Continuity Plan

Facilities Services - Transportation 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.

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1. General Information

Department	Facilities Services - Transportation 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
	106	Staff (full-time)
	0	Staff (part-time, excluding students)
	60	Student Staff
	0	Volunteers
	0	Guests
	19	Other

Head of unit	Josh Kavanagh Director joshkav@uw.edu
Cost center	Fleet Services, Shuttles, UPASS, Parking

Buildings	Building	Ownership	Notes
	CENTRAL PLAZA GARAGE	owned	
	MCMAHON PARKING GARAGE	owned	
	PADELFORD HALL	owned	Parking
	PADELFORD PARKING GARAGE	owned	
	PARKING AREAS	owned	
	PARKING GARAGE-W45 (UW TOWER GARAGE B)	owned	

PARKING GARAGE-W46 (UW TOWER GARAGE A)	owned	
PARKING LOT -W49 (UW TOWER SURFACE LOT–BLDG C)	owned	
PARKING LOT -W50(UW TOWER SURFACE LOT A)	owned	
PARKING LOT C-07	owned	
PARKING LOT C-08	owned	
PARKING LOT C-10	owned	
PARKING LOT C-12	owned	
PARKING LOT C-13	owned	
PARKING LOT C-14	owned	
PARKING LOT C-15	owned	
PARKING LOT C-16	owned	
PARKING LOT C-17	owned	
PARKING LOT C-18	owned	
PARKING LOT C-19	owned	
PARKING LOT E-01	owned	
PARKING LOT E-02	owned	
PARKING LOT E-03	owned	
PARKING LOT E-04	owned	
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PARKING LOT E-09	owned	
PARKING LOT E-10	owned	
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PARKING LOT E-13	owned	
PARKING LOT E-14	owned	
PARKING LOT E-16	owned	
PARKING LOT E-17	owned	
PARKING LOT E-18	owned	
PARKING LOT E-97	owned	
PARKING LOT E-98	owned	
PARKING LOT N-01	owned	
PARKING LOT N-02	owned	
PARKING LOT N-03	owned	
PARKING LOT N-04	owned	
PARKING LOT N-05	owned	
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PARKING LOT N-24	owned	
PARKING LOT N-25	owned	
PARKING LOT N-26	owned	
PARKING LOT N-28	owned	
PARKING LOT S-05	owned	
PARKING LOT S-06	owned	
PARKING LOT S-07	owned	
PARKING LOT S-08	owned	
PARKING LOT S-09	owned	
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PARKING LOT S-12	owned	
PARKING LOT S-99	owned	
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PARKING LOT W-04	owned	
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PARKING LOT W-14	owned	
PARKING LOT W-19	owned	
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PARKING LOT W-28	owned	
PARKING LOT W-29	owned	
PARKING LOT W-34	owned	
PARKING LOT W-35	owned	
PARKING LOT W-39	owned	

PARKING LOT W-39	owned	
PARKING LOT W-40	owned	
PARKING LOT W-41	owned	
PARKING LOT W-42	owned	
PARKING LOT W-44	owned	
PARKING LOT W-4V	owned	
PARKING LOT W-99	owned	
PARKING LOT-W47 (UW TOWER SURFACE LOT 1/LOT R)	owned	
PARKING LOT-W48 (UW TOWER SURFACE LOT 2/LOT S)	owned	
PORTAGE BAY BUILDING	owned	Transportation Services Center
PORTAGE BAY PARKING FACILITY (UNIVERSITY TRANSPOR	owned	
TRIANGLE PARKING GARAGE	owned	Transportation manages equipment only

Evacuation plans for all buildings?	Yes
Comments	Other Staff reflects Tempoary Staff.

Critical Functions	1	TS Critical Administration Functions-Administration	Critical 2
	2	Customer/Public Information Communication and Press Release	Critical 2
	3	Cash Deposits-Accounting	Critical 2
	4	Payroll-Accounting	Critical 2
	5	UPASS Operations-Commute Options	Critical 2
	6	Student Registration holds-Accounting	Critical 2
	7	Transportation Facilities Operations-Facilities	Critical 2
	8	Vehicle rental, lease and maintenance services-Fleet Service	Critical 2
	9	HSE-Shuttles	Critical 2
	10	Dial-A-Ride/Night Ride/SLU Shuttles	Critical 2
	11	Parking Sales-S&A	Critical 2
	12	Special Events-Facilities	Critical 3
	13	Van Pool/Bike Locker Services-Commute Options	Critical 3
	14	Parking violations, appeals and adjudication-S&A	Critical 3
	15	Transportation Improvement Major In-Process Projects-TIP	Critical 3
	16	Purchasing/Reconciliation/Accounts Payable-Accounting	Critical 3
	17	Parking Enforcement-Operations	Critical 3
	18	TS Human Resource Functions-Administration	Critical 3

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: TS Critical Administration Functions-Administration

Description	Manage emergency contact list, evacuation plans, department MOU/Lease/Contracts, Transportation (Portage Bay) building coordination. Coordinator Director, Assistant Director, and Deputy Director's schedules.
Who performs this?	Administrative Group
Responsible person(s)	Administrative Group-See phone list attached in the documents section.
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, FS Facilities Services
Downstream dependency comment	
Downstream dependencies	TS Directors and Managers, TS Customers visiting TS Building

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Impact to other units	All TS work units and employees seeking department information and access to TS building

How to cope if usual space is not available	Administrative staff can work from home with access to remote computer set up. Make shift office can be set up at another available location on campus.
How to cope if 50% absenteeism of staff and faculty	Focus on critical administration functions. Rely on TS work unit managers and supervisor for back-up coverage.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Limited personnel such as Ida Boeckstiegel and the Directors have keys to the TS building and authorization to change building alarm security systems. Administrative group and Directors have authorization to sensitive department files.
Can this function be performed fully or partly from home?	Administrative staff can work from home with access to remote computer set up.

How to cope if data network is not available	Store critical information on thumb drive to be held by Ida Boeckstiegel.
Any show stoppers?	No.
Do any of these coping strategies expose the University to risk?	No
Policy exceptions that may be needed	None
Additional vulnerabilities	No.
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Critical administrative functions will depend on needs of the directors.
Action items for this function	See Action Item list in Section 6

2.2. Critical Function: Customer/Public Information Communication and Press Release

Description	Coordinate and deliver Transportation Services' communication and public information.
Who performs this?	TS Communications
Responsible person(s)	TS Communications-See phone list under Administration section
Peak periods	April, September
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, TS Management, UW Marketing and Communication, FS Marketing and Communication
Downstream dependency comment	
Downstream dependencies	TS Customers, UW Community re: public transportation information

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Impact on important business partners	UW Departments relying on info. from TS and TS Work units and
How to cope if usual space is not available	Work from home option available if remote connection is available. Or, use of another UW location with computer and network needs.	
How to cope if 50% absenteeism of staff and faculty	Reallocate effort to handle priority transactions only.	
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Unique skills - updating web pages and crafting public notices. TS Management and Business Systems will provide coverage.	
Can this function be performed fully or partly from home?	Work from home option available if remote connection is available.	
How to cope if data network is not available	Option to develop signage plan.	
Any show stoppers?	Need email and/or internet, and network to disseminate notices.	
Do any of these coping strategies expose the University to risk?	No.	
Policy exceptions that may be needed	None.	
Additional vulnerabilities	No.	
If temporary closure is declared, is it possible to stop doing this function?	No	
Comments	Service needed to disseminate critical communications.	
Action items for this function	See Action Item list in Section 6	

2.3. Critical Function: Cash Deposits-Accounting

Description	Deposits of parking related cash revenue generated from TS Sales and Administration Office, gatehouses, and parking machines.
Who performs this?	Accounting Office

Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	January, February, March, April, May, June, October, November, December
Comment	Relational to academic year activities
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Public Transportation, Campus Safety/Security, Police, Facilities-Power, Facilities-Water, UW-IT, TS Parking Operations, TS Sales and Administration, TS Facilities, TS Special Events
Downstream dependency comment	
Downstream dependencies	Transportation Services Department

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Loss of revenue	Aged deposits
	Other (please explain)	Cash in parking equipment not emptied

How to cope if usual space is not available	No plan.
How to cope if 50% absenteeism of staff and faculty	Other non-critical functions in accounting will be reduced to cover cash deposits.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Accounting staff are cross trained on cash deposits. Cash deposit SOP is uploaded in Husky Ready as last plan option.
Can this function be performed fully or partly from home?	No. Cash deposits require a person to count and deposit cash.
How to cope if data network is not available	Use of manual ledger.
Any show stoppers?	No.
Do any of these coping strategies expose the University to risk?	No
Policy exceptions that may be needed	None

Additional vulnerabilities	No
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Function is dependent on whether parking fees will be collected from parking garages and in TS Sales and Administration counter.
Action items for this function	See Action Item list in Section 6

2.4. Critical Function: Payroll-Accounting

Description	Payroll coordination for classified/temp staff and processing of payroll for hourly staff.
Who performs this?	Accounting
Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	FS Payroll Department, UW Payroll Department
Downstream dependency comment	
Downstream dependencies	TS Hourly Employees

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Departure of staff	Hourly employees will not be paid
	Payment deadlines unmet	Unpaid payroll
	Legal obligations unmet	Unpaid labor

How to cope if usual space is not available	No plan.

