broadband connections.) Be specific, and estimate how long it would take to get them set up & running.	FES has already taken steps to make sure each employee has as needed remote access to their work computer and programs
When IT systems become unavailable for an extended time, people use workarounds – paper forms to gather data, snail-mail, chalkboard instead of PowerPoint. In the collection of IT applications & systems that you support, are there any that could not somehow be "worked around" for a few weeks or months? Explain.	Working around the payroll IT applications would be extremely difficult but paper timecards could be used in a worse case senario

3.6. Action Items for IT

See Action Item List in Section 6

4. Key Resources

4.1. Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff?	Yes
Who holds copies of the emergency contact list? (Be specific)	Patti Colaizzo, Donna Schmidt, Tracey Mosier, Katie Savoie, Clayton Brainerd
Who updates the emergency contact list?	Above list
Who knows how to check messages on your department's main phone line?	Each FES employee has their own phone and can access remotely, there is not a department central phone line
Who knows how to record a greeting on your department's main phone line?	N/A
Who can post messages on your department's web site (i.e., do the actual mechanics)?	Clayton Brainerd, Katie Savoie
Do your staff use any shared passwords that should be kept available?	No
Comment	

4.2. Key People in Your Unit

Name	Patti Colaizzo
Title of function	Director
Special skill	
Special role	First leadership successor
Additional comment	

Name	Clayton Brainerd
Title of function	HR Analyst
Special skill	Evacuation Director
Special role	Second leadership successor, Third leaderships successor
Additional comment	IT desktop support for FES

Name	Donna Schmidt
Title of function	Assistant Director
Special skill	
Special role	Second leadership successor
Additional comment	

Name	Katie Savoie
Title of function	Payroll Manager
Special skill	
Special role	Third leaderships successor
Additional comment	

Name	Page Russell
Title of function	Training Manager
Special skill	IT Abilities
Special role	Third leaderships successor

Additional comment	

Name	Tracey Mosier
Title of function	Safety Manager
Special skill	Evacuation Warden
Special role	Third leaderships successor
Additional comment	

4.3. Work From Home

The capabilities of some faculty & staff to connect from home are listed below.

Name	Entire staff
Position	Staff
Home broadband connection?	Yes
Currently does connect from home?	Yes
Must office computer be running?	Yes
Additional comment	

4.4. Teams

These are important teams on which departmental faculty and/or staff participate.

Name	FES Payroll
Purpose	Processes all aspects of payroll for Facilities Services
Members	Blair Kaufer, Donna Schmidt, Katie Savoie, Lohoa Do, Mary Dunlap, Val Sunga

Additional comment	All team members are able to work remotely from home with access to all critical software

Name	FES Human Resouces/Labor Relations
Purpose	Manage & deliver services for employee leave and accommodations Monitor employment processes and labor relations Conduct employee relations and organization improvement activities Provide supervisory & management training and development Provide professional human resources guidance Produce and disseminate organization policies and procedures Conduct customer relations and communication activities
Members	Anne Marie Marshall, Donna Schmidt, Patti Colaizzo, Reggie Taschereau
Additional comment	

Name	FSAB Evacuation Wardens
Purpose	Responisble for safely evacuating FS Admin Building in the case of an emergency and to participate in yearly drills
Members	Chris Pennington, Clayton Brainerd, Tracey Mosier
Additional comment	

4.5. Skills

These skills that may be needed post-disaster to perform our unit's critical functions.

Skill	Description	Additional comment
CPR	Basic CPR as taught for lay-responders from the Red Cross, American Heart Association or similar organization.	
EOC: Command	EOC responder who works in the command section with the EOC Manager/Incident Commander.	
Evacuation Warden	Trained as an evacuation warden through the University of Washington's EH&S department.	
First Aid	Basic First as taught for lay-responders from the Red Cross or similar organization.	

4.6. Staffing Requirements

This list displays both
- numbers of staff who may be REQUIRED during crisis, and
- numbers of staff who may be AVAILABLE FOR REASSIGNMENT during crisis

Definitions
- Critical 1: must continue (life, health, security)
- Critical 2: must continue, perhaps in reduced mode
- Critical 3: pause if forced, but must resume in 30 days or sooner
- Deferrable: resume when conditions permit

Function	Criticality Level	Category of Staff	Shift	FTE required under normal conditions	FTE required during crisis	FTE who may be available for reassignment
FS employee resource for HR/LR, Payroll, Safety, Training	2	Professional Staff	Standard (M-F, University business hours)	15.0	8.0	7.00
Totals				**15.00**	**8.00**	**7.00**

4.7. Staff of Other Units

No staff from other units are entered in this plan.

4.8. Stakeholders

No stakeholders are entered for this plan.

4.9. Documents

See Document List

4.10. Equipment and Supplies

Minimum equipment needed to carry out all critical functions.

4.10.1 Office Equipment

	Minimum Number	Additional comment
Workstation (includes desktop computer, network connection, table, chair)	8	
Laptop Computer (car charger advised)	0	
Telephone (hard-wired)	8	
Printer	2	
Fax	2	
Copier	1	
Scanner	1	
Server	0	

4.10.2 Other Equipment

Major Items Only	

4.10.3 Supplies

Necessary Consumables	
Inventory or Stockpiling Considerations	

4.11. Facilities and Transportation

Facilities (special needs beyond office-classroom-lab needs)		
Utilities (very important to the functioning of the department)	**Utility**	**Additional comment**
	Seattle City Light	
	UW Seattle Campus Power Plant	
	Seattle Public Utilities-Water	
	Seattle Public Utilities-Sewer	
Transportation (special transportation needs)		
Other Resources		

5. Action Items

No action items are entered for this plan.

6. Documents

These documents have been identified as important for continuing our critical functions.

Name	FSAB EEOP
Description	FSAB EEOP
Medium	Electronic (computer)
Location	I drive
Owner (department)	FES
Contact person(s)	Clayton Brainerd
Backup measures	FSAB EEOP Flashdrive
Comment	
Uploaded in this tool?	Yes

Name	FSAB Contact List
Description	FSAB Contact List
Medium	Electronic (computer)
Location	I drive
Owner (department)	FES
Contact person(s)	Clayton Brainerd
Backup measures	FSAB Flashdrive
Comment	
Uploaded in this tool?	Yes