

Department/Sub Department Continuity of Operations Plan (COOP)

Department/sub department emergency planning and continuity considerations.

For all NSU Department/sub department on all Campuses.



NOVA SOUTHEASTERN
UNIVERSITY

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Continuity of Operations Plan (COOP) for:

Name of Department/Sub Department

Primary Location/Address

Primary Telephone

Date of Preparation/Most Recent Update

Person Completing Continuity of Operations Plan (COOP)

Introduction:

This Department/Sub Department Continuity of Operations Plan Template provides a standard means of documenting all-hazards emergency preparations, response, recovery, and continuity of operations information from all departments/sub-departments within Nova Southeastern University (NSU). This template will also serve as a guide to all departments/sub-departments for forming and completing emergency plans and procedures tailored to essential services for their respective departments/sub-departments.

This planning template is both scalable and flexible, and should be utilized by all department/sub departments at NSU regardless of their scope, size, or resources available to them. Additional documents relevant to a department's/sub department's emergency procedures may be attached to this document. All personnel responsible for emergency planning within their department/sub department must understand that emergency planning is not an individual or static process, it is a dynamic and ongoing process that must encompass the efforts from the entire department/sub department. All departments'/sub departments' emergency plans and procedures should be communicated with all employees within the department/sub department. It should also be known that the Continuity of Operations Plans (COOPs) for each department/sub department should be revised and updated periodically.

All department/sub departments must be fully aware of NSU's emergency policies and procedures as stated in NSU's Comprehensive Emergency Management Plan (CEMP) prior to completing the COOP. Thus, ensuring alliance with NSU's CEMP and preventing implementing conflicting emergency procedures.

The scope of each COOP encompasses the all department/sub department personnel and facilities used by the said department/sub department. This plan is intended to maintain and/or resume the essential functions and operations of Nova Southeastern University in the event that normal operations at any campus or affiliated facility are disrupted or threatened with disruption. This plan applies to all Nova Southeastern University faculty and staff within their respective department/sub departments.

Review of NSU Emergency Management Plans:

Completion Checkbox	Completion Date	Key Emergency Management Plan
<input type="checkbox"/>		NSU COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP): Review NSU's University-Wide Comprehensive Emergency Management Plan, which provides broad overview information associated with the general emergency management program, and all its associated components including but not limited to: threat assessment, prevention, protection, mitigation, preparedness, response, continuity, and recovery. It is recommended that a copy of this document be forwarded to all department/sub department personnel. Visit: https://www.nova.edu/publicsafety/cemp.html
<input type="checkbox"/>		NSU EMERGENCY RESPONSE GUIDE (ERG): Review NSU's Emergency Response Guide, which provides recommended response actions for the most common types of emergencies while on any NSU property. It is recommended that a copy of this guide be forwarded to all department/sub department personnel, and paper copies of this guide be kept readily accessible in key areas of your department/sub department at all times. Visit: https://www.nova.edu/publicsafety/cemp.html
<input type="checkbox"/>		(If Applicable) COLLABORATIVE DEPARTMENT/SUB DEPARTMENT CONTINUITY OF OPERATIONS PLAN(S): If your department/sub department has collaborative operations with another department/sub department(s), it is recommended that the other department/sub department(s) Continuity of Operations Plan(s) be mutually shared and reviewed. Two collaborating departments/sub departments may each make the assumption that shared resources will be dedicated solely to them in the event of a disaster. Such potential conflicts must be identified, discussed, solved by the collaborating department/sub departments, and ultimately incorporated into each department/sub department's Continuity of Operations Plan.

Completion Checkbox	Completion Date	Key Emergency Management Plan
<input type="checkbox"/>		NSU PERSONAL PREPAREDNESS PLAN TEMPLATE: Review NSU's Personal Preparedness Plan Template, which provides recommended personal preparedness steps for all NSU community members. It is recommended that a copy of this template be forwarded to all department/sub department personnel. Visit: https://www.nova.edu/publicsafety/cemp.html

Background:

Indicate the nature of your department/sub department:

- ☐ Business Services
- ☐ Education
- ☐ Finance
- ☐ Facilities
- ☐ Health Services
- ☐ Human Resources
- ☐ Information Technology
- ☐ Law
- ☐ Student Affairs
- ☐ Other

If Other, Please indicate: _____

Write a brief description of your department's/sub-department's mission and essential functions. Indicate the scope of services, location (main campus or regional, if regional indicate which one), approximate number of staff, building(s) and floor(s) occupied:

If information exceeds the space provided, indicate in the area above, and attach any remaining information to the end of this document.