How to cope if 50% absenteeism of staff and faculty	Other non-critical functions in accounting will be reduced to payroll.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Accounting staff are cross-trained on critical accounting functions.
Can this function be performed fully or partly from home?	Yes however, dependent on power and network availability.
How to cope if data network is not available	Use of manual ledger and hand carry documents to central payroll.
Any show stoppers?	UW Central Payroll department is essential.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	Late payroll payment exception to be authorized by labor relations.
Additional vulnerabilities	
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Dependent on whether temporary employees are being deployed to work. Permanent staff are automatically paid through UW Central Payroll department.
Action items for this function	See Action Item list in Section 6

2.5. Critical Function: UPASS Operations-Commute Options

Description	Transit administration for UPass system. Orca system troubleshooting coordination between TS S&A and UPass customer.
Who performs this?	Commute Options
Responsible person(s)	Commute Options-See phone list under Administration section.
Peak periods	January, February, March, April, May, June, September, October, November
Comment	Follows peak academic activity.

Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Public Transportation, Facilities-Power, Facilities-Water, UW-IT, King County Metro Transit Agency, UW Wheels System, Orca System, UW Student Database System, Safe public roads and bridges
Downstream dependency comment	
Downstream dependencies	UW employee and student UPass holders

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Disruption of teaching	Transportation impediment
	Disruption of research	Transportation impediment
	Disruption of patient care	Transportation impediment
	Payment deadlines unmet	Quarterly payments to transit agencies
	Loss of revenue	UPass revenue
	Impact to other units	All UW departments with employees and students who rely on UPass for transportation
	Impact on important business partners	Washington state transit agencies

How to cope if usual space is not available	Work from home option available if remote connection is available. Use of another UW location with computer and network needs.
How to cope if 50% absenteeism of staff and faculty	Reallocate effort to handle priority transactions only.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Due to personal privacy security of commute patterns, only three employees in Transportation have access to the Orca system for UPASS troubleshooting: Christopher Browder, Stephanie Parkins and Michelle Zeidman. Other option is to contact the transit agencies for assistance.
Can this function be performed fully or partly from home?	Working from home is possible with remote connect option.
How to cope if data network is not available	Cannot perform work without Orca system running. Josh Kavanagh will need to seek exception from transit agencies for them to honor husky card as a flash pass in event of a crisis.

Any show stoppers?	Network cause Orca/Husky card system to fail.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	Transit agencies my need to grant policy exception for using Husky card as a flash pass in event of system failure. Josh Kavanagh will lead discussion with Transit agency for exemption.
Additional vulnerabilities	No.
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	UW essential employees will still need access to public transportation.
Action items for this function	See Action Item list in Section 6

2.6. Critical Function: Student Registration holds-Accounting

Description	Removing student registration holds from the Central Student Database.
Who performs this?	TS Accounting
Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	March, September, December
Comment	Peak during registration periods.
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT
Downstream dependency comment	
Downstream dependencies	UW Students with registrations on hold due to parking fines

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Departure of students	Students won't be able to register for class
	Other (please explain)	Student alumni will not be able to get transcript
How to cope if usual space is not available	Staff can work from home if network is running.	
How to cope if 50% absenteeism of staff and faculty	Other non-critical functions in accounting will be reduced to cover cash deposits.	
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?	Accounting staff are cross-trained on critical accounting functions,	
How to cope if data network is not available	Manual calls to the Student Services office.	
Any show stoppers?		
Do any of these coping strategies expose the University to risk?	No.	
Policy exceptions that may be needed	No.	
Additional vulnerabilities	No.	
If temporary closure is declared, is it possible to stop doing this function?	Yes	
Comments		
Action items for this function	See Action Item list in Section 6	

2.7. Critical Function: Transportation Facilities Operations-Facilities

Description	Maintain physical assets of parking structure and system operating and available for use.

Who performs this?	TS Facilities
Responsible person(s)	TS Facilities-See phone list under Administration section.
Peak periods	January, February, March, April, May, June, October, November, December
Comment	Follows academic peak periods.
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Public Transportation, Campus Safety/Security, Facilities-Power, Facilities-Water, UW-IT, FS Grounds and Maintenance work unit, Fleet Services for vehicle maintenance and fuel, Phone network for communications, Physical access to UW buildings
Downstream dependency comment	
Downstream dependencies	All UW employees, students, contractors and visitors who use the UW parking structure, EEOC - Serve as an emergency backup to essential safety/transportation services

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Disruption of teaching	May pose parking impediment
	Disruption of research	May pose parking impediment
	Disruption of patient care	May pose parking impediment
	Loss of revenue	Revenue cannot be generated w/o available parking structure
	Legal obligations unmet	Outstanding facility contract agreement and leased parking agreements
	Impact to other units	EEOC, Police and Fire may not have back up support from TS Facilities employees
	Other (please explain)	Sanitation of parking structures will be compromised w/o Facilities employees

How to cope if usual space is not available	Set up alternate arrangement in available covered parking garage.
How to cope if 50% absenteeism of staff and faculty	Focus on priority needs only. Focus on cleaning. Reduce routine maintenance and service expectations.

What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Fixing of parking equipment requires maintenance mechanic level knowledge. Back up staffing can be supported by Fleet Services and Facilities Services mechanics.
Can this function be performed fully or partly from home?	All functions require employees to be at work.
How to cope if data network is not available	Manual processes.
Any show stoppers?	Lack of vehicles, fuel, and parking supply inventory.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	May need safety/hazard working condition exceptions. UW HR will have the authority to grant these labor exceptions.
Additional vulnerabilities	Structural integrity of the parking facilities structure may prevent work from functioning.
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	TS facilities work unit may be called into emergency activation support by the EEOC.
Action items for this function	See Action Item list in Section 6

2.8. Critical Function: Vehicle rental, lease and maintenance services-Fleet Service

Description	Vehicle maintenance, lease and rental services to campus community.
Who performs this?	Fleet Services
Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	May, October
Comment	Pool hourly rental peak period for academic vehicle needs.
Documents	See Documents list
Upstream dependency comment	

Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, Associated Petroleum-fuel vendor
Downstream dependency comment	
Downstream dependencies	UW Police, UW Shuttles, UW Departments with assigned vehicles, UW Departments who need access to Fleet vehicles

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Disruption of research	Researchers who use fleet vehicles for field research
	Disruption of patient care	UW Shuttles, Medical staff who use fleet vehicles to transport patients
	Well-being of faculty/staff	UW catering vehicles will not be able to deliver food to campus community
	Well-being of students	UW catering vehicles will not be able to deliver food to dorms
	Payment deadlines unmet	Outstanding encumbrance obligations
	Loss of revenue	Fleet is self-sustaining
	Legal obligations unmet	Underground fuel storage tanks regulated by Department of Ecology, emissions regulation, EPACT alternative fuel reporting
	Impact to other units	All UW departments who need vehicles
	Impact on important business partners	UW Shuttles, Police, Housing, Emergency Operations, Facility Services

How to cope if usual space is not available	Relocate to offsite shop or work outside. Distribute fuel credit cards for offsite fueling.
How to cope if 50% absenteeism of staff and faculty	Focus on priority needs. Increase vehicle maintenance turnaround time. Seek coverage from Facilities Services equipment maintenance staff. Supplement with temporary staffing (mechanics and office staff).
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Mechanics with automotive experience.
Can this function be performed fully or partly from home?	Office staff can work from home. Mechanics require equipment and tools.

