

Angelo State University



Business Continuity Plan

Approval and Execution Authority

Bill G. Cullins, Executive Director of Special projects, Angelo State University, is responsible for maintaining the plan and for conducting the required annual review. Sharon Meyer, Vice-President of Finance and Administration, has the authority to execute this BCP.

Plan Location and Access

The University will maintain copies of its BCP plan, annual reviews, and the changes that have been made to it for inspection. An electronic copy of our plan is located at www.angelo.edu/services/special_projects/documents/ASU_BCP.pdf and in the central BCP repository managed by the University's Administrative Planning and Special Projects department.

Senior Management Approval

I have approved this Business Continuity Plan as reasonably designed to enable Angelo State University to meet its business obligations in the event of a Significant Business Disruption (SBD).

Signed: _____ Date _____

Title: _____

Table of Contents

I. General

Executive Summary	4
Scope	5
Department Plans	6
Plan Development Process	7

II. Business Function Analysis8

III. Risk Assessment

General Risk Categories	12
Risk Matrix	12

IV. Risk Mitigation

Mitigation actions	13
Budget Implications	14

V. Response Strategies

University Administration	15
Individual Departments	15

VI. Plan Testing and Maintenance

Testing and Maintenance	16
Training	17

Appendix A: Department BCP summary sheets 18-37

Executive Summary

The Texas Administrative Code, Chapter 202, requires each state agency to have a Business Continuity Plan (BCP). In addition, it is the policy of the Texas Tech University System that all component institutions are to be prepared for natural and/or man-made disasters. All or part of the University could experience a Significant Business Disruption (SBD) that affects normal operations, to include floods, tornados, fires, terrorist attacks, electrical outages, or large scale computer system malfunctions. University management has an obligation to plan for these emergencies and be able to continue normal operations at the highest possible level if a disaster does occur.

Multiple disaster-related plans exist within the System and University, to include Disaster Response, Disaster Recovery, and Business Continuity. Although these plans overlap, they do address separate types and/or stages of emergency situations and thus can be deployed independently or simultaneously. The University's overall emergency response philosophy is to (1) protect life and safety, (2) secure critical infrastructure and facilities, and then (3) facilitate an immediate continuation or resumption of business functions. All Angelo State University Vice Presidents, Deans, Department Heads, Directors, and facility managers are considered "essential personnel" during major emergencies or disasters, and their emergency roles and responsibilities are specified in their respective Department Emergency response plans.

The Business Continuity Plan (BCP) focuses on procedures and processes that enable the University to continue critical business operations should a disaster occur. This is a decentralized plan, in that each department's BCP can be deployed independently if needed. Under this operating structure, upper administration has the primary responsibility for management and oversight of Business Continuity Planning, while individual departments have primary responsibility for the execution of their individual plans. It is understood that the University cannot predict what, when, where, or the scope of potential disaster situations; however, this plan identified the most likely business disruption scenarios and enables the University to prepare for those situations. The following key components are addressed within this BCP.

1. A Business Functions Analysis has been conducted to identify core business functions and support services that might be impacted by a Significant Business Disruption.
2. Plans have been developed to enable business units within the University to continue critical functions and services following a Significant Business Disruption.
3. Pre-disaster mitigation strategies have been identified and planned to minimize the impact of any future disasters.
4. Test exercises will be developed and executed to measure the effectiveness of the plan during emergency situations.
5. The University will evaluate and improve this Business Continuity Plan using a continuous improvement model.

SCOPE OF PLAN

The Business Continuity Plan (BCP) concentrates only on procedures and processes that enable the University to continue critical business operations after a disaster has occurred and initial emergency actions have taken place. **It is important to note that Business Continuity refers to maintaining and/or resuming critical business operations, and not just the recovery of Information Technology services. In some cases, BCP strategies may be deployed to enable departments to continue business operations without utilizing some or all of normal technology applications.** Disaster Response issues that directly affect the health, life, and safety of University employees and/or students will be considered the highest priority for initial University actions, and will precede all business continuity activities. The campus Disaster Response Plan, managed by the University's Risk Management department, addresses emergency situations where human life or University property may be at risk. As a minimum, this BCP assumes the following:

- Police, Fire, and Ambulance services have been restored if required.
- Electricity, water, reasonable climate control, and adequate lighting are available at the original or an alternate location.
- Safe access to and egress from campus and primary/alternate administrative facilities is possible.
- Safe handling and proper disposal of toxic substances, biologically hazardous materials, and radioactive materials has been completed if necessary.

It is important to note that this is a decentralized plan, in that each department's BCP can be deployed independently if needed. Under this operating structure, upper administration has the primary responsibility for management and oversight of Business Continuity Planning, while individual departments have primary responsibility for the execution of their individual plans. Although the University's upper administration and command/control procedures will be used in all levels of business disruption incidents, this decentralization places the day to day responsibility for mitigation actions and individual plan maintenance on the business unit managers. University employees at the department level are engaged in and fully understand their department's BCP. The University's upper administration supports these individual plans via insuring that training, infrastructure, funding, and plan testing/maintenance needs are met.

DEPARTMENT PLANS

Each critical business or support unit with the University has developed a Business Continuity Plan. These plans are designed to be deployed independently as needed, so each individual plan is not dependant on an overall University action or the actions of other departments. However, all or most of the department BCP's require support actions from Information Technology and Facilities Management. These plans will guide business continuity and resumption actions if any type of small or widespread incident disrupts normal activities. Summary sheets for each department plan are attached as Appendix A, and complete plans for each department are stored on the ASU file server at R:/Business Continuity Plan/Department BCP's. Each of the individual department plans contains the following information.

