

**The University of North Carolina at Greensboro
Facilities Operations
Disaster Recovery Plan**

Updated 5/5/2010

Departmental Emergency Contact: Acting Director of Facilities Operations: Steve Siler

- A. Purpose: Facilities Operations primary purpose is maintain and operate the academic and administrative buildings of the Campus 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
Unavailability of Personnel (sick, no transport)			
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
e. Other			
Unavailability of Supplies			
a. Product Unavailable	NI	NI	TERM
b. Loss of Transportation	NI	NI	NI
c. Vendor Loss	NI	NI	NI
d.			
Unavailability of Facilities			
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
f.			
Unavailability of Utilities/Campus Services			
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
j.			

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

C. Priorities

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

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

D. Responsibilities

Facilities Operations primary responsibility is maintain and operate the academic and administrative buildings of the Campus 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, welfare of the campus community and public, and 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 operation 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 Acting Director of Facilities Operations is responsible for the timely response and implementation of this plan.

E. Communications

Department Head

Acting Director of Facilities Operations:

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Backup #1

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Backup #2

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The order of succession is the order listed above. If the if the Acting Director is unable to perform his duties for whatever reason then the backup #1 will perform those duties. If s/he is unable to perform those duties then backup #2 will perform them.

F. 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 semi-annually
- 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
- 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 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

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

(Unit Head) Date

(Divisional Approval) Date