How to cope if data network is not available	Manual systems.
Any show stoppers?	Working vehicles.
Do any of these coping strategies expose the University to risk?	No
Policy exceptions that may be needed	No
Additional vulnerabilities	No
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Fleet provides vehicles, fuel and maintenance for essential services.
Action items for this function	See Action Item list in Section 6

2.9. Critical Function: HSE-Shuttles

Description	Shuttle transportation between UWMC to Harborview for staff, students and UWMC/Harborview patients.
Who performs this?	UW Shuttles
Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, UW-IT, UW Fleet Services, Public Roadways, Public transportation infrastructure
Downstream dependency comment	
Downstream dependencies	UWMC, Harborview, Health Sciences Department

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Disruption of research	Transportation impeded
	Disruption of patient care	Transportation impeded
	Well-being of faculty/staff	Transportation impeded
	Well-being of students	Transportation impeded
	Impact to other units	Health Sciences, UWMC, Harborview, UW Tower, UW Roosevelt Clinic
How to cope if usual space is not available	Work out of Fleet or the Medical Center	
How to cope if 50% absenteeism of staff and faculty	Operating shuttles at lower frequency. Seek driver coverage from Fleet Services and Moving and Surplus CDL driver pool. Increase services from shuttle vendor.	
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	HSE Shuttle drivers require CDL license. Contingencies are to seek CDL driver coverage from Fleet Services and Moving Services. Look to use vendor contracted shuttle services.	
Can this function be performed fully or partly from home?	Administrative staff can work from home however, drivers must be on campus.	
How to cope if data network is not available	Radio and cell phone. Communicate in person.	
Any show stoppers?	Shuttle bus, fuel, maintenance, public road infrastructure.	
Do any of these coping strategies expose the University to risk?		
Policy exceptions that may be needed	UW Shuttle Service board and de-board policy/authorizer Josh Kavanagh UW Shuttle Service route deviation policy/authorizer Josh Kavanagh	
Additional vulnerabilities	Government proclamations regarding use of public road infrastructure.	
If temporary closure is declared, is it possible to stop doing this function?	No	
Comments	UWMC and Harborview are essential services that do not stop operations.	
Action items for this function	See Action Item list in Section 6	

2.10. Critical Function: Dial-A-Ride/Night Ride/SLU Shuttles

Description	Shuttle transportation services for UW faculty/staff/students with disabilities, safe night shuttle transportation for UW faculty/staff/students, shuttle transportation services for SLU faculty/staff between SLU, Harborview and UWMC.
Who performs this?	UW Shuttles
Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	January, February, March, April, May, June, October, November, December
Comment	Peak period applies to Night Ride and Dial-a-Ride.
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, UW-IT, UW Fleet Services, Public Roadways, Shuttle vendor services, Public transportation infrastructure
Downstream dependency comment	
Downstream dependencies	UWMC, Harborview, SLU, Health Sciences Department

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Disruption of research	Transportation impeded
	Disruption of patient care	Transportation impeded
	Well-being of faculty/staff	Transportation impeded
	Well-being of students	Transportation impeded
	Legal harm to the institution	Lack of disability and night safety transportation concerns
	Impact to other units	Health Sciences, UWMC, Harborview, SLU
	Impact on important business partners	IMA - 60% of Night Ride passengers board at IMA, UW Tower and Roosevelt clinic would not receive service
	Other (please explain)	Dial-a-Ride passengers would not receive service; Interoffice contractual obligations between UWMC, SLU, Universal UPASS (for Night Ride passengers)

How to cope if usual space is not available	Work out of Fleet or the Medical Center.
How to cope if 50% absenteeism of staff and faculty	Administrative staff can work from home. Vendor services are contracted for SLU and Night Ride services. Contingencies are to seek van driver coverage from Fleet Services and Moving Services. Look to increase vendor contracted shuttle services or mobilize Fleet vans for coverage if vendor services are impeded.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Drivers require van driver training. Contingencies are to seek van driver coverage from Fleet Services and Moving Services.
Can this function be performed fully or partly from home?	Administrative staff can work from home however, drivers must be on campus.
How to cope if data network is not available	Radio and cell phone. Communicate in person.
Any show stoppers?	Shuttle bus, fuel, maintenance, public road infrastructure.
Do any of these coping strategies expose the University to risk?	

Policy exceptions that may be needed	UW Shuttle Service board and de-board policy/authorizer Josh Kavanagh UW Shuttle Service route deviation policy/authorizer Josh Kavanagh
Additional vulnerabilities	Government proclamations regarding use of public road infrastructure.
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Dependent on SLU/Roosevelt/UW Tower and Dial-a-Ride needs. Night Ride can cease to stop based on campus closure.
Action items for this function	See Action Item list in Section 6

2.11. Critical Function: Parking Sales-S&A

Description	Sale of parking permits and upass to UW employees, students, visitors and UW contractors.
Who performs this?	TS Sales and Administration
Responsible person(s)	See phone list under Administration section
Peak periods	January, March, April, August, September, December
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, Orca System, McGann System, Paypal System, UWIT Wheels Programmer, TS Operations, TS Accounting
Downstream dependency comment	
Downstream dependencies	UW employees, students, visitors and contractors who need parking or upass, TS Special Events, TS Accounting

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Payment deadlines unmet	Outstanding parking violation payments cannot be made,
	Loss of revenue	Sales obstructed,
	Legal obligations unmet	Some WAC transportation policies regarding "terms of use" may be violated,
	Other (please explain)	Parking citation appeal deadlines cannot be honored,

How to cope if usual space is not available	Work from another designated location on campus. Seek help from TS Commute options.
How to cope if 50% absenteeism of staff and faculty	S&A staff highly cross trained. Focus on priority work only.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Due to personal privacy security of commute patterns, only three employees in Transportation have access to the Orca system for UPASS troubleshooting: Christopher Browder, Stephanie Parkins and Michelle Zeidman. Other option is to contact the transit agencies for assistance.
Can this function be performed fully or partly from home?	Yes. Computer and remote access.
How to cope if data network is not available	Manual systems (e.g. permits, bus tickets) when applicable. Cannot sell Upass w/o networks access. Josh Kavanagh will need to seek exception from transit agencies for them to honor husky card as a flash pass in event of a crisis.
Any show stoppers?	Access to Orca system.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	Transit agencies my need to grant policy exception for using Husky card as a flash pass in event of system failure. Josh Kavanagh will lead discussion with Transit agency for exemption.
Additional vulnerabilities	No.
If temporary closure is declared, is it possible to stop doing this function?	Yes
Comments	Other TS units such as Business Systems and Commute Options work unit may need to cover Orca troubleshooting.

Action items for this function	See Action Item list in Section 6

2.12. Critical Function: Special Events-Facilities

Description	Resource management of special events and emergency parking on campus, Coordinate special events and emergency parking.
Who performs this?	Special Events
Responsible person(s)	Special Events-See phone list under Administration section
Peak periods	January, February, April, May, June, October, November, December
Comment	Follow academic peak periods.
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Public Transportation, Campus Safety/Security, Facilities-Power, Facilities-Water, UW-IT, TS Sales and Administration, TS Operations, TS Facilities, TS Commute Options
Downstream dependency comment	
Downstream dependencies	All departments who need special event parking, Contractors who need leased parking

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Disruption of teaching	Dependent on department special parking needs
	Loss of revenue	Loss of special event and leased parking revenue
	Impact on important business partners	Contractors/affiliations that lease parking from Transportation

How to cope if usual space is not available	Special events staff can work from home with remote access to UW computer.
How to cope if 50% absenteeism of staff and faculty	Work on critical needs first. Reduced load resulting in longer turnaround time for non-critical parking requests.

What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Programming pay stations. Review manuals to learn programming. Could contact parking machine vendor as back up support for programming.
Can this function be performed fully or partly from home?	Office staff can work at home with remote access to UW system.
How to cope if data network is not available	Cannot function w/o network, will defer special event parking.
Any show stoppers?	Network functionality.
Do any of these coping strategies expose the University to risk?	Uncoordinated parking use of facilities may pose increase risk for the university.
Policy exceptions that may be needed	No.
Additional vulnerabilities	No.
If temporary closure is declared, is it possible to stop doing this function?	Yes
Comments	
Action items for this function	See Action Item list in Section 6

2.13. Critical Function: Van Pool/Bike Locker Services-Commute Options

Description	Service for vanpools and bike locker parking.
Who performs this?	Commute Options
Responsible person(s)	Commute Options-See phone list under Administration section.
Peak periods	January, February, March, April, May, June, October, November, December
Comment	Follows academic peak periods.
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Public Transportation, Facilities-Power, Facilities-Water, UW-IT, Safe public roads and bridges, Wheels System

Downstream dependency comment		
Downstream dependencies	UW employees and students with vanpool and bike locker needs	
Possible consequences if this function is not continued or recovered quickly enough	**Consequence**	**Explanation**
	Well-being of faculty/staff	Van pool/Bike locker impediments
	Well-being of students	Van pool/Bike locker impediments
	Loss of revenue	Van pool/Bike locker revenue
How to cope if usual space is not available	Work from home option available if remote connection is available. Use of another UW location with computer and network set up.	
How to cope if 50% absenteeism of staff and faculty	Reallocate effort to handle priority transactions only.	
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	No.	
Can this function be performed fully or partly from home?	Yes. Computer and remote access to system.	
How to cope if data network is not available	Manual processes where applicable.	
Any show stoppers?	No.	
Do any of these coping strategies expose the University to risk?	None.	
Policy exceptions that may be needed	None.	
Additional vulnerabilities	No.	
If temporary closure is declared, is it possible to stop doing this function?	Yes	
Comments		
Action items for this function	See Action Item list in Section 6	

2.14. Critical Function: Parking violations, appeals and adjudication-S&A

Description	Coordinating parking violation notices, tracking appeals and delinquencies, and holding adjudication hearings.
Who performs this?	Sales and Administration
Responsible person(s)	Sales and Administration-See phone list under Administration Section.
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, Paypal System, UWIT Wheels Programmer
Downstream dependency comment	
Downstream dependencies	UW employees, students, visitors and contractors who need parking or upass

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Payment deadlines unmet	Parking citation appeal deadlines unmet
	Loss of revenue	Outstanding violation fines
	Legal obligations unmet	Potential WAC violations re: unmet violation and appeal deadlines
	Impact to other units	TS Accounting

How to cope if usual space is not available	Work from another designated location on campus. Seek help from TS Commute options.
How to cope if 50% absenteeism of staff and faculty	S&A staff highly cross trained. Focus on priority work only.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	S&A staff highly cross trained. In-depth review of the violation and appeals SOP needed for untrained staff.
Can this function be performed fully or partly from home?	Work from home is not possible for adjudication hearings.

