UIC
UNIVERSITY OF ILLINOIS AT CHICAGO

Spring 2012 Annual Report

CAMPUS CONTINUITY OF OPERATIONS PROGRAM

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD *Ready*

UIC CONTINUITY OF OPERATIONS PLANNING PROGRAM

Background:

Continuity Planning is a campus-wide initiative launched from a June 2009, Office of University Audits report that concluded: "***Adequate business continuity plans to assist recovery efforts in the event of a disaster are not in place at the Campus-wide level or within the units…***" UIC has already experienced such circumstances in the case of the 2008 College of Pharmacy fire and the MBRB HVAC failures; the 2009 UIC Medical Center steam plant power failure; two separate floods that disrupted electrical service to University Hall and the Lecture Centers; and the 2011Chicago blizzard.

Purpose:

This is the first official annual report from the Vice Chancellor for Administrative Services, regarding Continuity of Operations planning (both Academic and Administrative) at the University of Illinois at Chicago (UIC). This report seeks to address: (**1**) Significant advances across campus in readiness to continue performing our fundamental mission of *Teaching, Research, Service, Patient Care and Economic Development* in the event of an emergency or major adverse event; (**2**) Status of the campus's continuity of operations planning program; and (**3**) Recommendations on how to improve the campus' ability to maintain operations and ***Be Ready***!

Continuity of Operations Planning Program:

Since 2010, the Campus has successfully implemented a continuity planning program to ensure UIC is adequately prepared to resume and recover operations in the event of any future emergency or major adverse event that may threaten its mission-critical functions, facilities, and/or infrastructure.   This program ensures our campus' readiness campaign is on course and is meeting the academic, operational, and organizational resumption and recovery concerns for a well-coordinated continuity of operations response.

Facilitated by the Office of the Vice Chancellor for Administrative Services and under the purview of the UIC Continuity Planning Steering Committee, all UIC academic, administrative and support units have developed and tested operational-level continuity plans. This includes resumption and recovery strategies related to enhancing school safety, securing our critical infrastructure, minimizing disruption to our mission-critical functions, and ultimately ensuring continuity of UIC's learning environment.

Noteworthy Advances:

- ✓ Fulfilling the 2009 audit finding for a campus level continuity plan, a **Campus Continuity of Operations** (COOP) **Plan** has been developed to establish the policy and guidance to ensure the execution of the critical functions for UIC in the event an emergency.
- ✓ The Campus COOP plan addresses the following key challenges to continuity resumption and recovery operations:
    - o Delineation of mission critical functions;
    - o Specification of leadership succession;
    - o Identification of emergency delegation of authority;
    - o Safeguarding of vital student and campus operation records;
    - o Identification of alternative modes of communications, staffing allocations, alternative recovery sites; and
    - o Validation of the capabilities through regular testing, training, and exercises.
- ✓ **University of Illinois *Ready*** web-based continuity planning tool has been in use since fall 2010 including (an estimated 350-400 units total – based on Banner code data):
    - o Office of the Chancellor and Office of the Provost;
    - o Seven (7) Vice Chancellor University Administrative Units;
    - o Fifteen (15) Colleges;
    - o University Administration; and
    - o Administrative Information Technology Services.

- ✓ **Administrative Unit Planning**:
  - o Currently the system contains 78 Administrative unit plans that are "Current" and have been marked "Complete".
  - o 216 administrative and support unit representatives participated in one of ten group-based, facilitated round-table discussion tabletop exercises (TTXs) from July through September of 2011.
  - o <u>As of January 1, 2012, all UIC administrative and support units have met their Year One annual review criteria, and are therefore compliant with the 2009 audit findings</u>.

- ✓ **Academic Unit Planning**:
  - o Currently the system contains 106 Academic unit plans that are "Current" and have been marked "Complete".
  - o 222 academic and support unit representatives participated in one of four virtual group-based, facilitated, online discussion TTXs in January 2012.
  - o <u>As of March 1, 2012, all 15 UIC Colleges (academic and support units) have met their Year One annual review criteria and are therefore compliant with the 2009 audit findings</u>.

- ✓ **Regional Campus Planning**:
  - o Currently the system contains plans for both the Rockford and Peoria regional campus' that are "Current" and have been marked "Complete".
  - o 31 Rockford and 26 Peoria academic and support unit representatives participated in two separate group-based, facilitated round-table discussion TTXs in August 2012.
  - o <u>As of September 1, 2012, the Regional campus' have met their Year One annual review criteria and are therefore compliant with the 2009 audit findings</u>.

NOTE: A plan will be considered "Current" if it has been formally tested and reviewed within the previous twelve (12) months.

- ✓ **959 total** action items have been identified.
  - o For each unit, these mitigation strategies comprise a "readiness to do list". Following plan completion, the action items become the main focus for annual readiness reviews.
- ✓ Collaborative continuity planning has expanded across the University of Illinois System. The **University of Illinois *Ready*** tool is fully operational at: Chicago, Springfield, and the Urbana – Champaign campuses; University Administration; Office of the President; and Legal Affairs.
- ✓ Expanding engagement of academic and administrative units to the Peoria and Rockford campuses, and the University of Illinois Hospital and Health Sciences System.
- ✓ Developed a Blackboard Course site (COOP 101 – Continuity of Operations Planning) that contains resource documents and video tutorials on the **University of Illinois *Ready*** tool.

Next Steps:

UIC has built a "model school" continuity planning program that is arguably one of the most advanced in higher education. Of the current Kuali Ready subscribers, sixty-seven (67) in the United States, four (4) in Canada, and one (1) in Australia, **UIC is the first and only institution to have fully developed and exercised their University of Illinois *Ready* continuity plans from bottom-to-top, as opposed to the accustomed top-to-bottom.** However, much remains to be done. The following elements of our program will be introduced in subsequent months:
- ✓ Further integrate with regional UIC campuses and University of Illinois campuses at Urbana-Champaign and Springfield.
- ✓ Implement a formal and sustainable maintenance and annual review framework that consists of tests, training, exercises, evaluations, after-action reports, and lessons learned.
- ✓ Develop corrective actions that should be taken to address the following recovery capabilities: operational, instructional, and research alternatives and redundancies; resource (request/ acquisition) management; internal/external communications; preservation of vital records and property; and inter-dependencies.

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- ✓ Track **UI *Ready*** action items to increase the likelihood they are addressed.
- ✓ Develop a platform to define, measure, operationalize, and synthesize critical academic, administrative, and research recovery priorities.
- ✓ Develop a Web-based communications platform that can consolidate situational awareness information from multiple sources on campus and make it suitable for senior management.
- ✓ Maximize the **UI *Ready*** cloud-computing environment for reporting and sharing information.

These are a few essentials in maintaining the continuity of UIC's learning enterprise and ensuring that our campus remains at a state of readiness.