

University of Houston  
Office of Emergency Management

Continuity of Operations Planning Program  
September 10, 2021

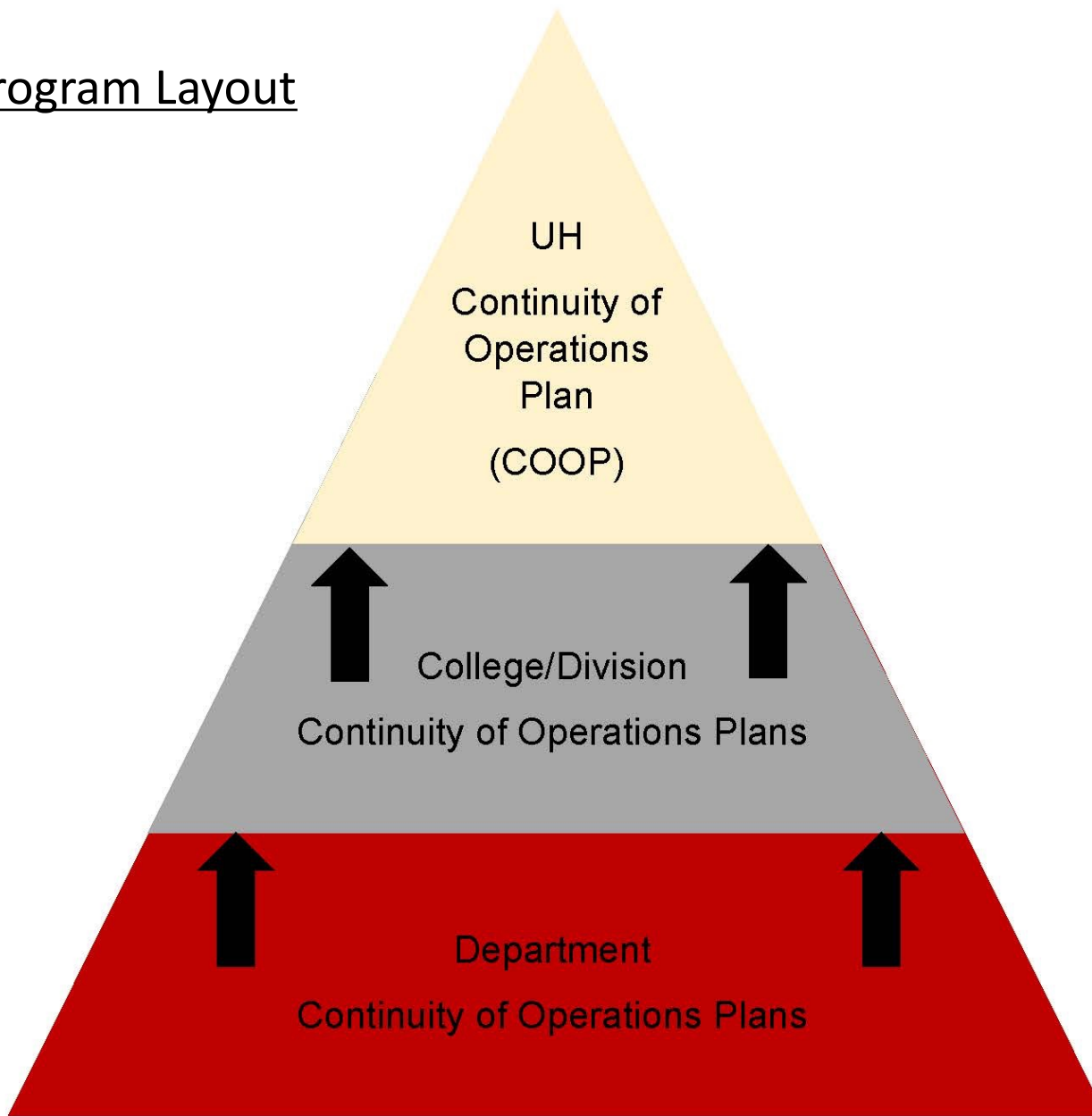
Presented by:  
Ginger Walker  
Director, Emergency Management

## COOP Beginnings at the University of Houston (UH)

- State Auditor's Office Audit of UH, 2005
- Critical Interruptions Spreadsheet Created in 2006
- Compliance – University of Houston Policy, Business Continuity Planning, 2007\*
- UH BCP Templates Created in 2011\*
- College/Division Business Administrators – Annual Training
- State Office of Risk Management Directive, 2013
- Compliance – University of Houston Policy, Business Continuity Planning, 2016\*
- Compliance – UH Internal Audit Requirement/Pre-Audit Check List, 2016
- Best Practice in Higher Education

\*Renamed Continuity of Operations Planning

## UH COOP Program Layout



## Authority Through Policy and Leadership

University of Houston Policy, MAPP 06.01.02 – Continuity of Operations Planning:

- Overview and Policy Statement
- Office of Emergency Management Responsibilities
- College/Division Responsibilities
- Individual Department Responsibilities
- College/Division Continuity Planning Liaison Responsibilities
- Continuity Planning Leadership Group Responsibilities

# COOP Template for Departments

- Department Information
- Department Leadership Succession
- Department Operational Function
- Department Objective 1-3
- Emergency Communication
- Department Contact Information During an Emergency
- Emergency Access to Information Systems
- Essential Functions (Functions and Personnel)
- Emergency Relocation Needs
- External/Internal Dependencies
- Vulnerability/Risk Assessment and Mitigation Strategy
- Non-Essential Personnel
- Exercising Your Plan
- Resumption of Normal Operations
- Approvals



Department Continuity of Operations Plan Template  
For Department Use

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College/Division Name:

Department Name:

Department ID:

College/Division Continuity of Operations Planning Liaison:

Date Completed:

Completion of the Department Continuity of Operations Plan (COOP) Template ensures compliance with [MAPP 06.01.02, Continuity of Operations Planning](#).

