

**The University of North Carolina at Greensboro**  
**FACILITIES OPERATIONS**  
**Disaster Recovery Plan**

**Departmental Emergency Contact:** Dan Durham, Director of Facilities Operations

A. Purpose: Facilities Operations' primary purpose is to maintain and operate the academic and administrative buildings as well as the grounds and the utility systems of the entire campus.

B. Business Impact

**Risk Identification Tool**

**NI = No Impact**

**PN = Plan Needed**

**TERM = Terminal, cannot continue to function**

|   | One Day | One Week | One Month |
|---|---------|----------|-----------|
| <b>Unavailability of Personnel (sick, no transport)</b> |         |          |           |
| a. 20% not available                                    | NI      | NI       | PN        |
| b. 50% not available                                    | PN      | TERM     | TERM      |
| c. 70% not available                                    | TERM    | TERM     | TERM      |
| d. 95% not available                                    | TERM    | TERM     | TERM      |
|   |         |          |           |
| <b>Unavailability of Supplies</b>                       |         |          |           |
| a. Product Unavailable                                  | NI      | NI       | TERM      |
| b. Loss of Transportation                               | NI      | NI       | NI        |
| c. Vendor Loss  | NI      | NI       | NI        |
|   |         |          |           |
| <b>Unavailability of Facilities</b>                     |         |          |           |
| a. Office/Admin Space                                   | NI      | PN       | PN        |
| b. Classroom/Training Space                             | NI      | NI       | NI        |
| c. Conference/Meeting Space                             | NI      | NI       | NI        |
| d. Auxiliary Stud/Fac/Staff Used Spaces**               | NI      | NI       | NI        |
| e. Loss of Documents/Records                            | NI      | PN       | PN        |
|   |         |          |           |
| <b>Unavailability of Utilities/Campus Services</b>      |         |          |           |
| a. Electricity  | PN      | TERM     | TERM      |
| b. Network and Internet Access                          | NI      | NI       | NI        |
| c. Production IT Services                               | NI      | NI       | NI        |
| d. Water  | PN      | TERM     | TERM      |
| e. Fuel/Natural Gas                                     | NI      | NI       | NI        |
| f. Telecommunications                                   | PN      | PN       | PN        |
| g. Mail   | NI      | NI       | NI        |
| h. Steam/HVAC   | PN      | TERM     | TERM      |
| i. Auxiliary Stud/Fac/Staff Used Services**             | NI      | NI       | NI        |
|   |         |          |           |

\*\*An example might include loss of a parking deck, requiring Parking Operations to develop plans.

### Priorities

The overall priorities for disaster response by Facilities Operations are as follows:

1. Protection of life
2. Protection of health, safety and welfare of public
3. Protection of buildings and facilities

### C. Responsibilities

Facilities Operations' primary responsibility is maintain and operate the academic and administrative buildings as well as the grounds and the utility systems of the entire campus. In a campus-wide disaster, Facilities Operation will do the following:

Implement internal Facilities Operations Disaster plans and procedures in accordance with their role in the overall University-wide Disaster Plan.

Provide for the health, safety, and welfare of the campus community and conduct or assist in emergency repairs of facilities.

Review and inspect buildings and facilities that require immediate response and determine the best course of action to prevent further damage to the facilities.

Make available building plans and CAD drawings to any emergency operations unit.

Coordinate the hiring of outside contractors as required for making emergency repairs.

Coordinate with other University departments as required in order to make emergency repairs.

Maintain current and on-going service contracts for general contractors, elevators, electrical, mechanical and other trades which might be used for emergency situations.

The Director of Facilities Operations is responsible for the timely response and implementation of this plan.