Cover sheet: Execution authority and senior management approval.

Section A: Department information with plan summary.

Section B: Emergency contact listing (call tree).

Section C: Critical function priority list.

Section D: A detailed equipment and supplies requirements for that department.

Section E: Alternate business location requirements.

Section F: Planned pre-disaster actions that mitigate the possibility and impact of disaster events.

Section G: Planned post-disaster actions that will support the resumption of business functions.

Section H: A listing of portable emergency kit contents to be used at a temporary location.

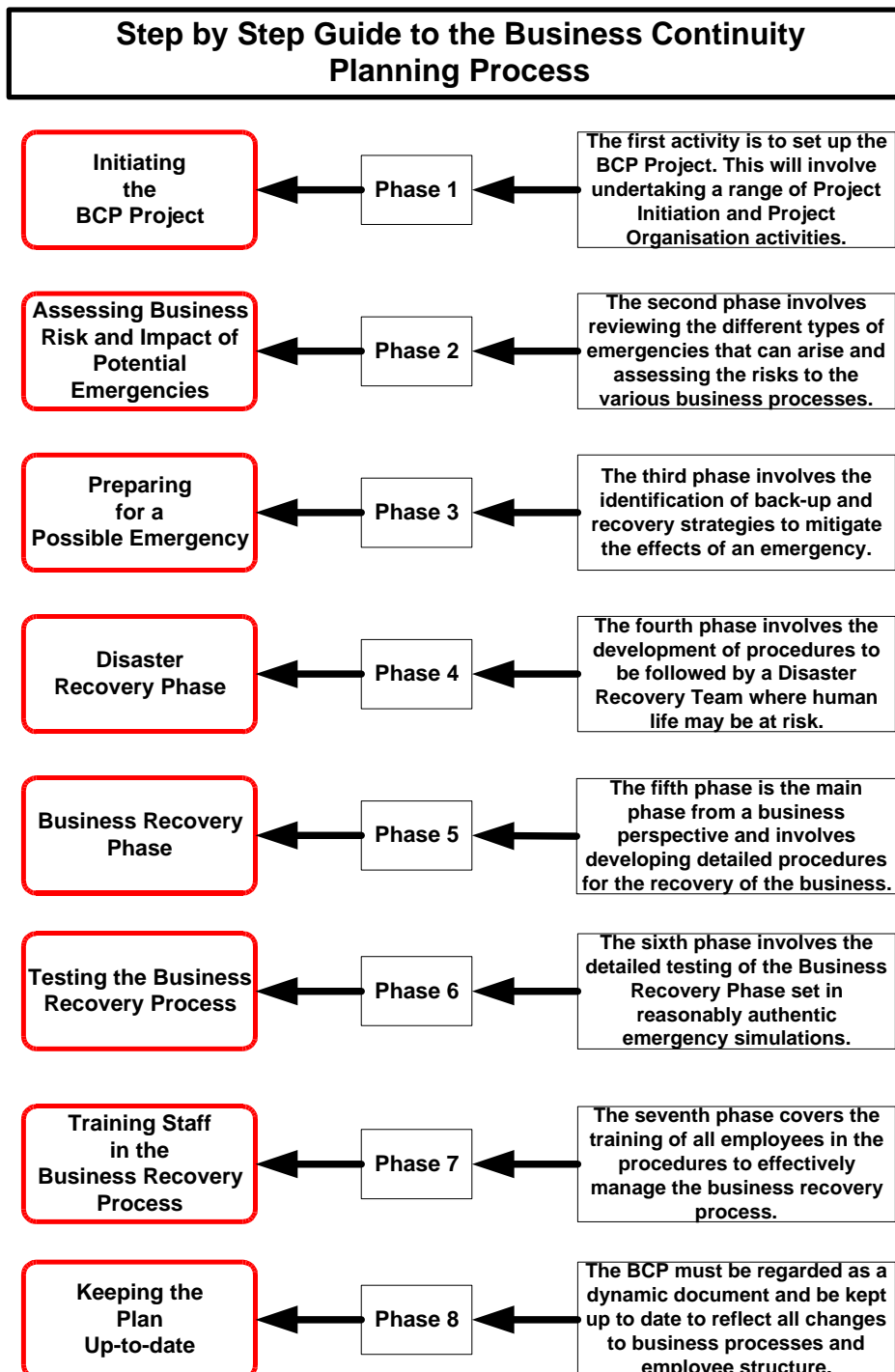
Section I: An emergency response checklist.

Section J: An event log to be used during an emergency.

Exercise log: To be used to document date, type, and comments related to test exercises.

PLAN DEVELOPMENT PROCESS

The University's Business Continuity Plan was developed using Best Practice procedures as defined by organizations operating in both the educational and private sectors. Sources for recommended practices included Disaster Recovery International, the Business Continuity generator software package, Best Practices from Campusrelief.org, and examination of plans from institutions such as the University of California, Yale University, and the University of Maryland. The development process followed the general steps listed below, with the emphasis being on increasing BCP awareness and the development of individual department plans. Planning and training documents related to this plan are stored on the ASU fileserver at [R:/Business Continuity Plan](#).