Basic Information:

Fill in the information below about the type and quantity of personnel that make up the department/sub-department. If the numbers vary or no exact numbers exist approximate as accurately as possible.

Type of Personnel	Number of Personnel	Comments
Employees (full-time)		
Employees (part time)		
Students		
Volunteers		
Residents		
Other		

Emergency Assembly Point:

Emergency Assembly Points are areas located outside the facility that are pre-determined by the Head of the department/sub-department or an administrative associate to be the area that personnel evacuate to and assemble, in response to specific hazards. For example, if there was a fire drill where would the Emergency Assembly Point be located?

Does your department have an Emergency Assembly Point? (Yes or No) _____

If yes, where is the Emergency Assembly Point for your department?

Objective of the Department COOP:

The objectives of the Continuity of Operations Plan (COOP) is as follows:

- To assist departments/sub-departments in re-establishing essential services necessary to return to an operational state after a major operational interruption.
- To maintain command, control and direction throughout the duration of an emergency.
- To ensure the safety of students, faculty, staff and visitors to the university.
- To assure the effective use of the university's infrastructure and resources during an emergency.
- To plan for, respond to and recover from a major operational disruption and restore critical time-sensitive operations, and eventually, return to full functional capacity.
- To achieve the department's timely and orderly recovery and reconstitution from an emergency.
- To facilitate decision making for execution of the departments'/sub-departments' COOP.

List the essential functions of the department. Essential functions refer to the functions of the department that must remain operational to fulfill the department's mission and complete daily operations. If, essential functions were not operational for an extended period of time, then it would cause adverse consequences to the department/sub-department.

If information exceeds the space provided, indicate in the area above, and attach any remaining information to the end of this document.

Essential Personnel List & Delegation of Authority:

The essential personnel are the people needed in order to continue the performance of essential functions. A list of all essential personnel that will be activated during a time of need (emergency situation) must be provided. It should also be indicated whether these essential functions can be completed and/or sustained remotely. Be advised that all essential personnel listed must be able to relocate to the alternate location should the need arise.

The Delegation of Authority is the pre-determined assignment within a department/sub department of the duties and responsibilities to the essential personnel. A written delegation of authority provides the recipients with the authorization to act on behalf of the head of the department/sub department for specified purposes and to carry out specific duties. Be advised that some of the essential personnel may have specialized skills making them better equipped for different roles.

Name	Job Title	Essential Function Provided	Remotely? (Yes or No)

University Closures & Partial Closures:

In the event of an emergency situation occurring on campus or a forecasted incident that may cause significant disruptions to operations, it may warrant the university to issue a temporary or extended closure of classes and/or university services. Under certain circumstances, there may be the possibility that the university issues a partial closure of classes and/or services.

Full University Closure

In the event of a full university closure, will the department continue essential operations? (Yes, No)_____

If yes, what plan does your department/sub department have in place to continue the department's essential operations?

If information exceeds the space provided, indicate in the area above and attach to the end of this document.

Will employees be able to work remotely? (Yes, No)_____

Partial University Closure

Partial University Closures refer to the suspension of certain operations to reduce the vulnerability of the NSU community before, during or after an emergency situation.

In the event of a partial university closure, will your department/sub department continue essential operations? (Yes, No)_____

If yes, what plan does your department/sub department have in place to continue the department/sub department's essential operations?

If information exceeds the space provided, indicate in the area above and attach to the end of this document.

Can students/employees work and/or attend classes remotely? (Yes, No)_____

(If applicable) If students are unable to attend classes remotely, what plans does the department/sub department have in place to ensure that essential departmental operations continue?

If information exceeds the space provided, indicate in the area above and attach to the end of this document.

Will essential employees be required to work on the campus during a partial university closure?

(Yes, No) _____

If yes, list the position titles of those who will report to work.

If information exceeds the space provided, indicate in the area above and attach to the end of this document.

Will additional resources be required to implement the department/sub department's plan? I.E. technology, equipment, etc. (Yes, No) _____

If yes, identify any additional resources that may be needed.

