

# Continuity Plan

# Facilities Services - AVP

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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.

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# 1. General Information

Department	Facilities Services - AVP		
Department description			
Major division	Finance and Facilities		
Type of unit	UW Seattle-Administrative		
Personnel count	0	Faculty and other academic appointees	
	0	Residents/Fellows	
	3	Staff (full-time)	
	0	Staff (part-time, excluding students)	
	0	Student Staff	
	0	Volunteers	
	0	Guests	
	0	Other	
Head of unit	John Chapman jchapman@uw.edu		
Cost center			
Buildings	<b>Building</b>	<b>Ownership</b>	<b>Notes</b>
	FACILITIES SERVICES ADMINISTRATION BUILDING	owned	
Evacuation plans for all buildings?	Yes		
Comments	This is the overall Husky plan for Facilities Services (FS). FS is comprised of the following departments: AVP, Building Services (BSD), Campus Engineering & Operations (CE&O), UW Emergency Management (UWEM), Finance & Business Services (FABS), Facilities Maintenance & Construction (FMC), Facilities Employee Services (FES), Integrated Operations & Engagement (IOE), and Transportation Services (TS). Each department has developed its own Husky Ready plan that will roll up into this plan.		

Critical Functions	1	AVP of Facilities Services	Critical 1
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: AVP of Facilities Services

Description	Top administrator for Facilities Services will coordinate with all other Facilities Services departments to respond to any given crisis.	
Who performs this?	AVP	
Responsible person(s)	John Chapman	
Peak periods		
Comment	FS departments have 24/7 responsibilities across campus.	
Documents	See Documents list	
Upstream dependency comment		
Upstream dependencies		
Downstream dependency comment		
Downstream dependencies	Entire UW campus depends on FS for continued ability to execute its mission of teaching and research	
Possible consequences if this function is not continued or recovered quickly enough	<b>Consequence</b>	<b>Explanation</b>
	Well-being of faculty/staff	
	Well-being of students	
	Payment deadlines unmet	
	Loss of revenue	
	Impact to other units	
	Impact on important business partners	
How to cope if usual space is not available	Remote computer access	

How to cope if 50% absenteeism of staff and faculty	
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?	All AVP staff are able to work remotely from home.
How to cope if data network is not available	Home phones, cell phones, paper communication, FS Motorola radio dispach system, FS paging dispach system
Any show stoppers?	
Do any of these coping strategies expose the University to risk?	
Policy exceptions that may be needed	
Additional vulnerabilities	
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	AVP leadership is essential for Facilities Services to continue to perform its mission.
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
	UW Email - Exchange	Critical 1	
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)

No department applications are entered for this plan.

#### 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
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Automated backup by central IT (via network)	100%
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### 3.4.2. Workstation Support

Workstation Support Provided By	Comment
Technicians from another department	

### 3.5. Recovery Strategies for IT

Where will you quickly purchase new workstations, servers, or other hardware?	UW eProcurement
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?	UW Nebula Services
Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)	No
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?	No
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.	Already established
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.	

### 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)	John Chapman, Debra Hanna, Goldie Pontrelli
Who updates the emergency contact list?	Debra Hanna, Goldie Pontrelli
Who knows how to check messages on your department's main phone line?	All staff
Who knows how to record a greeting on your department's main phone line?	All staff
Who can post messages on your department's web site (i.e., do the actual mechanics)?	FS IT
Do your staff use any shared passwords that should be kept available?	No
Comment	

### 4.2. Key People in Your Unit

Name	John Chapman
Title of function	Interim AVP
Special skill	
Special role	First leadership successor
Additional comment	

Name	Debra Hanna
Title of function	Assistant to AVP
Special skill	
Special role	Second leadership successor
Additional comment	

Name	Goldie Pontrelli
Title of function	Admin Assistant
Special skill	
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	FS AVP Staff
Position	Staff
Home broadband connection?	Yes
Currently does connect from home?	Yes
Must office computer be running?	No
Additional comment	

### 4.4. Teams

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

Name	FS Directors
Purpose	AVP would meet with each FS department Director to coordinate response to any given emergency.
Members	Anne Eskridge, Damon Feters, Gene Woodard, Jim Angelosante, John Chapman, Jon Parkin, Patti Colaizzo, Steve Charvat
Additional comment	Each FS department has its own plan and recovery strategy in place.

## 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
AVP of Facilities Services	1	Professional Staff	Standard (M-F, University business hours)	3.0	2.0	1.00
<b>Totals</b>				<b>3.00</b>	<b>2.00</b>	<b>1.00</b>

#### 4.7. Staff of Other Units

These are staff of other units whom you may need to contact.

Name	Ana Mari Cauce
Department/Org	President
Work phone	206 543-5010
Mobile phone	
Email	cauce@uw.edu
Address	Gerberding Hall
Fax	
Additional comment	

#### 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)	3	AVP, Assistant to the AVP & Admin Assistant
Laptop Computer (car charger advised)	1	Assistant to the AVP
Telephone (hard-wired)	3	
Printer	3	
Fax	0	
Copier	1	
Scanner	1	
Server	0	

#### 4.10.2 Other Equipment

Major Items Only	
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#### 4.10.3 Supplies

Necessary Consumables	
Inventory or Stockpiling Considerations	

#### 4.11. Facilities and Transportation

Facilities (special needs beyond office-classroom-lab needs)	
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	<b>Utility</b>	<b>Additional comment</b>
Utilities (very important to the functioning of the department)	Seattle City Light	
	Seattle Public Utilities- Water	
	Seattle Public Utilities- Sewer	
Transportation (special transportation needs)		
Other Resources		

## 5. Action Items

5.1. The office of FS AVP has taken appropriate steps to enable its core function to continue.

Assigned To	
Due Date	
Supports this Critical Function	AVP of Facilities Services
Estimated Cost	
Cost Frequency	
Within Whose Scope	
Details	
Status	Completed
Date Entered	2013-04-04

## 6. Documents

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

Name	FSAB EEOP 10-17
Description	Emergency Evacuation Operations Plan
Medium	Electronic (computer)
Location	I drive
Owner (department)	FES
Contact person(s)	
Backup measures	Flash drive
Comment	
Uploaded in this tool?	Yes