BUSINESS FUNCTION ANALYSIS

The University has identified critical mission processes that are required for the University to function and meet all business and reporting requirements. Each critical business or support unit within the University has developed a BCP that addresses how that department will respond to situations resulting in a disruption of normal business operations. Within each of those plans, the individual departments have identified their critical business tasks, most likely risks, equipment and facility space needed, required support infrastructure, and procedures that will enable them to resume critical business operations in the shortest possible time. While it is impossible to predict what might happen in terms of future disasters, each department's plan provides a platform from which administrators and department directors can evaluate the impact of business disruptions and execute actions as needed to continue critical operations. Each department's planning process also included strategies to mitigate the impact of potential future risks. Critical business processes identified by each of the business and support departments within the University are detailed below

Table of Business and Support Functions

Department	Business and Support Functions	Allowable Downtime	Priority for Recovery
Office of the President	<ol style="list-style-type: none"> 1. To provide institutional support and leadership. 2. Establish communication with the System Office 	0-1 day maximum	High
News and Publications	<ol style="list-style-type: none"> 1. Emergency Communication 2. IT Coordination 3. Media Relations-Initial 4. Media Relations-Ongoing 5. News Release Production (non-critical) 6. News Release Production (non-critical) 7. Publications Production (non-critical) 8. Alumni Magazine Production (non-critical) 	0-1 day maximum	High
VP-Academic Affairs	(In progress)	0-1 day maximum	
VP-Finance and Administration	<ol style="list-style-type: none"> 1. Meet with directors to evaluate the severity of the SBD. 2. Meet with directors to evaluate the severity of the SBD. 3. Sign budget adjustments and purchase requisitions relating to the disaster. 4. Keep the President and the Vice Presidents informed on the progress of the BCP 	0-1 day maximum	High

Table of Business and Support Functions (continued)

Department	Business and Support Functions	Allowable Downtime	Priority for Recovery
Development Office	<ol style="list-style-type: none"> 1. Contact alumni and donors to provide information about crisis. 2. Managing outstanding grants requests to foundations and corporations. 3. Managing outstanding requests to individuals. 4. Annual Fund Campaign 5. President's Circle Campaign 6. Special events and projects 	3 days	Medium
Financial Aid	<ol style="list-style-type: none"> 1. Collect , compile, evaluate data 2. Award & disburse aid 3. Monitor progress 4. State and Federal Reporting 5. Correspondence via mail, phone, internet, in person 	7-14 days	Low
Health Clinic	<ol style="list-style-type: none"> 1. Evaluate, diagnose, and treat minor illnesses. 2. Maintain and control an inventory of prescription and non-prescription medications for immediate disbursement to students. 3. Maintain medical records related to student medical visits. 4. Provide mental health counselling services for ASU students. 	2 days	Medium
Information Technology	<ol style="list-style-type: none"> 1. Manage, maintain, and upgrade overall network. 2. Support desktop technology and applications. 3. Manage and maintain servers. 4. Support administrative technology applications. 5. Provide help desk support for faculty, staff, and students. 6. Provide multimedia support for academic applications. 7. Support, upgrade, and maintain campus telephone system. 	0-1 days (or as little as possible).	High
Registrars Office	<ol style="list-style-type: none"> 1. Transcripts 2. Enrollment Verifications 3. Registration 4. State Reporting 5. NCAA Verification 	3 days	Medium

Table of Business and Support Functions (continued)

Department	Business and Support Functions	Allowable Downtime	Priority for Recovery
UC and Junell Center, Special Events and Services	<ol style="list-style-type: none"> 1. Special Events Reservations & Services 2. Event Operations at both the Houston Harte 3. University Center and the Junell Center/Stephens Arena 4. ASU Vending Services 5. Food Service operations 	0-1 days (or as little as possible).	High
Budget Office	<ol style="list-style-type: none"> 1. Payroll 2. Budget adjustments 3. LAR 4. Budget 	Payroll depends on time of the month Budget=7days	High
Controller's Office	<ol style="list-style-type: none"> 1. Establish and maintain banking services 	3 days	Medium
Accounts Payable	<ol style="list-style-type: none"> 1. Provide payment for good and services 	4 days	
Facilities Management	<ol style="list-style-type: none"> 1. Open and Close maintenance work orders. 2. Restore utilities at the Facilities Management and then the rest of campus. 3. Maintenance on university buildings. 4. Proper funding and approval to bypass normal purchasing rules during an emergency. 	0-1 days (or as little as possible).	High
Planning and Construction	<ol style="list-style-type: none"> 1. Damage Assessment, if applicable. 2. Reports to the TSUS Office. 3. Reporting to the THECB. 4. Construction Management. 5. Master Planning. 	0-1 days (or as little as possible).	High
Human Resources	<ol style="list-style-type: none"> 1. Communicating health insurance and other benefit information to employees. 2. Processing coverage changes due to qualifying life events. 3. Posting job vacancies and processing incoming applications for employment to assist other offices in getting up to full staff levels. 4. Providing orientation/in-processing on all new employees, as well as exit interviews on departing employees. 5. Tracking employee leave time. 	3 days	Medium

Table of Business and Support Functions (continued)

