2023-2024 COOP for (enter department)

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| Operational Group/College/Department/Division | | | **Department Name** |
| Office Address | | | Street Address  Suite Number(s)  City, State, Zip  Main Phone Number(s) |
| Building Name | | | Building Name |
| Standard Operational Hours for Office | | | Monday – Friday 8am to 5pm  On Call? |
| Employee Contact Information  (Include office & cell numbers) | | |  |
| Order of Succession  (Chain of Command) | 1st |  | O: C: |
| 2nd |  | O: C: |
| 3rd |  | O: C: |
| 4th |  | O: C: |
| 5th |  | O: C: |
| 6th |  | O: C: |
| 7th |  | O: C: |
| 8th |  | O: C: |
| 9th |  | O: C: |
| 10th |  | O: C: |
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NOTE: This COOP must be annually reviewed and updated.

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| Effective Date: |  |
| Date Last Reviewed: |  |
| Date Last Revised: |  |

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| Essential Personnel  Leadership is expected to:   * Be fully informed and understand human capital tools, flexibilities, and strategies. * Regularly review and update personnel contact information and notification protocols to assure that information remains current. * Ensure employees have a clear understanding of their role in an emergency. * Develop, review, and update emergency guides as needed. * Ensure employees test remote access at least quarterly to maintain accurate connectivity. * Complete the section below, listing all employees in your department/area, then designate by Yes or No if they must report for duty after an emergency and their remote working options. * Define remote access options: *VPN, VDI*, *RD* (Remote Desktop), etc. and have the employees TEST their access at least once per quarter. | | | | |
| Name | Must report for duty after emergency | Can work from alternate location | Can work from home | Define Access Options: |
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| Alternate Facilities   * Normal operations may be disrupted and there may be a need to perform essential functions at alternate sites or facilities. * Individual operational groups will identify alternate operating locations for their teams. * Establish cooperative agreements and mutual aid agreements for the use of such facilities. | |
| Alternate Location | Signed Agreement  (i.e., Y, N, N/A) |
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| Alternate Delivery Methods or Manual Processes for the Technology Needs for your Classroom/Coursework/Services/Responsibilities   * What alternate delivery methods or manual processes can be utilized, if needed, to maintain or support your primary critical functions for a short period of time when primary technology is unavailable? This is for every office across the campus, administration, and academics. |
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| Essential Systems, Information, Records & Equipment   * Provide for the protection, accessibility, and recovery of vital records, systems, and equipment. These are the records, systems, and equipment that if irretrievable, lost, or damaged will materially impair the ability to carry out essential functions and to continue to conduct business. * Identify vital records and databases which must be available to support performance of designated essential functions. * Identify under Location any departmental servers or shared drives your staff/department will need mapped access to. Example: \\server\server path or folders, etc. * Define Preservation Method such as: Data Center Backup; Cloud Backup; etc. | | | |
| Item | Location | Preservation Method | Responsible Person |
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| Essential vendor/external contacts in or around specified location | | | |
| Vendor/External Contacts | Contact Name/Number | Product/Service | Notes |
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**CRITICAL FUNCTIONS AND RECOVERY TIME OBJECTIVES**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Function | Supporting Solution | Semester | RTO | Impact | Priority | Alternate Plan | Requirements/Assumptions |
| Example 1: Conduct Classes | Brightspace / D2L | All | 3 | Could jeopardize students’ ability to graduate on time | 1 | Pre-recorded video lecture content | MediaSite availability and lecture content recordings available. |
| Example 2: Payroll | PeopleSoft HR | All | 4 | Could jeopardize workforce | 1 | Issue emergency pay based on last payroll | Previous payroll file is available |
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RTO Key

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| Less than 1 day = 1 | 24 hours = 2 | 25-72 hours = 3 | 4 to 7 days = 4 | 72 hrs-30 days = 5 | More than 30 days = 6 |

**SOFTWARE APPLICATIONS SUPPORTING CRITICAL FUNCTIONS**

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| --- | --- | --- | --- | --- | --- | --- |
| Application | Required for Function | Location | RTO | Alternate Plan | Supported by | Contact Information |
| Example 1:  Brightspace D2L | Conducting Classes | Cloud – D2L | 3 | MediaSite | D2L (vendor) | D2L: 1-877-325-7778 |
| Example 2:  PeopleSoft HR / Payroll | Payroll | OUHSC Datacenter | 4 | See Payroll Department COOP | OUHSC IT | 405-271-2203 |
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RTO Key

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| --- | --- | --- | --- | --- | --- |
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**VITAL RECORDS, FORMS AND DOCUMENTS**

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| --- | --- | --- | --- | --- | --- | --- |
| Vital Record | Description | Storage Location | Format | Update Frequency | Alternate Plan | Point of Contact |
| Example 1:  Academic Records | Grades and assignments | Cloud-D2L | Electronic | Daily | Paper Records | Academic Technology: Richard McMahon |
| Example 2:  Student Contact List | Address, phones, email addresses | File cabinets PS Campus Solutions | Electronic, paper | Weekly | Paper Records | Admissions and Records |
| Example 3:  Document Imaging | Scan and store electronic copies of documents | Z: drive;  Cloud Storage | Electronic Images | Daily | Not available after scanning/storing | OUHSC Data Center;  ABC Imaging Company |
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**REVIEWING, TESTING, TRAINING, EXERCISES – COOP, SYSTEMS, ELEMENTS**

Each department, college, or other entity at OUHSC rely on various systems, data, procedures, and elements of the Continuity of Operations Plans for resiliency, continuity and disaster recovery of its primary operations, critical functions, and essential needs. The COOP is established for the purposes of identifying personnel; resources and location needs during an event, incident, or disaster. It must be reviewed and tested.

Testing, training, and exercising of the COOP plan, systems and procedures will be performed annually through tabletop exercises, test-environment simulations, actual incident or implementation, plan review, or a combination of these methods. Testing, training, reviewing and discussions will be documented for each entity, department, college, etc. and included with the COOP document. Please complete the table below as you perform any of these actions during the year. Replace the “example” lines information with your own information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | System/Element | Method | Performed by | Result/Notes |
| Example 1:  12-01-2022 | COOP document | Discussion | John Smith’s Staff & Dept Mgr | 2021 COOP plan reviewed for updates. Changes included updates to personnel info and new data systems. |
| Example 2:  2-01-2023 | Tested new software for go-live | Training, data entry, reports | John Smith’s Staff & IT | Users tested new software, entered data, ran reports in accordance with normal business processes to test software functions. Added to COOP for critical system. |
| Example 3:  8-01-2023 | COOP Plan | Activation – temporary work locations | OUHSC Facilities/Operations | Relocated personnel to alternate locations for two days during necessary repairs for water line, carpet, paint repairs. Remote access utilized by staff. |
| Example 4:  10-01-2023 | COOP Plan | Review and Discussion | John Smith’s Staff & Dept Mgr | 2022 COOP plan reviewed for updates. Changes included updates to personnel info; pandemic response; remote workforce information and new software systems. |
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