How to cope if data network is not available	Manual process where possible for adjudication hearings. Coordination of violations and appeals cannot function without access to Wheels system.
Any show stoppers?	Access to Wheels for coordinating violation and appeals cut off dates.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	Violations and appeals cut off deadlines will need to be extended. Josh Kavanagh would have the authority to approve extension.
Additional vulnerabilities	No.
If temporary closure is declared, is it possible to stop doing this function?	Yes
Comments	
Action items for this function	See Action Item list in Section 6

2.15. Critical Function: Transportation Improvement Major In-Process Projects-TIP

Description	Management of high-level TS projects where significant investment of time and funds have been committed.
Who performs this?	Transportation Improvement Program
Responsible person(s)	Transportation Improvement Program-See phone list under Administration section
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Campus Safety/Security, Facilities-Power, Facilities-Water, UW-IT, UW Capital Planning, FS Engineering, Seattle Dept. of Transportation, CBE Strategic Consultant for Burke Gilman, Washington State Dept. of Transportation
Downstream dependency comment	

Downstream dependencies	Transportation Services Programs, Transportation parking structures	
Possible consequences if this function is not continued or recovered quickly enough	**Consequence**	**Explanation**
	Legal obligations unmet	Contract performance deadlines for Burke Gilman Trail Contract
	Other (please explain)	Sunk cost on investments in project
How to cope if usual space is not available	Work from home option available if remote connection is available. Use of another UW location with computer and network needs.	
How to cope if 50% absenteeism of staff and faculty	Reallocate effort to handle priority transactions only.	
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Function requires knowledge of the project and essential project files. Strategy is to organize and index essential file so that these are easy to access.	
Can this function be performed fully or partly from home?	Work from home option available if remote connection is available. Use of another UW location with computer and network.	
How to cope if data network is not available	Essential documents will be put on a thumb drive (one located in John Shaheen's office, the other at John Shaheen's briefcase.	
Any show stoppers?	None	
Do any of these coping strategies expose the University to risk?	No.	
Policy exceptions that may be needed	None.	
Additional vulnerabilities	No.	
If temporary closure is declared, is it possible to stop doing this function?	Yes	
Comments		
Action items for this function	See Action Item list in Section 6	

2.16. Critical Function: Purchasing/Reconciliation/Accounts Payable-Accounting

Description	Purchasing/Reconciliation/Accounts Payable functions.

Who performs this?	TS Accounting
Responsible person(s)	See Administration function document attachment titled Phone list for contact names.
Peak periods	
Comment	
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, UW Accounts Payable, UW Financial Services, UW Purchasing
Downstream dependency comment	
Downstream dependencies	TS Management, TS Vendors, UW Treasury

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Payment deadlines unmet	Unpaid purchasing commitments such as transit agencies, Shuttle vendor payments, other contractual commitments, outstanding invoices
	Legal obligations unmet	Annual audited financial statements for bond holders may be in jeopardy and Metro contractual obligations not met
	Impact on important business partners	UW Shuttles vendors and transit partners

How to cope if usual space is not available	Most work will be able to be processed from home if network available.
How to cope if 50% absenteeism of staff and faculty	Focus available labor on priority and high risk accounting transactions.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Accounting staff are cross-trained on critical accounting functions.
Can this function be performed fully or partly from home?	Yes. No additional arrangements needed.

How to cope if data network is not available	Manual process where application. Use of procard for payments.
Any show stoppers?	UW Financial systems.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	No.
Additional vulnerabilities	
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Contractual payments need to be met.
Action items for this function	See Action Item list in Section 6

2.17. Critical Function: Parking Enforcement-Operations

Description	Enforcement of University and municipal parking laws and policies on the UW Seattle Campus.
Who performs this?	Parking Operations
Responsible person(s)	Parking Operations-See phone list under Administration section.
Peak periods	January, February, March, April, May, June, October, November, December
Comment	Peak coincide with academic quarters.
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Public Transportation, Campus Safety/Security, Police, Facilities-Power, Facilities-Water, UW-IT, TS Parking Operations, TS Sales and Administration, TS Facilities, McGann Systems, UW Wheels Systems, UW Radio Systems
Downstream dependency comment	
Downstream dependencies	UW Employees, students, contractors, and visitors who park on campus

	Consequence	Explanation
Possible consequences if this function is not continued or recovered quickly enough	Disruption of teaching	Potential parking availability impediment
	Disruption of research	Potential parking availability impediment
	Disruption of patient care	Potential parking availability impediment
	Loss of revenue	Parking revenue not collected
	Impact to other units	UW Police may have to mitigate parking chaos
	Impact on important business partners	ICA members may not be able to find parking
	Other (please explain)	
How to cope if usual space is not available	Use of another UW location with computer and network set up.	
How to cope if 50% absenteeism of staff and faculty	Reduce the number of open gatehouses and respond to parking enforcement functions that requires critical attention.	
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Parking operations staff serve as first responders when activated by the EEOC. Traffic direction requires specialized skills. Operations may need to rely on UW and Seattle Police as back up.	
Can this function be performed fully or partly from home?	Office staff can work from home however, enforcement officers must work out in the field.	
How to cope if data network is not available	Operations can run w/o network for up to three days. After three days manual systems will apply where applicable.	
Any show stoppers?	None	
Do any of these coping strategies expose the University to risk?	None.	
Policy exceptions that may be needed	No.	
Additional vulnerabilities	No.	
If temporary closure is declared, is it possible to stop doing this function?	No	
Comments	Depending if activated by EEOC.	

Action items for this function	See Action Item list in Section 6

2.18. Critical Function: TS Human Resource Functions-Administration

Description	Administer employee hire, leave and FMLA functions.
Who performs this?	TS Administration
Responsible person(s)	TS Administration-See phone list under Administration section.
Peak periods	June, September
Comment	Hire temporary staffing for parking events
Documents	See Documents list
Upstream dependency comment	
Upstream dependencies	Department IT, Facilities-Power, Facilities-Water, UW-IT, FS Facilities Services HR, UW HR
Downstream dependency comment	
Downstream dependencies	TS Managers and work units, TS Employees

Possible consequences if this function is not continued or recovered quickly enough	Consequence	Explanation
	Impact to other units	TS Work units will face hardship in hiring temporary employees
	Other (please explain)	FMLA and leave recording problems

How to cope if usual space is not available	Administrative staff can work from home with access to remote computer set up. Make shift office can be set up at another available location on campus.
How to cope if 50% absenteeism of staff and faculty	Focus on critical HR functions. Rely on TS work unit managers and supervisor for back-up coverage.
What to do if certain skills/knowledge are held by only one staff member (unique skills)?	Administrative group and Directors have authorization to HR sensitive department files.
Can this function be performed fully or partly from home?	Administrative staff can work from home with access to remote computer set up.

How to cope if data network is not available	Store critical information on thumb drive to be held by Ida Boeckstiegel. Use manual processes when applicable.
Any show stoppers?	UW HR department need to be open for operations.
Do any of these coping strategies expose the University to risk?	No.
Policy exceptions that may be needed	None.
Additional vulnerabilities	No.
If temporary closure is declared, is it possible to stop doing this function?	No
Comments	Dependent on needs of Transportation directors and managers.
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	Catalyst Web Tools	Deferrable	
Application or System	Enterprise Data Warehouse	Deferrable	
Application or System	CAAMS	Critical 2	
Application or System	Parking Administration	Critical 2	
Application or System	UW NetID Self-Service	Critical 2	
Application or System	FS-WORKS	Critical 3	
Application or System	FIN- Finance System	Critical 3	
Application or System	eProcurement	Critical 3	
Application or System	eTravel	Deferrable	
Application or System	MyFinancial.Desktop	Critical 3	
Application or System	OASIS- Fixed Asset Inventory	Deferrable	
Application or System	PAS- Purchasing System	Critical 3	
Application or System	Procurement Card	Critical 3	

Application or System	ESS-Employee Self-Service	Deferrable	
Application or System	HEPPS	Critical 3	
Application or System	OPUS-Online Payroll Update System	Critical 3	
Application or System	OWLS-Online Work/Leave System	Critical 3	
Application or System	SDB-Student Database	Critical 2	
Application or System	JDE/GRI-JD Edwards Grants	Critical 3	
Application or System	UW Email - Exchange	Critical 2	
Application or System	UW Google Apps	Critical 2	
Application or System	UW Alert	Critical 2	
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: McGann Gatehouse Server