Department	Business and Support Functions	Allowable Downtime	Priority for Recovery
One Card Office	<ol style="list-style-type: none"> 1. Producing initial ID cards and ordering replacements. 2. Managing the campus debit plan-RamBucks. 3. Ensure card system is working for meals, doors, etc. 4. Refund disbursement / student payroll. 5. Door Access. 6. Meal Plan Access. 7. Laundry/Vending/Copier/Printing. 8. Cash-to-Card Machine Collections. 9. Reconciliation of RamBucks accounts. 10. Web site Maintenance. 	1 day	High
Purchasing	<ol style="list-style-type: none"> 1. Resume purchasing functions 	3 days (except for emergency purchases using credit card or local PO's).	Medium
Residence Life	<ol style="list-style-type: none"> 1. Room Assignments 2. Student Billing / Accounts Receivable. 3. Accounts Payable & Purchasing 4. Deposits (Receipting / Refunding) 5. Hall-level office operations / supervision. 	0-1 days (or as little as possible).	High
Student Accounts/Bursar	<ol style="list-style-type: none"> 1. Cashiering (Current Student Billing, Accounts Receivable, Departmental Deposits) 3. Payroll (Disbursement of Checks) 	3-5 days	Medium
SSC custodial (contracted service)	<ol style="list-style-type: none"> 1. Maintain communication with ASU/SSC Corporate Office 2. Restore cleanliness 	0-1 days (or as little as possible).	High

RISK ASSESSMENT

The University is subject to multiple risks, including natural and man-made disasters. These risks include, but are not limited to, fires, severe storms, loss of utilities such as electrical, water, and gas, data system outages, chemical or biological dangers, and wide-spread illnesses. Risk issues related to physical damage to facility areas (fire, water damage, wind damage) are likely to be isolated to one building or parts of a building; for example, it is unlikely that a fire would damage the entire University campus, but highly likely that specific offices or parts of a building might be damaged by fire. Each department included in this BCP evaluated and ranked the risk factors that were most likely to affect the continuity of their business operations. From an overall University perspective, the most significant risk factors are perceived to be as follows:

- Loss of connectivity (network failure)
- Loss of data (files deleted, corrupted, or not accessible, or hard copy data destroyed)
- Loss of primary utilities (electrical, water, gas)
- Staff shortage or unavailability due to illness, weather, or natural disaster
- Physical damage to facility areas resulting from fire or weather-related disaster

MATRIX OF RISKS

RISK	PROBABILITY			POTENTIAL IMPACT		
	High	Moderate	Low	High	Moderate	Low
Fire damage to offices	X			X		
Loss of data	X			X		
Network outage		X		X		
Electrical outage		X		X		
HVAC system failure		X		X		
Vandalism		X			X	
Utility outage-water		X			X	
Widespread illness		X			X	
Ice/snow		X			X	
HAZMAT incident			X	X		
Act of terrorism			X	X		
Wind damage to buildings			X	X		
Flood			X		X	
Loss of phone service			X		X	

RISK MITIGATION ACTIONS

Identifying potential causes of Significant Business Disruption (SBD) incidents and taking corrective action to prevent or minimize the impact of SBD's is an important aspect of the University's Business Continuity Plan. Each University business and support unit has developed a pre-disaster action plan that correlates most likely threats to their business processes with mitigation strategies. These strategies are outlined in Section F ("Pre-Disaster Actions") of each individual plan. Examples of these actions include, but are not limited to, those listed below.

- Cross training department staff for critical business functions.
- Developing emergency call lists for all employees in each department.
- Storing or backing up critical files on network drives.
- Utilizing paperless technology to conduct business, and creating digital copies of paper documents where possible.
- Identifying space, equipment, and support infrastructure needs in the event that a business unit is displaced from its existing facility location.
- Planning and creating portable Emergency Kits for each department that can be stored and used to conduct temporary operations at an alternate location.
- Identifying potential facility and utility issues that might cause or exacerbate business disruptions. This includes issues such as the lack of a fire sprinkler system in the Administration building, emergency power generation for Emergency Operations center areas, and contracts for supplies and services during emergency periods.

BUDGET IMPLICATIONS

The implementation of strategies to prevent and/or respond to business disruptions will have significant budget implications. An estimate of the costs involved will be completed; however, the listing below shows the general capitol equipment, expendable supplies, and operational items that might impact budgets.

Item description	Tasks	Estimated Cost
Emergency power generator(s) and fuel tanker(s)	<ol style="list-style-type: none"> 1. Determine buildings that need power. 2. Determine amount of power needed. 3. Engineered design for electrical connection to buildings. 4. Purchase or contract for generator services. 5. Plan for fuel supply for generation equipment. 	Costs to be determined
Upgrades to ASU network and other technology systems.	<ol style="list-style-type: none"> 1. Strategies, software, and hardware to increase network security. 2. Strategies, software, and hardware to decrease the likelihood of critical data being lost. 3. Software and hardware to that could be deployed in emergency situations to replace damaged items or to provide services in alternate locations. 4. Satellite phones to be used during emergency periods when telephone services may not be operational. 	Costs to be determined
Equipment and processes to minimize the risk of and impact from disasters	<ol style="list-style-type: none"> 1. Designate and equip an improved Emergency Operations center, to include alternate business locations for critical business functions. 2. Strategies, software, and hardware to back up hard copy data in a digital format. 3. Installation of a fire sprinkler system in the Administration building where many critical business units are housed. 	Costs to be determined
Portable emergency kits for critical departments	<ol style="list-style-type: none"> 1. Identify, purchase, and store critical supplies, forms, and any special equipment in portable emergency kits to be used if a business unit is forced to do an emergency relocation to an alternate site. 	\$45,000
Training, plan testing, and plan maintenance activities related to Business Continuity	<ol style="list-style-type: none"> 1. Designate a person or team to manage the University's Business Continuity plan, to include compliance with federal, state, and TSUS regulations and policies, developing and administering BCP test activities, and providing BCP training. 	Costs to be determined

RESPONSE STRATEGIES (ADMINISTRATION)

If an event occurs that causes a Significant Business Disruption, the University administration's response strategy will be as follows:

1. Contact office staff and Director of News and Publications. Follow the Emergency Communication plan.
2. Execute the Disaster Response plan where appropriate.
3. Provide a basis of communication to the University community.
4. Provide administrative and budgetary support to the students, faculty and staff of the University.