# COOP Template for College/Divisions

- College/Division Information
- College/Division Leadership Succession
- College/Division Operational Function
- College/Division Objective (1)
- Emergency Communication
- Essential Functions (Functions and Personnel)
- Vulnerability/Risk Assessment and Mitigation Strategy
- Non-Essential Personnel
- Approvals



College/Division Continuity of Operations Plan Template  
For College/Division Use

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College/Division Name:

College/Division Continuity of Operations Planning Liaison:

Date Completed:

Completion of the College/Division Continuity of Operations Plan Template ensures compliance with [MAPP 06.01.02, Continuity of Operations Planning](#).

# Office of Emergency Management

About OEM ▾ Planning & Response ▾ Training & Outreach ▾ Be Prepared

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## OFFICE OF EMERGENCY MANAGEMENT

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Emergency Management Plans

Building/Department Preparedness

**Continuity of Operations Planning**

Faculty Emergency

DisABILITIES Resources

Ride-Out Teams

Training & Outreach

Be Prepared

## Continuity of Operations Planning

The University of Houston must ensure its operations are performed efficiently with minimal disruption through a wide range of emergencies. The Continuity of Operations Planning Program ensures that the organization is capable of conducting its essential mission and functions under all threats and conditions. For assistance with continuity planning contact Ginger Walker via email at [gwalker@uh.edu](mailto:gwalker@uh.edu)

*\*Save file before entering information*



Continuity of Operations Planning Template for Departments

Continuity of Operations Planning Template for Departments

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Continuity of Operations Planning Template for Departments

Continuity of Operations Planning Template for Departments

COOP Template for Departments (177KB, PDF)



Continuity of Operations Planning Template for Departments

Continuity of Operations Planning Template for Departments

Continuity of Operations Planning Template for Departments

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[www.uh.edu/oem](http://www.uh.edu/oem)

## COOP Program Training

- Continuity of Operations Planning Liaison Annual Training
- Continuity Planning Leadership Group Training and Approval
- Individual Department/College/Division Training Sessions





## Exercising your COOP

- Conduct Exercise for UH COOP
  - Tabletop
  - Full Scale
- Conduct Exercise with Continuity Planning Leadership Group
  - Simple Communication
  - Distribution and Awareness
- Individual Department/College/Division Training Sessions
  - Simple staff meeting style exercise
  - Seminar on the COOP



## Get Organized and Set Reasonable Due Dates!

- ✓ Department Continuity of Operations Plans
  - ✓ Liaison will set appropriate due dates for Departments plans submission
- ✓ College/Division Continuity of Operations Plans
  - ✓ Liaison will review all plans and complete a College/Division Level Plan for VP approval
- ✓ ALL PLANS Due JUNE 1<sup>st</sup> to OEM
  - ✓ Department and College/Division Continuity of Operations Plans



# Plan Approval



## Approvals:

- Department Plans

  - Department Approver

  - College/Division COOP Liaison Acknowledgement

- College/Division Plans

  - Dean or Appropriate VP

  - College/Division COOP Liaison Acknowledgement

## Approval Ensures:

- Authorization of Essential Functions and Personnel

- Authorization Non-Essential Personnel Needing Access when Campus is Closed

- Acknowledgement of All Critical Content



## Office of Emergency Management

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**HOUSTON**

CAMPUS SAFETY  
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	College of Business	...
	Division of Research	...
	College of Engineering	...
	Honors College	...
	Library	...
	Chancellor President Division	...
	Hilton Hotel	...
	UH Sugar Land	...
	Academic Affairs	...
	University Marketing, Communication & Media Relations	...
	College of Nursing	...
	College of the Arts	...

Where to  
**STORE  
PLANS**

# University of Houston Continuity of Operations Plan

Department COOP's and College/Division COOP's all help to build the  
University of Houston Continuity of Operations Plan



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UNIVERSITY OF HOUSTON  
CONTINUITY OF OPERATIONS PLAN

*For Official Use Only*

Revised: August 2018

# University of Houston Continuity of Operations Plan

## Elements of the Plan

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# University of Houston Continuity of Operations Plan

## Essential Functions

- University Leadership
- Public Safety
- Communications
- Basic Services
- Student Housing
- Fiscal Operations and Functional Processes
- Academic Continuity



\*Remember to include the Recovery Time Objective

# Lessons Learned and Tips

- **Getting Buy In**
  - University Policy
  - SORM Requirements
  - Texas Labor Code
  - Internal Audit Compliance
  - COOP Leadership Group
  - Continuity Planning Liaisons
- **COOP Planner**
  - Continuity Planning Position Created and Hired 2012
- **Templates**
  - COOP Template for Departments before the SORM Policy Letter
  - COOP Template for College/Division
- **Essential Personnel Determination**
  - Essential Personnel Designation
  - Role of Essential Personnel
- **Hurricane Harvey**
  - Listing Essential Personnel and Essential Function Performing
  - Vice Presidential Approval of Non-Essential Personnel Listing
  - Requirement for ALL departments to have a COOP
- **Lost Plans**
  - UH provides a back up location within OEM
  - Hard Copy Required



## Lessons Learned and Tips (Cont.)

- Continuity Roles
  - Assign Various Continuity Roles
  - Roles to be defined by Continuity Planning Leadership Group
- Sharing the Plan
  - Leadership
  - Ride-Out, Recovery, Planning
- What If's
  - Don't let the what if's take over
  - Stay the course, it's a living document and can be updated
- Create Appendices
  - Assign to Key Players
  - Don't take all the burden

**University of Houston**  
**Office of Emergency Management**



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