Functional owner	TS Business Systems
Technical owner	TS Business Systems
Type	Client/Server application
Backup frequency	
Backup media	
Backup Method	
Database application?	Yes
Move data to or from core campus systems	Yes
If so, what campus systems?	It pulls files from Wheels, which is hosted in the UW Data Center.
Departments that will be impacted by failure of this application	Transportation Services - People cannot pay for parking at Gatehouses without this application.
Technical expert(s)	Amano McGann (3rd party) 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206-575-1980
Onsite storage location	N/A
Offsite storage location	N/A
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.2.2. Department application: McGann E-1 Server

Functional owner	TS Business Systems

Technical owner	TS Business Systems
Type	Client/Server application
Backup frequency	
Backup media	
Backup Method	
Database application?	Yes
Move data to or from core campus systems	Yes
If so, what campus systems?	Pulls Husky Card data from Wheels, which is hosted at UW Data Center.
Departments that will be impacted by failure of this application	Transportation Services, Housing and Food Services, Benjamin Hall. This server controls gate arms and garage doors at dorms, Ben Hall, E-1 and Portage Bay Garage.
Technical expert(s)	Amano McGann (3rd party) 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	N/A
Offsite storage location	N/A
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.2.3. Department application: Credit Card Server Application

Functional owner	TS Business Systems
Technical owner	TS Business Systems
Type	Client/Server application

Backup frequency	
Backup media	
Backup Method	
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	Transportation Services - we will not be able to conduct credit card transactions at gatehouses. Credit card refunds may also be impacted at gatehouses.
Technical expert(s)	Amano McGann (3rd party) 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	N/A
Offsite storage location	N/A
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.2.4. Department application: Triangle Server Application

Functional owner	TS Business Systems
Technical owner	TS Business Systems
Type	Client/Server application
Backup frequency	
Backup media	

Backup Method	
Database application?	
Move data to or from core campus systems	No
If so, what campus systems?	
Departments that will be impacted by failure of this application	We will not be able to operate the Triangle Garage for the hospital. We will need to raise the gate arms and let parking be free.
Technical expert(s)	Amano McGann (3rd party) 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.2.5. Department application: Client Application for Triangle Garage

Functional owner	UWMC Public Safety
Technical owner	TS Business Systems
Type	Client/Server application
Backup frequency	
Backup media	
Backup Method	
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	UWMC cannot reconcile their transactions because they cannot pull reports from the Triangle Server.
Technical expert(s)	Amano McGann (3rd party) 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	No
Comment	

3.2.6. Department application: Invers (UCAR)

Functional owner	Fleet
Technical owner	Fleet
Type	Client/Server application
Backup frequency	
Backup media	
Backup Method	
Database application?	Not sure
Move data to or from core campus systems	Yes
If so, what campus systems?	Wheels

Departments that will be impacted by failure of this application	
Technical expert(s)	Dan Alter - Fleet
Responsible for recovery	
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	
Successful recovery been done?	
Comment	

3.2.7. Department application: SalesForce

Functional owner	Sales and Admin
Technical owner	Sales and Admin
Type	Web application
Backup frequency	
Backup media	
Backup Method	
Database application?	No
Move data to or from core campus systems	Yes
If so, what campus systems?	Staff enter data from Wheels into the system. It is a manual process.
Departments that will be impacted by failure of this application	Transportation Services - it holds our email communication.
Technical expert(s)	Blake Kiltoff - Sales and Admin.

Responsible for recovery	SalesForce - 3rd Party Vendor
Onsite storage location	None
Offsite storage location	SalesForce Server Facilities
Frequency of offsite storage	
Location of installation disks & documentation	It is a 3rd party vendor. It is a cloud product - hosted by SalesForce.
Successful recovery been done?	N/A
Comment	

3.2.8. Department application: IPS Hand Held Ticket Writers

Functional owner	TS Ops/Business Systems
Technical owner	TS Ops/Business Systems
Type	Desktop
Backup frequency	Daily
Backup media	Disk
Backup Method	Manual
Database application?	Yes
Move data to or from core campus systems	Yes
If so, what campus systems?	We manually move impound and ticket data to Wheels via a flash drive daily. This data dump is also our back up.
Departments that will be impacted by failure of this application	Transportation Services - without this data we cannot track the tickets issued in our sales system.
Technical expert(s)	Steve Uhrich
Responsible for recovery	Steve Uhrich
Onsite storage location	

Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	TS Server Room
Successful recovery been done?	
Comment	

3.2.9. Department application: Data Ticket

Functional owner	TS Sales & Admin, Business Systems
Technical owner	TS Sales & Admin, Business Systems
Type	Other (please explain)
Backup frequency	
Backup media	
Backup Method	
Database application?	No
Move data to or from core campus systems	No
If so, what campus systems?	
Departments that will be impacted by failure of this application	This is a 3rd party FTP application that provides use with out of state vehicle registration information. Sales and Admin and Ops are impacted by failure of this application.
Technical expert(s)	Steve Uhrich
Responsible for recovery	Steve Uhrich
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	

Location of installation disks & documentation	Data Ticket
Successful recovery been done?	
Comment	

3.2.10. Department application: WA DOL Registered Owner App

Functional owner	TS Sales & Admin, Business Systems
Technical owner	TS Sales & Admin, Business Systems
Type	Web application
Backup frequency	
Backup media	
Backup Method	
Database application?	No
Move data to or from core campus systems	No
If so, what campus systems?	
Departments that will be impacted by failure of this application	This provides vehicle registration data for ticketing, impounds and sales.
Technical expert(s)	Steve Uhrich
Responsible for recovery	Steve Uhrich
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	WA DOL
Successful recovery been done?	

Comment	

3.2.11. Department application: PetroVend

Functional owner	Fleet
Technical owner	Fleet
Type	Other (please explain)
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	

3.2.12. Department application: WinSCP

Functional owner	TS Sales & Admin, Business Systems
Technical owner	TS Sales & Admin, Business Systems
Type	Other (please explain)
Backup frequency	
Backup media	
Backup Method	
Database application?	No
Move data to or from core campus systems	
If so, what campus systems?	
Departments that will be impacted by failure of this application	Secure Shell Exchange between Data Ticket/WA DOL and Wheels. Cannot upload registration info for violations and prevention of parking permit sales into Wheels without it.
Technical expert(s)	Steve Uhrich
Responsible for recovery	Steve Uhrich
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	N/A
Successful recovery been done?	N/A
Comment	

3.3. Department Servers

3.3.1. Department server: McGann E-1 Server

Server type	Application server
Explanation	
Backup frequency	
Backup media	
Backup Method	
Applications that will be impacted by failure of this server	McGann E-1 Application
Departments that will be impacted by failure of this server	Transportation Services, Housing and Food Services, Benjamin Hall
Server software	Windows Server 2003
Technical expert(s)	Brian Asher - Amano McGann 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.3.2. Department server: McGann Gatehouse Server

Server type	Application server
Explanation	
Backup frequency	
Backup media	

Backup Method	
Applications that will be impacted by failure of this server	Gatehouse application
Departments that will be impacted by failure of this server	Transportation Services
Server software	MS Windows Server 2003
Technical expert(s)	Brian Asher - Amano McGann 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.3.3. Department server: Credit Card Server

Server type	Application server
Explanation	
Backup frequency	
Backup media	
Backup Method	
Applications that will be impacted by failure of this server	Gatehouse server application, credit card server application
Departments that will be impacted by failure of this server	Transportation Services

Server software	Windows Server 2008 (as of 7/8/13) Windows XP (until 7/8/13)
Technical expert(s)	Brian Asher - Amano McGann 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.3.4. Department server: Triangle Server

Server type	Application server
Explanation	
Backup frequency	
Backup media	
Backup Method	
Applications that will be impacted by failure of this server	Triangle server application
Departments that will be impacted by failure of this server	UWMC and Transportation Services
Server software	Windows Server 2003
Technical expert(s)	Brian Asher - Amano McGann 206 575-1980
Responsible for recovery	Brian Asher - Amano McGann 206 575-1980
Onsite storage location	

Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Amano McGann - 3837 13th Avenue W, Suite 208 Seattle WA, 98119
Successful recovery been done?	Not sure
Comment	

3.3.5. Department server: IPS Server and Backup

Server type	File server
Explanation	
Backup frequency	
Backup media	
Backup Method	
Applications that will be impacted by failure of this server	Wheels, Hand Held Ticket Writers
Departments that will be impacted by failure of this server	Transportation Services
Server software	Windows XP
Technical expert(s)	Steve Uhrich
Responsible for recovery	Steve Uhrich
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	
Successful recovery been done?	Not sure

Comment	

3.3.6. Department server: T- Drive

Server type	File server
Explanation	Holds our photos for the communications group.
Backup frequency	Varies (please explain)
Backup media	Other (describe)
Backup Method	Manual
Applications that will be impacted by failure of this server	None
Departments that will be impacted by failure of this server	Communications group at TS
Server software	Hard Drive
Technical expert(s)	Ari Kasapyan, Steve Uhrich
Responsible for recovery	Ari Kasapyan, Steve Uhrich
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	
Successful recovery been done?	
Comment	Only backed up when Communications Group remembers to do it. Back up media is another hard drive.