RESPONSE STRATEGIES (DEPARTMENT)

If an event occurs that causes a Significant Business Disruption, the individual department's response strategy will be as follows:

1. Take actions as needed to protect staff, students, and University property.
2. Contact Emergency Services personnel as needed.
3. Convene your Response / Recovery team.
4. Start a log of actions taken.
5. Identify any damage.
6. Identify functions disrupted.
7. Provide information to staff.
8. Decide on course of action and execute Business Continuity Plan as needed.
9. Communicate decisions to staff and business partners. Provide public information whenever possible.
10. Conduct a debriefing session after disaster response and recovery is completed.
11. Review and revise Business Continuity Plan as needed. Test revised plan and document changes.

PLAN TESTING AND MAINTENANCE

The University's Business Continuity Plan will be initially tested in February and March of 2007 using a combination of table top exercises, validation exercises, and operational exercises. Each of those exercises is described below. Table top and operational tests will be conducted using pre-planned scenarios that simulate business disruption situations. Initial plan testing will follow the schedule listed below.

February-March 2007: Each department will conduct a one validation exercise and one table top exercise. The table top exercise will be facilitated by a member of the Business Continuity Steering team and observed by a University administrator. Department plans will be updated based on the test results.

March-April 2007: Individual operational exercises at the department level. Department plans will be updated based on the test results.

May 2007: University-wide operational exercise involving multiple departments. Department plans will be updated based on the test results.

After May 2007: Each department will conduct a quarterly validation exercises, semi-annual table top exercises, and an annual operational exercise. One University-wide operational exercise involving multiple departments will be held. Business Continuity plans will be updated based on the test results.

DESCRIPTION OF TESTS

- Table Top Exercise: A disastrous scenario is simulated and the recovery of the critical processes of a business unit is walked through by participants sitting around a table. Table top exercises are typically conducted about once every six months.
- Validation Exercise: All of the critical information in the plan is verified for accuracy and completeness. Appropriate new data is added; outdated information is removed; and inaccurate data is corrected. Testing call trees by telephoning actual numbers may be included in this exercise. Validation exercises are typically conducted about once every three months.
- Operational Exercise: A disastrous scenario is simulated and the critical processes of a business unit are all restored at a recovery site and tested for functional operation. Operational exercises are typically conducted about once per year.

EXAMPLE TEST SCENARIOS

Scenario #1: A fire damages the Accounts Payable, Budget/Payroll, and Human Resources offices. Damages include ruined furniture, computers and printers destroyed, melted data cabling, and all paper documents burned. This fire happened at 2:30 am Thursday morning, November 23, 2006.

Scenario #2: A wide-spread wind and ice storm brings down power lines throughout west central Texas. This storm begins early on Tuesday February 13 and doesn't let up for 18 hours. The University loses electrical power and restoration of full service is not expected for 72 hours. The power grid is severely damaged with 40% of all lines down, telephone service is out, and authorities are asking non-critical workers to stay home and avoid driving.

Scenario #3: A severe strain of Avian flu spreads through the ranks of University employees. Over 60% of the department heads and staff within the Finance and Administration departments, Information Technology, and Physical Plant are ill and unable to work. This outbreak of flu begins on January 4, 2007, with the average employee expected to be ill for at least four days.

BCP TRAINING

Initial and ongoing training related to Business Continuity will be a consistent aspect of the University's commitment to insuring the continuity of critical business processes. This training will be coordinated by (person or department to be determined). The performance objectives for BCP training are as follows:

1. Employees at all levels will be aware of Business Continuity planning, best practices, and how they relate to the success of the University's mission.
2. Employees at all levels will have a working knowledge of their department's BCP and will be able to execute BCP strategies if needed.
3. Employees at all levels will have a working knowledge of their mitigation strategies that may prevent business disruptions or will minimize the effect of a disaster situation.

Appendix A: Department Plan Summaries

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Office of the President	Primary contact: Dr. James Hindman	Office telephone: 325-942-2073 Home telephone: 325-949-4300 Cell phone: 325-656-6530	Primary email: President@angelo.edu Other email: James.Hindman@angelo.edu
Building and room number: Administration Building, Room 13	Alternate contact # 1: Joe Munoz	Office telephone: 325-942-2073 Home telephone: 325-658-3039 Cell phone: 325-277-4453	Primary email: joe.munoz@angelo.edu Other email:
Approximate size of occupied area: (ft ²)	Alternate contact # 2: Adelina Morales	Office telephone: 325-942-2073 Home telephone: 325-651-4045 Cell phone: 325-277-8381	Primary email: adelina.morales@angelo.edu Other email:
Department fax #: 325-942-2038 Alternate fax #: 325-942-2229 (UC)	Alternate contact # 3: Dallas Swafford	Office telephone: 325-942-2073 Home telephone: 325-223-7799 Cell phone: 325-656-7790	Primary email: dallas.swafford@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.</p> <p>Contact office staff and Director of News and Publications. Follow the Emergency Communication Plan.</p> <p>Contact the appropriate administrative and TSUS staff.</p> <p>Provide a basis of communication to the University community.</p> <p>Provide institutional support to the students, faculty and staff of the University.</p>			

