

Business Continuity Plan – Continuity of Operations Plan (COOP)

The **COOP** is established for the purposes of identifying personnel; resources and location needs before, during and after an event, incident or disaster. The COOP document provides core team responsibilities, essential systems and needs, critical functions, vendors and dependencies. The COOP document is intended as a quick reference guide for specific information, but is not intended for use as Standard Operating Procedures or detailed training manuals.

Below are the key areas that are extremely important to include in your **COOP**.

Contact Information. List names, phone numbers (office and cell) for all employees on your team. Identify the chain of command within your team to identify which person(s) need to be notified first in case of an issue/event/incident.

Identify Essential Personnel. List who must report to work after an emergency; who can work from an alternate location or from home; and how can they connect for technology access?

Alternate Facilities. What are the options for other locations your team can report to or work from, if there is an issue in your primary work location? List a few alternate locations for your team.

Alternate/Manual Processes. We are all dependent upon technology and software to some degree. If you were to have an interruption in your most important software program, can you identify any manual processes that your team can utilize for a period of time to keep your primary responsibilities ongoing?

Essential Systems, Information, Records and Equipment. List the essential items for your team should you need to relocate or rebuild or have other temporary interruptions to your normal work. Include software programs, file servers, computer equipment, phones, copiers, etc.

Essential Vendors. List the vendors and/or external support you need for your identified Essentials.

Critical Functions. List the critical functions your team provides and the impact to the university if those functions are delayed or interrupted; and any dependency/assumption to complete each function.

Software Applications Supporting Critical Functions. List the software programs you use for your critical functions so they can be included in the IT Disaster Recovery Plan and identified for finance/purchasing.

Vital Records, Forms, Documents. List any items your team uses and/or produces in your daily activities and where you store documents or records – filing cabinets, online folders, imaging system, etc.

Review and Testing - COOP, Systems, Elements. Each year your team should review your COOP, make updates and test the overall structure and components within your COOP. List any real interruption activity your team experienced this year in which you activated some piece of your COOP; tested your COOP in any exercises; reviewed your COOP for updates and had any COOP training for your staff.

Special Pathogens Planning. List any contingency plans you have for work-from-home; social distancing; modified work schedules; additional laptops, phones or other equipment issued for remote access and basic disease transmission prevention you are using for your team/office. List who will assist with tracking, monitoring and contacting faculty and staff for absences and health condition, as it relates to flu-like symptoms or contact with other persons under investigation for flu-like symptoms. List any ongoing research that is critical for your team and any hazards for temporary delays in that research.