3.3.7. Department server: Lantronix Servers

Server type	Other (please explain)

Explanation	Router server
Backup frequency	Backup is not done
Backup media	
Backup Method	
Applications that will be impacted by failure of this server	Sales and Administration permit printers, receipt printers, sales towers. Petrovend fuel system.
Departments that will be impacted by failure of this server	Fleet, Sales and Admin (Transportation Services)
Server software	Lantronix
Technical expert(s)	Blake Kiltoff, Steve Uhrich, Rick Anglin
Responsible for recovery	Blake Kiltoff, Steve Uhrich, Rick Anglin
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	Documentation will be part of the TS Business Systems SOP
Successful recovery been done?	
Comment	

3.3.8. Department server: Jet Direct

Server type	Other (please explain)
Explanation	Router server
Backup frequency	Backup is not done
Backup media	
Backup Method	

Applications that will be impacted by failure of this server	Sales and Administration permit printers, receipt printers, sales towers.
Departments that will be impacted by failure of this server	Sales and Admin (Transportation Services)
Server software	
Technical expert(s)	Blake Kiltoff, Steve Uhrich, Rick Anglin
Responsible for recovery	Blake Kiltoff, Steve Uhrich, Rick Anglin
Onsite storage location	
Offsite storage location	
Frequency of offsite storage	
Location of installation disks & documentation	
Successful recovery been done?	
Comment	

3.4. Workstations

3.4.1. Workstation Backup

Backup Method	Percent of Workstations Using this Backup Method	Comment
Files are stored on dept. server, which gets backed up	5%	Only photos are stored on a department server (T Drive)
Automated backup by central IT (via network)	80%	Most use the Nebula supported I and H drives.
Other (describe)	10%	Many are starting to use Google Drive and Google Docs, backed up by Google.
No backup	5%	Some store files on their desktops (not recommended).

3.4.2. Workstation Support

Workstation Support Provided By	Comment
Technicians employed by department	Steve Uhrich
Technicians from another department	Nebula

3.5. Recovery Strategies for IT

Where will you quickly purchase new workstations, servers, or other hardware?	We have a working relationship now with Denali Advance Integration for our server purchases. We can purchase new equipment through them under the WSCA contract (T10-MST-297). Work stations can be purchased through CDW or with a pro-card from Frys. Fry's Electronics in Renton has good prices and good return policies.
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?	Our parking systems do not have much documentation regarding their functionality. We will need to rely on documentation from McGann for the McGann systems and notes within the code associated with Wheels. System software is available through the UW's contract with Microsoft and McGann.
Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)	Our server need to have a cooler, air conditioned room and need to run on multiple 20 amp circuits.
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?	No, we only have three people who can re-build the coding associated with our parking systems (McGann - Brian Asher, Wheels - Rick Anglin, IPS/Data Ticket - Steve Uhrich). We only have one expert in Fleet who understands the UCar Reservation System (Dan Alter), though this is a third party product supported by Invers.

Are there any other obstacles that could hinder the quick re-establishment of your critical IT services?	Our McGann system currently run on older Generation 7 servers. These are currently not in production and are challenging to find for purchase. If the servers were to be damaged, we will likely need to upgrade our systems to run Windows Server 2008. This will cause a long delay in getting our parking gatehouses, the Triangle garage and our gate arms up and running again.
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.	We will need to ensure the VPN/Baston host allows access to the servers. We will not be able to manually fix modem issues, wiring issues on campus, or other technical issues that requires someone to be in person.
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.	Without Wheels, we cannot issue permits or collect fees. We do not have a manual system or detailed plan on how to do this functionality at this time.

3.6. Action Items for IT

See Action Item List in Section 6

4. Faculty Preparedness

See Action Item list in Section 6

5. Key Resources

5.1. 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)	Director-Josh Kavanagh Deputy Director-Michelle Rhoads Assistant Director-John Shaheen Administration Specialist-Ida Boeckstiegel Work unit managers respective to WU employees
Who updates the emergency contact list?	Administration Team Administration Specialist-Ida Boeckstiegel Administration Assistant-Jennifer Newal Administration Assistant-TBD
Who knows how to check messages on your department's main phone line?	Director-Josh Kavanagh Deputy Director-Michelle Rhoads Assistant Director-John Shaheen Administration Team Administration Specialist-Ida Boeckstiegel Administration Assistant-Jennifer Newal Administration Assistant-TBD
Who knows how to record a greeting on your department's main phone line?	Main Line-Josh Kavanagh, Michelle Rhoads, John Shaheen, Administration Team Shuttles Line-Lee, Amity, Chris Fleet Line-Ron, Dan, Louis, Rick, Carl Operations Line-Russell, Brent S&A-Kay Special Events-Brian, Liz
Who can post messages on your department's web site (i.e., do the actual mechanics)?	TS Website-TS Communications Group Shuttles website-Lee, Amity, Chris Fleet-Dan Operations-Mariann, Brent
Do your staff use any shared passwords that should be kept available?	No
Comment	

5.2. Key People in Your Unit

Name	Michelle Rhoads
Title of function	Deputy Director
Special skill	Manage Ops Group
Special role	First leadership successor

Additional comment	Operations Group-Parking Operations, Facilities, Special Events, Sales and Administration, Shuttles, and Fleet Services

Name	John Shaheen
Title of function	Assistant Director
Special skill	Manage TIP
Special role	Second leadership successor
Additional comment	Manage Transportation Improvement Projects

Name	Brian Ho
Title of function	Mgr Fac & Events
Special skill	Facilities & Events, Maint. and Events
Special role	
Additional comment	Parking facilities maintenance and repair, and Special/Arranged Parking Resource Management, Parking structures/Maintenance and arranged/special events parking

Name	Celeste Gilman
Title of function	Mgr Commute Options
Special skill	UPASS Liaison
Special role	
Additional comment	

Name	Ida Boeckstiegel

Title of function	Administrative Spec
Special skill	HR and Bldg Coord
Special role	
Additional comment	Bldg. evacuation warden

Name	Kay Doherty
Title of function	Mgr Sales and Admin
Special skill	Permits/UPass/Sales
Special role	
Additional comment	

Name	Lee Schooley
Title of function	Mgr Shuttles
Special skill	Shuttles Transp.
Special role	
Additional comment	Health Sciences Express, South Lake Union, Night Ride, and Dial-a-Ride shuttle services

Name	Mariann Woodland
Title of function	Mgr Operations
Special skill	Gatehouse/Citations
Special role	
Additional comment	

Name	Reed Keeney
Title of function	Mgr Accounting
Special skill	TS Accounting
Special role	
Additional comment	

Name	Ron Kahler
Title of function	Mgr Fleet Services
Special skill	Veh Maint. & Rentals
Special role	
Additional comment	Vehicle maintenance, vehicle rental, and fuel operations management.

Name	Stephanie Parkins
Title of function	Mgr Business Systems
Special skill	TS Business Sys IT
Special role	
Additional comment	

5.3. Work From Home

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

Name	See Work from Home Document
Position	

Home broadband connection?	
Currently does connect from home?	
Must office computer be running?	
Additional comment	See Work from Home List Document located in Husky Ready Administration Function section

5.4. Teams

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

Name	Parking Operations
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Parking Facilities
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Special Events
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Fleet Services
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Commute Options
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Shuttle Operations
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Accounting
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Sales & Administration
Purpose	
Members	
Additional comment	See detail plan under Husky Ready documents-Transportation campus closure plan

Name	Administration
Purpose	Assist leadership with coordination of people and priority tasks.
Members	
Additional comment	

5.5. Skills

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

Skill	Description	Additional comment
Adjudication officer		
Auto Mechanics		
Building coordination		
CDL Drivers		Passenger endorsement
Cash handling		
Cashiering		
Computer Support Analyst		
EOC: Transportation		
Equipment maintenance		
Evacuation Warden	Trained as an evacuation warden through the University of Washington's EH&S department.	
Facilities maintenance		
Human Resources		
Knowledge of ORCA transit systems		
Parking enforcement		
Program coordination		
Project management		
Student database		
Traffic guide		
UW financial experience		
Van and heavy duty equipment drivers		