Appendix A: Department Plan Summaries (continued)

(Insert VP Academic Affairs here)

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Finance and Administration	Primary contact: Sharon Meyer	Office telephone: 942-2017 Home telephone: 224-4602 Cell phone: 280-0705	Primary email: Sharon.Meyer@angelo.edu Other email:
Building and room number: Administration Building Room 105	Alternate contact # 1: Angie Wright	Office telephone: 942-2727 Home telephone: 453-2352 Cell phone: 473-8634	Primary email: Angie.Wright@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 480 sq. ft.	Alternate contact # 2: Arlene Freatman	Office telephone: 942-2017 Home telephone: 949-3280 Cell phone: 245-3021	Primary email: Arlene.Freatman@angelo.edu Other email:
Department fax #: 942-2271 Alternate fax #:	Alternate contact # 3: Denise Brodnax	Office telephone: 942-2014 Home telephone: 651-7548 Cell phone: 234-9194	Primary email: Denise.Brodnax@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.</p> <p>Establish a safe location to meet with the directors to evaluate the severity of the SBD.</p> <p>The VPFA will file all claims with the insurance companies and monitor reimbursements until the damages have been repaired.</p> <p>The VPFA will monitor the progress of the BCP by meeting with the directors on a daily/weekly/monthly basis as time progresses.</p> <p>The VPFA will keep the President and the Vice Presidents informed on the progress of the BCP.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: News and Publications	Primary contact: Preston Lewis	Office telephone: 942-2248 Home telephone: 223-2204 Cell phone: 234- 6191	Primary email: plewis@angelo.edu Other email:
Building and room number: Administration Building, Room 201	Alternate contact # 1: Tom Nurre	Office telephone: 942-2248 Home telephone: 949-4088 Cell phone: 245- 7654	Primary email: tnurre@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 831	Alternate contact # 2: Michael Martin	Office telephone: 942-2248 Home telephone: unlisted (653-7014) Cell phone: 212- 3706	Primary email: michael.martin@angelo.edu Other email:
Department fax #: 942-2238 Alternate fax #: 942-2298 (Sports Info)	Alternate contact # 3: Dave Wester	Office telephone: 942-2378 Home telephone: 227-8523 Cell phone: 277- 0307	Primary email: dwester@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>The office will follow the Emergency Communications Plan (included in this BCP) which has been in effect since 2000 to assist the university with dissemination of critical, emergency and time sensitive information to the public in the wake of any significant dislocation. The office will operate out of the basement of the University Center as the primary EOC unless it is inoperable. In that case, the office will use the secondary EOC as determined by BCP coordinators.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Budget & Payroll Services	Primary contact: Angie Wright	Office telephone: 325/942-2727 Home telephone: 325/453-2352 Cell phone: 325/473-8636	Primary email: angie.wright@angelo.edu Other email:
Building and room number: Administration Building Room 100	Alternate contact # 1: Dana Evans	Office telephone: 325/942-2727 Home telephone: 325/944-0237 Cell phone: 325/450-7006	Primary email: Dana.evans@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 600 sq. ft.	Alternate contact # 2: Shonda Brooks	Office telephone: 325/942-2727 Home telephone: 325/651-1725 Cell phone: 325/212-7167	Primary email: shonda.brooks@angelo.edu Other email:
Department fax #: 325/942-2228 Alternate fax #: 325/942-2156	Alternate contact # 3: Lisa Sheppard	Office telephone: 325/942-2727 Home telephone: 325/944-2117 Cell phone: 325/491-0006	Primary email: lisa.sheppard@angelo.edu Other email:

Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)

The primary contact listed above would assess the situation and determine the SBD's effect on the Budget & Payroll office work site and notify the other contacts listed above. Questions to ask during the assessment would be: Is work area safe, and can we work there? If not, how soon can we expect to enter the area? Were payroll files and records destroyed? If not, do they need to be moved out of the area to avoid being damaged? What items do we need to remove from our individual offices?

If we needed to relocate our work area, and a computer with internet was available, we would notify all ASU employees of our location and availability.

If the disruption was part of a bigger disaster that affected our city, all of our Budget & Payroll staff might not be able to be at work so we would need to assess that also.

