

**THE UNIVERSITY OF
LOUISIANA
MONROE**

**College of Business
and Social Sciences**

BUSINESS CONTINUITY PLAN

August 31, 2018

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Section I. Introduction

Purpose

The Business Continuity Plan (BCP) is intended to establish policies, procedures and organizational structure for response to emergencies that are of sufficient magnitude to cause a significant disruption of the functioning of all or portions of The University of Louisiana Monroe and the College of Business and Social Sciences. This BCP describes the roles and responsibilities of all personnel needed to maintain and restore services that are critical to the College. These procedures are designed to protect lives and property through effective use of university and college resources. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes. The BCP defines procedures to maintain and/or restore critical business and academic operations after an emergency.

In addition to this plan, The University of Louisiana Monroe has developed an Emergency Response Plan to direct university personnel during actual emergency events.

Scope

The Emergency Response Plan (ERP) is the central or overarching organizational-level plan that guides the BCP. Nothing in the BCP shall be construed in a manner that limits the use of good judgement and common sense in matters not foreseen or covered by the elements of the plan.

This BCP shall be subordinate to federal, state, or local plans during a disaster declaration by those authorities. The BCP is consistent with established practices relating to coordination of emergency response and, as such, utilizes the Incident Command System. The College, through the University of Louisiana Monroe will cooperate with the Governor's Office of Homeland Security and Emergency Preparedness, the State of Louisiana, the Fire Department and other responders.

Section II. Organization: Individuals & Teams

Key Individuals

Dean

This College plan is promulgated under the authority of the Dean through his reporting line to the ULM President. All decisions concerning the cessation of operations rest with the President or his designee. After consulting with the ULM Incident Commander and the Executive Management Group, the President shall be responsible for declaring a major institutional emergency. The Dean will oversee the required actions related to an incident declared by the President as they relate to the College of Business and Social Sciences.

College BCP Coordinator

The College Business Continuity Plan Coordinator is a member of the Crisis Response Team who is responsible for the maintenance of the entire Business Continuity Management Program. The BCP Coordinator also schedules exercises, establishes documents updating deadlines and consults directly with the College Incident Commander during an actual emergency. Susan Duggins, College Operations Manager, is the acting College BCP Coordinator.

College Crisis Response Team

Responsibilities

The Crisis Response Team is an assemblage of senior college level officials appointed and chaired by the Dean to advise and assist in making emergency-related policy decisions.

The responsibilities of this body include:

- Implement actions required/identified by University Executive Management Group
- Gather and analyze conditions
- Allocate and direct distribution of resources
- Request needed resources that are unavailable internally and from available outside resources
- Report upward to University Executive Management Group
- Make strategic decisions during an emergency event for the College

College Crisis Response Team

| | | |
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| Director, School of Management | TBD | |
| Director, School of Construction Management | Dr. Edward Brayton | 231-250-0081 |
| Operations Manager | Susan Duggins | 791-1472 |

Each School Director and unit manager is responsible for coordinating activities related to their span of control.

Role of Faculty and Staff

Every member of the faculty and staff should read and be familiar with applicable emergency plans and familiarize themselves with emergency procedures and evacuation routes for those buildings they use frequently, including their office, laboratory, or studio locations. Faculty and staff must be prepared to assess situations quickly and use commonsense in determining a course of action.

Role of Students

Every student should familiarize themselves with the emergency procedure and evacuation routes in buildings in which they live or use frequently. Students should be prepared to assess situations quickly and use commonsense in determining a course of action.

Faculty, Staff, and Students should also be able to execute Shelter-in-Place / Emergency Lockdown and other safety procedures.

Section III. Plans in Place

The entire Emergency Response Program includes the following plans:

- Emergency Response Plan (ERP)
- Crisis Communication Plan (CCP)
- Business Continuity Plan (BCP)
- Department Emergency Operations

The multiple purposes of the entire program are as follows:

- Provide for the safety of faculty, staff, students and other individuals

- Minimize the interruptions of normal operations
- Mitigate damages
- Mitigate financial losses
- Reduce legal exposures
- Comply with best practices
- Provide for the safety of faculty, staff, students and other individuals

Emergency Response Plan (ERP)

The Emergency Response Plan is designed to direct college resources during and immediately after a disaster event by providing the early responders with emergency instructions to be executed during specific disaster events. The primary users of this plan are the members of the College Crisis Response Team. The primary purpose of the Emergency Response Plan is the direction of internal emergency resources and life safety.