5.6. 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
Purchasing/ Reconciliation/Accounts Payable-Accounting	3	Contracted Classified Staff	Standard (M-F, University business hours)	3.0	2.0	1.00
Student Registration holds-Accounting	2	Contracted Classified Staff	Standard (M-F, University business hours)	1.0	0.0	1.00
Payroll-Accounting	2	Contracted Classified Staff	Standard (M-F, University business hours)	1.0	1.0	0.00
Cash Deposits-Accounting	2	Contracted Classified Staff	Standard (M-F, University business hours)	2.0	1.0	1.00
Parking Enforcement-Operations	3	Contracted Classified Staff	Standard (M-F, University business hours)	14.0	0.0	14.00
Transportation Facilities Operations-Facilities	2	Contracted Classified Staff	Standard (M-F, University business hours)	8.0	8.0	0.00
Special Events-Facilities	3	Contracted Classified Staff	Standard (M-F, University business	3.0	2.0	1.00

			hours)			
Dial-A-Ride/Night Ride/SLU Shuttles	2	Contracted Classified Staff	Standard (M-F, University business hours)	4.0	2.0	2.00
HSE-Shuttles	2	Contracted Classified Staff	Standard (M-F, University business hours)	8.5	4.0	4.50
Purchasing/Reconciliation/Accounts Payable-Accounting	3	Contracted Classified Staff	Standard (M-F, University business hours)	3.0	2.0	1.00
Student Registration holds-Accounting	2	Contracted Classified Staff	Standard (M-F, University business hours)	1.0	0.0	1.00
Payroll-Accounting	2	Contracted Classified Staff	Standard (M-F, University business hours)	1.0	1.0	0.00
Cash Deposits-Accounting	2	Contracted Classified Staff	Standard (M-F, University business hours)	2.0	1.0	1.00
Van Pool/Bike Locker Services-Commute Options	3	Contracted Classified Staff	Standard (M-F, University business hours)	0.5	1.0	-0.50
UPASS Operations-Commute Options	2	Contracted Classified Staff	Standard (M-F, University business hours)	1.5	3.0	-1.50
Vehicle rental, lease and maintenance services-Fleet Service	2	Contracted Classified Staff	Standard (M-F, University business hours)	14.0	5.0	9.00
Customer/R...	2	Contracted	Standard (M-	3.0	1.0	2.00

Customer/Public Information Communication and Press Release	2	Contracted Classified Staff	Standard (M-F, University business hours)	3.0	1.0	2.00
TS Human Resource Functions-Administration	3	Contracted Classified Staff	Standard (M-F, University business hours)	3.0	1.0	2.00
TS Critical Administration Functions-Administration	2	Contracted Classified Staff	Standard (M-F, University business hours)	3.0	1.0	2.00
Totals				**76.50**	**36.00**	**40.50**

5.7. Staff of Other Units

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

Name	See TS Key Stake Holder List
Department/Org	
Work phone	
Mobile phone	
Email	
Address	
Fax	
Additional comment	Attached in the Document Summary

5.8. Stakeholders

These are stakeholders whom you may need to contact.

Name	TS Key Stakeholder
Stakeholder Type	Other
Department/Org	
Work phone	
Mobile phone	
Email	
Address	
Fax	
Products/Supplied	
Alternate Vendors	
Additional comment	See TS Key Stakeholder list in document summary

5.9. Documents

See Document List

5.10. Equipment and Supplies

Minimum equipment needed to carry out all critical functions.

5.10.1 Office Equipment

	Minimum Number	Additional comment
Workstation (includes desktop computer, network connection, table, chair)	18	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Laptop Computer (car charger advised)	13	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Telephone (hard-wired)	12	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Printer	7	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Fax	3	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Copier	4	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Scanner	3	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Server	10	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary

5.10.2 Other Equipment

Major Items Only	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary

5.10.3 Supplies

Necessary Consumables	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary
Inventory or Stockpiling Considerations	See TS Aggregate Equip. and Supplies List spreadsheet uploaded in document summary

5.11. 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	
Transportation (special transportation needs)	None	
Other Resources		

6. Action Items

6.1. Accounting stakeholder list to include contact information.

Assigned To	Reed Keeney
Due Date	2013-08-31
Supports this Critical Function	Cash Deposits-Accounting
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-01

6.2. Put all critical SOP and password back up on a thumb drive

Assigned To	TS Communications
Due Date	2013-09-30
Supports this Critical Function	Customer/Public Information Communication and Press Release
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.3. Develop a plan for providing shared log in for accounts.

Assigned To	TS Communications
Due Date	2013-09-30
Supports this Critical Function	Customer/Public Information Communication and Press Release
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.4. Develop a plan for manual information/signage dissemination (external focus) in the case of long-term network/power shortage

Assigned To	TS Communications
Due Date	2013-09-30
Supports this Critical Function	Customer/Public Information Communication and Press Release
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.5. SOP for shuttle bus maintenance and fuel options in the event that Fleet Services is not in operation.

Assigned To	Lee Schooley

Due Date	2013-09-30
Supports this Critical Function	HSE-Shuttles
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-02

6.6. Investigate obtaining a copy of the most up to date McGann applications from McGann. This way if McGann's offices are impacted, we have back up applications at UW.

Assigned To	Stephanie Parkins or Steve Uhrich
Due Date	2013-07-01
Supports this Critical Function	Information Technology
Estimated Cost	Don't know
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.7. Work on plan for manual sales from Sales & Administration.

Assigned To	Stephanie Parkins/Kay Doherty
Due Date	2014-07-01

Supports this Critical Function	Information Technology
Estimated Cost	$1000 - $10,000
Cost Frequency	One-time
Within Whose Scope	My unit together with other units on campus
Details	This planning is complex and will take a fair amount of time. We will need over a year to do it.
Status	
Date Entered	2013-05-06

6.8. Obtain back up server equipment to replace Generation 7 equipment.

Assigned To	Stephanie Parkins
Due Date	2013-07-01
Supports this Critical Function	Information Technology
Estimated Cost	$1000 - $10,000
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	We may be able to re-assign a Generation 7 server as a spare. The July 1 deadline is associated with making the determination if we are upgrading one of the Generation 7 server applications, allowing us to transition away from one of the Generation 7 servers. This Generation 7 server would become our spare.
Status	
Date Entered	2013-05-06

6.9. Operations Stakeholder contact information

Assigned To	Mariann Woodland
Due Date	2013-09-30

Supports this Critical Function	Parking Enforcement-Operations
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.10. Operations main line telephone, email (general), and web update SOP to reflect checking, receiving, and updating messages.

Assigned To	Mariann Woodland
Due Date	2013-09-30
Supports this Critical Function	Parking Enforcement-Operations
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.11. Quick guide SOP for Opening and closing gatehouses

Assigned To	Mariann Woodland
Due Date	2013-09-30
Supports this Critical Function	Parking Enforcement-Operations

Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.12. Vehicle retrieval information from Wheels SOP

Assigned To	Mariann Woodland
Due Date	2013-09-30
Supports this Critical Function	Parking Enforcement-Operations
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.13. Field equipment list and location (consider including inventory of how many of these items you need to run your operation)

Assigned To	Mariann Woodland
Due Date	2013-09-30
Supports this Critical Function	Parking Enforcement-Operations
Estimated Cost	less than $100

Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.14. Develop operation and staffing plan options to address significant reduction in staffing for a long period of time.

Assigned To	Mariann Woodland
Due Date	2013-09-30
Supports this Critical Function	Parking Enforcement-Operations
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.15. Updated main work unit phone message SOP.

Assigned To	Kay Doherty
Due Date	2013-09-30
Supports this Critical Function	Parking Sales-S&A
Estimated Cost	less than $100
Cost Frequency	One-time

Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.16. Verify and inventory all operating and equipment manuals critical to continuity of operations.

Assigned To	Brian Ho
Due Date	2013-09-30
Supports this Critical Function	Special Events-Facilities
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.17. Update TS Evacuation Plan 2013

Assigned To	Ida Boeckstiegel
Due Date	2013-09-30
Supports this Critical Function	TS Critical Administration Functions-Administration
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself

Details	
Status	
Date Entered	2013-05-08

6.18. Develop SOP for back up building coordinator including identifying options on how staff will get in to the TS building in the absence of the TS directors and Ida Boeckstiegel.

Assigned To	Ida Boeckstiegel
Due Date	2013-09-30
Supports this Critical Function	TS Critical Administration Functions-Administration
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-08

6.19. Organize and scan all department MOU agreements, leases, and contracts into one system.

Assigned To	Ida Boeckstiegel
Due Date	2013-09-30
Supports this Critical Function	TS Critical Administration Functions-Administration
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	

Status	
Date Entered	2013-05-08

6.20. Facilities stakeholder contact information.

Assigned To	Brian Ho
Due Date	2013-09-30
Supports this Critical Function	Transportation Facilities Operations-Facilities
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.21. Back-up operational flow plan for Special Events and Facilities staff in preparation for setting up logistical actions for a special event parking request

Assigned To	Brian Ho
Due Date	2013-09-30
Supports this Critical Function	Transportation Facilities Operations-Facilities
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	

| Date Entered | 2013-05-06 |

6.22. Saving critical files to thumb drive (two sets)

Assigned To	John Shaheen
Due Date	2013-09-30
Supports this Critical Function	Transportation Improvement Major In-Process Projects-TIP
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.23. Transit agency agreement to allow the Husky Card to be used as a flash pass in event of major disaster and system failure.