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Controller's Office	Primary contact: Denise Brodnax	Office telephone: 942-2014 x263 Home telephone: Cell phone: 234-9194	Primary email: dbrodnax@angelo.edu Other email:
Building and room number: Administration Building, Room 103	Alternate contact # 1: Janet Coleman	Office telephone: 942-2014 x268 Home telephone: 947-9795 Cell phone: 277-5905	Primary email: jcoleman@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 2,000 sq ft (including A/P and Purchasing)	Alternate contact # 2: Candy Woodul	Office telephone: 942-2014 x280 Home telephone: Cell phone	Primary email: Other email:
Department fax #: 942-2271 Alternate fax #:	Alternate contact # 3: Angie Rios	Office telephone: 942-2014 x278 Home telephone: 947-7124 Cell phone:	Primary email: angelene.rios@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>Determine the severity of the SBD. Evaluate if the SBD affects a single building, department or individual office. Contact all essential and non-essential personnel. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. We plan to quickly recover and resume business operations after a SBD and respond by safeguarding our employees and property, making a financial and operational assessment, protecting the university's books and records, and allowing our customers to transact business.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Accounts Payable	Primary contact: Candy Woodul	Office telephone: 942-2014 x280 Home telephone: 947-2396 Cell phone: 234- 7437	Primary email: candy.woodul@angelo.edu Other email:
Building and room number: Administration Building Basement 100	Alternate contact # 1: Connie Brown	Office telephone: 942-2014 x274 Home telephone: 9499725 Cell phone:	Primary email: connie.brown@angelo.edu Other email:
Approximate size of occupied area: (ft ²)	Alternate contact # 2: Fran Buchanan	Office telephone: 942-2014 x273 Home telephone: Cell phone	Primary email: fran.Buchanan@angelo.edu Other email:
Department fax # : 942-2747 Alternate fax #:	Alternate contact # 3: Denise Brodnax	Office telephone: 942-2014 X268 Home telephone: Cell phone: 234- 9194	Primary email: denise.brodnax@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.</p> <p>Determine the severity of the SBD. Evaluate if the SBD affects a single building, department or individuals office. Contact all essential and non-essential personnel. Since the timing and impact of the disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. We plan to quickly recover and resume business operations after a SBD and respond by safeguarding our employees and property, making a financial and operational assessment, protecting the university's books and record, and allowing our customers to transact business.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Development Office	Primary contact: Rhonda McClung	Office telephone: 942-2116 Home telephone: 655-1188 Cell phone: 212-1134	Primary email: Rhonda.mcclung@angelo.edu Other email: Rhonda_mcclung@yahoo.com
Building and room number: Administration Building Room 205	Alternate contact # 1: Shirley Morton	Office telephone: 942-2116 Home telephone: 651-7931 Cell phone: 277-1673	Primary email: Shirley.morton@angelo.edu Other email: cmsamorton@hotmail.com
Approximate size of occupied area: (ft ²) 930 sq. ft.	Alternate contact # 2: Pauline Balderas	Office telephone: 942-2116 Home telephone: 651-9595 Cell phone: 656-8451	Primary email: Pauline.balderas@angelo.edu Other email: pbalderas24@yahoo.com
Department fax #: Alternate fax #:	Alternate contact # 3: June Moore	Office telephone: 942-2116 Home telephone: 949-6572 Cell phone: 450-2306	Primary email: june.moore@angelo.edu Other email: jmkmoore@cox.net
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>The Development Office raises funds from individuals, foundations and corporations and manages special events and projects. The time of year will determine the impact that a SBD will have on the office. In the event of a SBD, the office staff will assess the current projects underway and determine the needs of each project. Access to the network, Banner and phones will determine which projects can be continued and which must be modified or cancelled.</p>			

Section A: Department Information

Dept. Name: Facilities Management	Primary contact: Jay Halbert	Office telephone: 325-942-2355 Home telephone: 325-942-2274 Cell phone: 325-656-0223	Primary email: jay.halbert@angelo.edu Other email:
Building and room number: Facilities Management – 1635 Vanderverter	Alternate contact # 1: Hal Peter	Office telephone:325-942-2355 Home telephone: 325-942-9313 Cell phone:325-234-7613	Primary email: hal.peter@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 36,000	Alternate contact # 2: Paul Pillsbury	Office telephone: 325-942-2355 Home telephone: 325-234-7619 Cell phone 325-234-7619	Primary email: paul.pillsbury@angelo.edu Other email:
Department fax #: 325-942-2536 Alternate fax #: 325-942-2359	Alternate contact # 3: Clay Smith	Office telephone: 325-942-2355 Home telephone: 325-234-7621 Cell phone: 325-234-7621	Primary email: clayton.smith@angelo.edu Other email:

Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.

Facilities Management will relocate its administrative operations to an alternate site on campus or off campus. This alternate site will be used by Facilities Management administrative staff to coordinate work and recovery efforts for the entire campus. The Facilities Management staff will contact as many employees as possible to restore the Facilities Management maintenance yard back to a basic operational status. We will utilize as much of the resources as available depending on the situation. In the event that electrical and communications were not available we will go to a hand written work orders and a manual system of tracking progress and repair status.

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Human Resources	Primary contact: Angie Wright	Office telephone: 325/942-2727 Home telephone: 325/453-2352 Cell phone: 325/473-8636	Primary email: angie.wright@angelo.edu Other email:
Building and room number: Administration Building Room 102	Alternate contact # 1: Kristan Hereford	Office telephone: 325/942-2168 Home telephone: 325/949-3151 Cell phone: 325/212-2281	Primary email: kristan.hereford@angelo.edu Other email: kristan.hereford@gmail.com
Approximate size of occupied area: (ft ²) 600 sq. ft.	Alternate contact # 2: Alexis King	Office telephone: 325/942-2168 Home telephone: 325/482-9861 Cell phone: 325/212-0312	Primary email: aking10@angelo.edu Other email:
Department fax #: 325/942-2156 Alternate fax #: 325/942-2271	Alternate contact # 3:	Office telephone: 325/942- Home telephone: 325/453-2352 Cell phone: 325/473-8636	Primary email: Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>The primary contact listed above would assess the situation and determine the SBD's effect on the HR office work site and notify the other contacts listed above. Questions to ask during the assessment would be: Is work area safe, and can we work there? If not, how soon can we expect to enter the area? Were personnel files and records in vault destroyed? If not, do they need to be moved out of the area to avoid being damaged? What items do we need to remove from our individual offices?</p> <p>If we needed to relocate our work area, and a computer with internet was available, we would notify all ASU employees of our location and availability.</p> <p>If the disruption was part of a bigger disaster that affected our city, all of our HR staff might not be able to be at work so we would need to assess that also.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information