Crisis Communication Plan (CCP)

This plan will help alleviate any miscommunication in the event of a crisis—an event that affects the health and safety of the College community, affects the physical campus or damages the college’s reputation. This plan supplements the College Emergency Response Plan. It provides direction on designating the appropriate spokesperson, drafting media messages, holding news conferences, disseminating information internally and externally.

Business Continuity Plan (BCP)

A central focus of the BCP is to mitigate damage and rapidly restore normal operations for disasters that cannot be prevented. This plan supplements the College’s Emergency Response Plan. The BCP is designed to respond to both community wide disasters as well as localized threats that directly impact the campus. The BCP addresses catastrophic events as well as lesser disasters.

School Emergency Operations

Each School and unit in the College of Business and Social Sciences has an Emergency Operations Plan to maintain or restore important business and/or academic operations. The Emergency Operations Plan defines the School’s and/or units actions during and after a disaster event.

Section IV. Plan Activation

Plan Activation

Plan activation begins at the discretion of the ULM Incident Commander upon the receipt of information of an emergency event or threat of an emergency. Based on the University Police report, and

information obtained from other appropriate entities, the ULM Incident Commander will declare the level of the emergency and activate the EOC. At that point, if applicable, the College will implement its plan as well in coordination with the University.

The ULM Incident Commander shall review the circumstances of the emergency with the President and Executive Management Group and determine the appropriate response. The ULM Incident Commander may also directly communicate with Chief Communications Officer. Upon activation, the Crisis Response Team members will be notified by University Police and should report to the designated command center as directed. The Emergency Response Plan provides guidelines for responding to specific disasters.

Section V. Plan Operation

Emergency Operations Center (EOC)

The primary Emergency Operations Center (EOC) will be continuously maintained in a state of readiness for conversions and activations. The EOC serves as the centralized, well-supported location in which the Crisis Response Team and the Executive Management Group may gather and assume their role. Response activities and work assignments will be planned, coordinated and delegated from the EOC.

In a university –wide emergency the College Crisis Response Team Members will report to the EOC as directed.

Following a disaster, the EOC will be established at the closest undestroyed area/ Primary Location:

Hemphill Hall, Room 100

If the Primary EOC is inaccessible the backup EOC will be located at:

TBA / Situation Dictates; Possibilities Construction Management; Strauss; Stubbs

Communications

Once an emergency event is declared, The ULM Office of Marketing & Communications will activate the Crisis Communication Plan. The office is responsible for the development and dissemination of all communications for the university. It is extremely important that the only persons to contact or speak with the media are those identified by the Office of Marketing & Communications.

Section VI. Recovery

Emergency Response

Emergency response steps are identified by type of emergency in the Emergency Response Plan. These procedures are the initial response to emergency situations and can be summarized as follows:

1. Treat any injuries
2. Contain and control the event
3. Secure the campus
4. Isolate and control access to any dangerous areas
5. Conduct a preliminary damage assessment

Only after the environment is safe can restoration efforts begin followed by an orderly reopening of normal university and College operations.

Recovery Strategies

After a major emergency or disaster where there is physical damage to some areas of the campus and/or to the campus buildings, the campus may have to shut down temporarily. In an extreme situation, the campus may have to shut down for an extended period of time. Under these types of events the following recovery strategies will be considered by the university and College:

- **Alternate Space** – Utilizing alternate space in campus buildings is the most likely solution where the disaster has not caused damage to campus buildings.
- **Distance Learning** – By utilizing Moodle and the World Wide Web, maintaining important ongoing academics should be possible under emergency situations even where multiple buildings are damaged, destroyed or if access to campus is denied.
- **Mutual Aid** – Activation mutual aid agreements with other universities and schools can be utilized for athletic events, technology support, and many other university operations.
- **Temporary Structures** – Modules / trailers can be rapidly deployed to serve as office or classroom space.