Assigned To	Celeste Gilman
Due Date	2013-12-31
Supports this Critical Function	UPASS Operations-Commute Options
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	Other
Details	Agreement may be part of annual price setting agreement with transit agencies.
Status	
Date Entered	2013-05-06

6.24. UPASS Operation key stakeholder contact information.

Assigned To	Celeste Gilman
Due Date	2013-09-30
Supports this Critical Function	UPASS Operations-Commute Options
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

6.25. Carpool/Vanpool stake holder contact information.

Assigned To	Celeste Gilman
Due Date	2013-09-30
Supports this Critical Function	Van Pool/Bike Locker Services-Commute Options
Estimated Cost	less than $100
Cost Frequency	One-time
Within Whose Scope	My unit itself
Details	
Status	
Date Entered	2013-05-06

7. Documents

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

Name	Cash Handling Procedures
Description	Cash Handling Procedures
Medium	Electronic (computer)
Location	Accounting Office on I drive
Owner (department)	Accounting Office
Contact person(s)	Reed Keeney
Backup measures	Nebula protocols
Comment	
Uploaded in this tool?	Yes

Name	Shuttles Driver Schedules
Description	Shuttles Driver Schedules
Medium	Electronic (computer)
Location	
Owner (department)	TS Shuttles
Contact person(s)	Lee Schooley
Backup measures	Nebula I drive
Comment	
Uploaded in this tool?	Yes

Name	Shuttles-Program Coordinator Reference
Description	Reference material for program coordinator
Medium	Electronic (computer)
Location	
Owner (department)	TS Shuttles
Contact person(s)	Lee Schooley
Backup measures	Nebula I drive
Comment	
Uploaded in this tool?	Yes

Name	Shuttles Inclement Weather Messaging
Description	Instructions on retrieving/changing phone/web/twitter messaging
Medium	Electronic (computer)
Location	
Owner (department)	TS Shuttles
Contact person(s)	Lee Schooley
Backup measures	Nebula I Drive
Comment	
Uploaded in this tool?	Yes

Name	Radio Functionality Contact Information
Description	Radio Functionality Contact Information

Medium	Electronic (computer)
Location	
Owner (department)	
Contact person(s)	
Backup measures	
Comment	
Uploaded in this tool?	Yes

Name	UPASS SOP
Description	UPass Standard Operating Procedure
Medium	Electronic (computer)
Location	Commute Options and Sales and Administration work unit I: Drive locations.
Owner (department)	Commute Options and Sales and Administration work unit.
Contact person(s)	Christopher Browder
Backup measures	Use of Nebula back up protocols
Comment	
Uploaded in this tool?	Yes

Name	Radio Use Protocol
Description	Instruction for using the enforcement radios.
Medium	Electronic (computer)
Location	Operations I Drive

Owner (department)	Operations
Contact person(s)	Mariann Woodland
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Shuttles stakeholder emergency contact list
Description	Key stakeholder list
Medium	Electronic (computer)
Location	
Owner (department)	Shuttles
Contact person(s)	Lee Schooley
Backup measures	On Nebula managed network drive
Comment	
Uploaded in this tool?	Yes

Name	Radio Functionality Contacts
Description	Radio Functionality Contacts
Medium	Electronic (computer)
Location	See Husky Ready HSE Shuttles document list
Owner (department)	Transportation
Contact person(s)	Lee Schooley

Backup measures	
Comment	
Uploaded in this tool?	No

Name	Catastrophic Insurance File
Description	Catastrophic insurance vehicle list for use in case of catastrophic damage claims through UW Risk
Medium	Electronic (computer)
Location	Fleet Services I Drive
Owner (department)	Fleet Services
Contact person(s)	Ron Kahler
Backup measures	Nebula back up protocols
Comment	
Uploaded in this tool?	Yes

Name	Wheels Rental SOP
Description	Instructions for renting vehicles through Wheels
Medium	Electronic (computer)
Location	Fleet Services I Drive
Owner (department)	Fleet Services
Contact person(s)	Ron Kahler
Backup measures	Nebula back up protocol
Comment	

Uploaded in this tool?	Yes

Name	Enterprise Management System User Guide
Description	Digital payment technologies
Medium	Electronic (computer)
Location	Facilities-Special Events I Drive
Owner (department)	Facilities-Special Events
Contact person(s)	Brian Ho
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Parking Space Replacement/Payment Policy
Description	Contractor parking policy statement
Medium	Electronic (computer)
Location	Facilities-Special Events I Drive
Owner (department)	Facilities-Special Events
Contact person(s)	Brian Ho
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	How to sell permits SOP
Description	
Medium	Electronic (computer)
Location	Sales and Administration I Drive
Owner (department)	Sales and Administration
Contact person(s)	Kay Doherty
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Manual Ticket Entry SOP
Description	
Medium	Electronic (computer)
Location	Sales and Administration I Drive
Owner (department)	Sales and Administration
Contact person(s)	Kay Doherty
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Petition acceptance guidelines SOP
Description	

Medium	Electronic (computer)
Location	Sales and Administration I Drive
Owner (department)	Sales and Administration
Contact person(s)	Kay Doherty
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Violation permit verification SOP
Description	
Medium	Electronic (computer)
Location	Sales and Administration I Drive
Owner (department)	Sales and Administration
Contact person(s)	Kay Doherty
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Appeal adjudication SOP
Description	
Medium	Electronic (computer)
Location	Sales and Administration I Drive

Owner (department)	Sales and Administration
Contact person(s)	Kay Doherty
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Transportation campus closure plan
Description	Transportation Services response plan within a 30-minute time frame due to emergent incident/condition eruption and emergency closure of campus.
Medium	Electronic (computer)
Location	Facilities I Drive
Owner (department)	Transportation Operations Group
Contact person(s)	Brian Ho and Michelle Rhoads
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Facilities coverage map
Description	Facilities staffing coverage
Medium	Electronic (computer)
Location	Facilities I Drive
Owner (department)	Facilities
Contact person(s)	Brian Ho

Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	TS Phone List
Description	TS Phone list by work unit to include cell phone numbers
Medium	Electronic (computer)
Location	TS Administration I Drive
Owner (department)	TS Administration
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocols
Comment	
Uploaded in this tool?	Yes

Name	Transportation Unit Response Procedures
Description	This document explains the University of Washington (UW) Transportation Services (TS) Unit Response Center (URC) general procedures.
Medium	Electronic (computer)
Location	Michelle Rhoades' computer
Owner (department)	Operations Unit
Contact person(s)	Michelle Rhoades
Backup measures	
Comment	

Uploaded in this tool?	Yes

Name	Alerts Procedure
Description	How to manage Unified Alerts on an FS Website
Medium	Electronic (computer)
Location	Communications I: Drive
Owner (department)	Communications
Contact person(s)	Elena Fox
Backup measures	Nebula back up protocols
Comment	
Uploaded in this tool?	Yes

Name	Business Processes for Comm and Marketing
Description	General business processes
Medium	Electronic (computer)
Location	Communications I drive
Owner (department)	Communications
Contact person(s)	Elena Fox
Backup measures	Nebula back up protocols
Comment	
Uploaded in this tool?	Yes

Name	All Staff Email Message SOP
Description	Sending out messages to all staff groups.
Medium	Electronic (computer)
Location	I: Drive
Owner (department)	Admin Group
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	TS Call-In Voice Mailbox SOP
Description	Accessing the voice mailbox for 543-9391 from a campus phone:
Medium	Electronic (computer)
Location	Admin. I: Drive
Owner (department)	Administration Group
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	Script for recording internal TS messaging
Description	Voice mail greeting script to inform TS employees of work status during inclement weather.

Medium	Electronic (computer)
Location	Admin I Drive
Owner (department)	Administrative Group.
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	TS Suspended Operation Procedures
Description	Instructions for suspended operations
Medium	Electronic (computer)
Location	Admin. I drive
Owner (department)	Administration Group
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes

Name	TS Aggregate Equipment and Supply Needs
Description	Spreadsheet detailing the equipment and supply needs for each work unit.
Medium	Electronic (computer)
Location	Admin I drive

Owner (department)	Administration group
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocols
Comment	This document satisfies step 5 key resources equipment and supply needs.
Uploaded in this tool?	Yes

Name	Transportation Stakeholder List -All work units
Description	UW and Non UW stakeholder list and contact information.
Medium	Electronic (computer)
Location	I: Drive Husky Ready file folder
Owner (department)	Administrative group
Contact person(s)	Ida Boeckstiegel
Backup measures	Nebula back up protocol
Comment	This document satisfies Step 5 Key Resources stakeholder information
Uploaded in this tool?	Yes

Name	Work from Home Staff List
Description	List of staff with access to work from home
Medium	Electronic (computer)
Location	I: Business Continuity
Owner (department)	Administration
Contact person(s)	Joles Tahara

Backup measures	
Comment	
Uploaded in this tool?	Yes

Name	Fleet Building Evacuation Plan
Description	Evacuation plan and procedure to vacate Fleet building.
Medium	Electronic (computer)
Location	Motor Pool I Drive
Owner (department)	Fleet Services
Contact person(s)	Louis Ekler
Backup measures	Nebula back up protocol
Comment	
Uploaded in this tool?	Yes