If information exceeds the space provided, indicate in the area above and attach to the end of this document.

Alternate Location Considerations:

Determine what your department/sub department will need in terms of space, equipment and infrastructure to continue the operation of essential functions. Identify an alternative facility that essential operations could be held, in the event of a COOP activation.

Identify an alternate facility that could be used on the campus (in the event that there is an incident isolated to the building) **or** an alternative facility that is not located on the campus (in the event that the entire campus has been affected).

****The continuity staff refer to the employees that may work from the alternate facility.**

Location (on the campus): _____

Location/address (if off campus): _____

Other considerations:

Total number of Continuity Staff that will be required: _____

Identify the power sources that can use: _____

Methods of communication once in alternative facility: _____

Identify the space necessary to accommodate Continuity Staff (in sq. ft.): _____

Identify security measures that will need to be present (if any) Ex. Secure storage: _____

Special Considerations for alternate facility, Ex. Wheelchair accessibility: _____

Be advised that there are no guarantees that the alternate facility will be available during the time needed. The above considerations are used to outline and prioritize the needs for potential available relocations facilities.

Sheltering (If applicable)

Is your department/sub department responsible for the housing of either student or employees on any of the NSU campuses? (Yes, No) _____

If yes, please specify the any plans in place for providing shelter for these residence in the event of an emergency situation that requires an evacuation of the campus.

If the space provided above is not sufficient, indicate in the space above and attach information to the end of the document.

At what point will it become mandatory to evacuate students and/or staff from residing on the campus? Ex. Upon closure of the university.

Teaching/Instructing

If one of your department's critical functions is teaching/instructing courses it is of the utmost importance to plan for a disruption in normal operations. Many courses can be converted from face-to-face instruction to online instruction. However, some courses do not have that flexibility and must be conducted face-to-face. Examples of these courses are laboratory course, field experiences courses, internships, etc.

Does your department/sub department have any courses that are unable to be conducted entirely online? (Yes, No) _____

If yes, list the courses below:

Course Number	Course Title	Number of Instructors	Comments

If information exceeds the space provided, indicate in the area above and attach the remainder of the information to the end of this document.

Order of Succession:

Orders of succession are provisions that are put into place when leadership personnel are unavailable to execute their duties during an emergency situation. Each department will need to establish and communicate their order of succession for key positions. When considering succession identify at least three potential successors that can take the place of the key position. Once the COOP has been activated the leader of the operations will likely be the head of the department/sub department, however, this is to be determined by key officials within the department/sub department prior to an activation.

Head of Operations: _____

First Successor: _____

Second Successor: _____

*Third Successor: _____

*If applicable.

Communications (external):

External communications refers to the communications that take place between the Continuity Staff at the alternate location and other essential parties. The success of continuity programs is dependent on the availability of and access to communications systems with sufficient resiliency, redundancy, and accessibility available to perform essential functions during a disruptive incident. External communications are any methods of communications that occur with entities outside the facility where operations are being conducted. Those entities include but are not limited to contractors, customers, clients, suppliers and other personnel that are not present at the facility.

Examples of methods of communications are telephone calls, emails, internet call/message applications (such as Skype, Microsoft Teams, Zoom, etc.), webpage posts and etc.

Under the Description tab, list the intended party to be communicated with, how each method of communication will be executed and whether the communications are one way or two way.

Method of Communications	Person responsible for Communications	Alternate Person Responsible for Communications	Description
Primary Method			
Secondary Method			
Tertiary Method			

Other Method			

Essential Records:

Essential Records are information/data essential to the continued functionality of the department/sub department. For legal, operational or regulatory reasons these records cannot be lost, stolen or damaged without hindering the department's/sub department's ability to conduct operations. These records could consist of legal documents, medical records or financial records. These records should be necessary to the continuance of operations for up to 30 days.

Does your department/sub department have/store any of these Essential Records? (Yes or No)

Give a brief description of the essential records and what type of documents they are (Ex. paper, electronic, etc.)

*If applicable, what measures are in place to protect these Essential Records?

Where are these records stored? _____

Can these records be moved or accessed from another location? (Yes or No) _____

Who is responsible for the protection of these records? _____

How will the hours and wages of Continuity Staff be tracked from the time that activation is initiated until the time when normal daily operations are re-established?