D. Communications

Department Head:

Dan Durham  
Director of Facilities Operations  
209 Sink Building (800 Oakland Avenue)  
Phone 336-256-0436  
Fax 336-334-4026  
Mobile 336-215-7616  
Home 336-210-4042  
E-mail: [dgdurham@uncg.edu](mailto:dgdurham@uncg.edu)

If the Director is unable to perform his duties, the order of succession is as follows:

Backup #1:

Dale Williams,  
Sink Building (800 Oakland Avenue)  
Phone 336-334-3362  
Fax 336-334-4026  
Mobile 336-215-8079  
Home 336-644-1271  
E-mail: [drwilli3@uncg.edu](mailto:drwilli3@uncg.edu)

Backup #2:

Tom White  
Sink Building (800 Oakland Avenue)  
Phone 336-334-0434  
Fax 336-334-4026  
Mobile 336-451-0707  
Home: 336-434-5421  
E-mail: [tmwhite4@uncg.edu](mailto:tmwhite4@uncg.edu)

## E. Business Resumption Strategy

### **PREPAREDNESS**

- Consider wireless computers/laptops that could be used by staff in the event that facilities or equipment are compromised
- Prepare / Update Crisis Communication Plan semiannually
- Post-evacuation assembly site is the Campus Supply Storeroom or 915 Northridge St
- Training and Review of Disaster Plans

### **RESPONSE**

- Notify UNCG Police (334-4444)
- Inform department head of the situation
- Use Crisis Communication Plan to contact critical employees
- If an evacuation is required, staff will assemble at the Campus Supply Storeroom site for the post-evacuation head count.
- Department critical employees should assemble at the determined location.
- Retrieve the department's Business Continuity Plan kept in the following locations:
  1. Room 209 Sink Building
  2. Facilities Operations web site.
- Communicate with customers, vendors, or other third party providers
- Identify a person who will know the building to work with fire or police
- Contact Office of Space Management at 4-5494 to request alternate space for your department
- Contact Telephone Services to transfer telephone numbers to alternate work site
- Critical staff has their UNCG identification card
- Safeguard as much as possible areas that could get wet by placing plastic covers over equipment and moving equipment off the ground
- Review policies for sending employees home

### **RESUMPTION**

- Set up interim workspace at alternate site
- Make clients aware of diminished services
- Order or request critical supplies and equipment
- Contact 6-TECH to check on system status
- Secure or order hardware for critical processes (computers, printers, servers)
- Test user logins to web based applications to assure they work properly. Contact 6-TECH if problems occur
- Coordinate with administrative staff to order telephones
- Update voicemail and webpage with disaster related messages – verify consistent message with University Relations
- Secure office furniture; seek assistance from Surplus Warehouse
- Secure forms, special stock paper
- Secure equipment supplies (toners, chemicals)
- Evaluate transportation needs
- Use work around procedures for handling cash transactions
- Make directions available to alternate site

- Check in with IT Help Desk to confirm status
- Coordinate all news media with University Relations
- Notify departments of the disaster related event and any changes in processes
- Notify third party providers of the disaster related event and any changes in processes
- Contact vendors that support critical processes to request assistance or notify them of a delay
- Contact Postal Services to notify them of any change in location
- Review the UNCG Home Page for updates and the emergency conditions
- Evaluate card access needs
- Ensure all employees have Employee ID cards and are be prepared to show them
- Safeguard sensitive vital records
- Review policies for sending employees home
- Set up counselors for employees
- Obtain the contact number and status of employees for family members that may call in

### **RECOVERY**

- Business units are operating within their business continuity and disaster recovery plans
- Information technology departments are recovering critical technology infrastructures (i.e., software applications, telecom, network, servers, etc.)
- Facilities is recovering building infrastructures

### **RESTORATION**

- Critical staff has been relocated back into original worksite
- Site specific services have been recovered
- Non-essential staff has been called back to work
- Business units begin returning to normal operations
- Staff to relocate to original worksite or a new permanent site
- Manual procedures have been incorporated back to normal, automated processing
- Communication with clients, vendors, customers and departments
- Evaluate staffing schedules for workloads that may need to be caught up
- Test systems to ensure they are working properly
- Checks and balances to verify what data was lost (hardcopy and electronic)

### Training

The Facilities Operations Disaster Recovery Plan will be briefed to the staff annually.

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(Unit Head)

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Date

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(Divisional Approval)

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Date