Recovery of Normal College Operations

After a major disaster, the building(s) may be damaged and the general environment will likely be dangerous. Note that after a major disaster that causes substantial damage, most recovery steps are largely independent of the type of disaster (tornado, hurricane, major fire, etc). Disaster recovery steps outlined in the BCP take place after the environment has been secured and can be summarized as follows:

Action Step #1 – College Recovery

- Critical Operations restored
- Comprehensive Damage Assessment completed
- Basic Services restored
- External Resources contacted
- Alternate Facilities secured/ Temporary Structures erected
- Building Damage repaired
- Gradual return to normal operations

Action Step #2 – Business Continuity Management Program Review

- Review Action Steps taken
- Revise documentation and procedures

College-wide recovery steps will usually be executed only if the disaster event is expected to impact normal university operations for a period of 72 hours or longer. Recovery efforts outlined in the BCP typically begin within five days after the initial impact.

Action Step #1 – Recovery Period

- Dean's Office
 - Provide leadership
 - Provide resource direction
 - Coordinate with University Crisis Team and Management Team
- Crisis Response Team
 - Maintain a regular meeting schedule at the EOC
 - Direct college resources
 - Develop and execute a recovery plan and timeframe
 - Depending on damage levels:
 - Instruct Physical Plant to make repairs
 - Work with Chief Administration Officer to secure alternate facilities or temporary structures/ modules
 - Work with Business Affairs to activate mutual aid agreements

- Work with Academic Affairs to coordinate recovery plan
Make safety the top priority throughout the entire recovery process
- Individual Schools and Units
 - Maintain communications with college level team
 - Complete comprehensive damage assessment of responsible area
 - Maintain contact with employees in area
 - Assess workforce capabilities
 - Work with College team to execute plans to use Moodle if learning facilities are disabled
- Faculty and Staff
 - Execute their role as specified in the relevant school/unit emergency plan
 - Maintain contact with the department of Human Resources and their school director
 - Maintain course progress through Moodle to the extent possible
 - To the extent possible, work from home until the college is operational (or temporary structures / modules are secure)
- Students
 - Non-resident students maintain contact with Registrar
 - International students maintain contact with Registrar
 - Resident students maintain contact with Residential Life
 - Continue course progress through Moodle to the extent possible

Action Step #2 – Business Continuity Management Program Review

- Review the actions taken by the CRT
- Review the actions taken by the various college units
- Review the actions taken by individual employees and students
- The BCP Coordinator drafts changes to the documentation and procedures for review by the CRT and approval by the Dean

Section VII. School and Unit Emergency Operations Plans

Requirements of All Departments

Emergency Operations Plans prepared by all University Departments shall be consistent with the guidelines established in this Business Continuity Plan. Each department shall, as appropriately directed, execute that portion of their plan required to assure optimum endurance and rapid recovery from the effects of an emergency. School Directors and unit heads shall at a minimum develop, practice, maintain, and oversee/execute procedures that accomplish the following:

1. Identify the individuals and alternates to whom the specific responsibilities are assigned:
 - a. Emergency Operations Plan execution / emergency response

2. Facilitate effective communication by maintaining and making available the following lists:
 - a. Emergency contacts
 - b. Contact information for all department employees
 - c. As applicable, contact information for critical subcontractors, suppliers and service providers that may be needed after an emergency event
3. Protect all vital records
4. Perform normal duties manually/ without computer support

ASSETS

Most informational assets of the College are maintained and backed up by the University Computing Center.

All physical copies of student records (most critical records such as course requirements and grades) can be recreated through computing center back-up files.

Faculty transcripts are maintained in electronic form and can be provided from computing center backups.

All faculty are required to maintain electronic gradebooks through Moodle which is backed up by the computing center.

Potential Losses:

Hard copies of faculty evaluations (student evaluations of faculty are in an electronic format and are backed up by the computing center).

Hard copies of ungraded student work.

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