Where will the employee work hours and wages records be stored?

Who is responsible for the tracking and storing of employee hours and wages records?

Dependencies:

In order to conduct normal daily operations some departments/sub departments may depend on other departments/sub departments for either services, resources or use of facilities. For example, a department/sub department could be dependent on the IT department for setting up, troubleshooting and/or protecting private information.

Is your department/sub department dependent on another department and/or sub department? (Yes, No) _____

If yes, list all of the dependencies:

Are there any departments and/or sub departments that are dependent on your department/sub department? (Yes, No) _____

If, dependencies exceed the space provided, indicate in the space above and attach the dependencies as an appendix to the end of this template.

Essential Equipment:

Identify and list all supplies that are currently in stock (that can be accessed by the department) that are necessary to continue and maintain operations for up to 30 days. This section refers to the stockpile of supplies that a department/sub department may currently have.

Name/Description	Maintenance Frequency	Storage Location	Mobile Yes or No?	Other Information	Person tracking inventory

If information exceeds the space provided, indicate in the area above and attach to the end of this document.

Hot Wash

A Hot Wash is an immediate after-action discussions and evaluations of the department's/sub department's COOP, emergency procedures and performance during an activation. During the Hot Wash both areas of weakness and strength should be outlined. The Hot Wash is conducted shortly after the conclusion of the incident in order to obtain information that may still be resonating in the minds of the staff that could possibly be overlooked or forgotten if the Hot Wash was conducted at a later time. Ideas for how to improve the COOP for the future should be discussed and incorporated into the COOP. It is recommended that all departments/sub departments conduct a Hot Wash after the conclusion of the incident. A link to FEMA's Hot Wash template can be found below.

https://training.fema.gov/is/flupan/references/02_course%20forms%20and%20templates/02_hot%20wash%20form-508.pdf

Testing, Training and Exercises:

Staff should be properly trained as to the roles and responsibilities that they will take on in the event of an activation. The alternate facility should also be check periodically to ensure its suitability. Leadership training should be conducted for all of the essential staff that will or may have leadership roles in the event of a COOP activation. Be advised that these tests, trainings and exercises are encouraged to be completed on a minimum of an annual basis. List all of the following information below as well as any additional testing, training or exercises conducted in association with the department's/sub-department's COOP or emergency procedures.

Be advised that all personnel with emergency leadership roles in the Continuity of Operations plans should complete the following FEMA trainings.

- Independent Study 100 (IS 100)- Introduction to Incident Command
- Independent Study 200 (IS 200)- Basic Incident Command System for Incident Response
- Independent Study 700 (IS 700)- Introduction to the National Incident Management System

- Independent Study 800 (IS 800)- An Introduction to the National Incident Response Framework.

The following are areas should be considered in the event that the head of the department/sub department would like to conduct other/additional tests, training or exercises on their

Continuity of Operations Plan (COOP):

- Test and validate equipment to ensure internal and external interoperability and viability of communications systems.
- Test notification alerts and activation procedures for all personnel.
- Test primary and back-up infrastructure systems and services at continuity facilities.
- Test capabilities to perform essential functions.
- Test plans for recovering critical information systems, services and data.
- Test and exercise required physical security capabilities.
- Test internal and external interdependencies with respect to performance of essential functions.
- Train continuity personnel on roles and responsibilities.

	Person Responsible	Alternate Person Responsible	Date Completed
Training of roles and responsibilities of Continuity Staff			
Leadership Training			
The Alternate Facility tested at least annually (include an inspection of accessibility, security, alternate equipment and stores check, and communications capability.			
Other Training Description: _____			
Other Training Description: _____			
Other Training Description: _____			

Standard Operating Procedures (SOP)

The Standard Operating Procedures, or SOP for short, are the procedures that provides clear-cut directions and instructions as to how teams and members within an organization must go about completing certain processes.

A copy of the department's /sub department's SOP is a requirement of the COOP. Attach a copy of the department's/sub department's SOP when submitting this document.

Plan Maintenance, Updates, Reviews and Revisions

The Continuity of Operations Plan (COOP) for each department/sub department should be reviewed and updated annually with any changes made to personnel, equipment, supplies, alternate location, etc.

Date	Name	Section Revised	Description

If information exceeds the space provided, indicate in the area above and attach to the end of this document.