Dept. Name: Information Technology	Primary contact: Doug Fox Associate VP of IT and CIO	Office telephone: 942-2333 x222 Home telephone: 942-8063 Cell phone: 227-9347	Primary email: doug.fox01@sprintpcs.com Other email: doug.fox@angelo.edu
Building and room number: Rassman 120,106 MCS 100	Alternate contact # 1: Jeane Irby Technical Services Manager	Office telephone:942-2333 x239 Home telephone: 442-2019 Cell phone:227-9083	Primary email: jeane.irby01@sprintpcs.com Other email: jeane.irby@angelo.edu
Approximate size of occupied area: (ft ²) Office space and data floor == 9300 ft ²	Alternate contact # 2: Brian Braden ERP Project Manager	Office telephone: 942-2385 x30 Home telephone: 651-2686 Cell phone 227-9004	Primary email: brian.braden01@sprintpcs.com Other email: brian.braden@angelo.edu
Department fax #: 325-942-2109 Alternate fax #: 325-942-2395	Alternate contact # 3: Jason Brake IT Security Officer	Office telephone: 942-2333 x249 Home telephone: 944-0016 Cell phone: 227-9041	Primary email: jason.brake01@sprintpcs.com Other email: jason.brake@angelo.edu

Plan summary

Information Technology (IT) will provide ongoing network services, desktop support, administrative technology applications, and telephone systems to support business operations across the University campus. In a disaster, recovery procedures are focused on not only responding to a disaster but reducing the consequences of unexpected and undesirable events. The IT department will use the following strategies to resume and maintain the critical technology infrastructure needed to support University business and support operations. These strategies include:

1. Performing emergency repair tasks on network systems, servers, desktop computing equipment, and telephone infrastructure.
2. Backing up and retrieving critical University electronic data.
3. Installing and activating temporary networks in alternate business locations as needed to conduct business operations.
4. Acquiring and installing temporary replacement equipment to replace damaged items.
5. Maintaining a database of all technology equipment on campus, service records, contracts and licenses, and locations.
6. Maintaining and managing contracts with outside vendors to supply IT services as needed on an emergency basis.
7. Maintain secure environment to protect data and technology assets.

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: OneCard Office	Primary contact: Audrey Wilson	Office telephone: 325-942-2331 Home telephone: 325-374-2291 Cell phone: 325-374-2291	Primary email: Audrey.wilson@angelo.edu Other email: Audrey.wilson@gmail.com
Building and room number: Hardeman 209	Alternate contact # 1: Colegate Spinks	Office telephone: 325-942-2333 Home telephone: 325-653-2574 Cell phone: 325-234-9337	Primary email: cspinks@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 820 (~1450 after renovation of building)	Alternate contact # 2: Susan Schkade	Office telephone: 325-942-2331 Home telephone: 949-3655 Cell phone NA	Primary email: susan.schkade@angelo.edu Other email:
Department fax #: 325-942-2240 Alternate fax #:	Alternate contact # 3:	Office telephone: Home telephone: Cell phone:	Primary email: Other email:
<p>Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>In the case of an SBD that affects only the building in which the office is located but not the rest of the campus, the department will move to a temporary location. Depending upon the length of time that the building will be unavailable, we will either use the Emergency kit equipment or move the regular equipment to the new location.</p> <p>In the case of an SBD that affects the entire university, the department will move operations to the off-site location determined by the BCP Steering Committee.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Facilities Planning and Construction	Primary contact: John Russell	Office telephone: 942-2380 Home telephone: 949-0995 Cell phone: 234-8171	Primary email: John.Russell@angelo.edu Other email:
Building and room number: Facilities Management Building, Offices of Facilities Planning and Construction	Alternate contact # 1: Richard Stinnett	Office telephone: 942-2502 Home telephone: 944-0547 Cell phone: 450-7342	Primary email: Richard.Stinnett@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 325 SF	Alternate contact # 2: Sabrina Cowart	Office telephone: 942-2380 Home telephone: 374-4651 Cell phone	Primary email: Other email:
Department fax #: 942-2536 Alternate fax #:	Alternate contact # 3:	Office telephone: Home telephone: Cell phone:	Primary email: Other email:
<p>Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>The Director will come to campus to begin the assessment of the damage done to campus facilities. Each building will be examined to determine the extent of the damage, beginning with the worst damaged building and moving to the least damaged buildings. Any buildings that are not secure will be secured to prevent access to any of the building. The Director will use his lap-top computer to track the damage from his vehicle if his office is damaged. Photographs will be taken and the department will work with the Vice President of Finance and Administration to get reports to the THECB and the TSUS offices regarding damages and the estimated cost to repair the damages. The department will also begin establishing a list of projects in prioritized order so that consultants and contractors can be hired to take care of the damage. The director can work from his home, vehicle or nearly any other place to survey the buildings.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Purchasing Office	Primary contact: Margaret Mata	Office telephone: 942-2012 x294 Home telephone: 655-2615 Cell phone: 374- 2481	Primary email: Margaret.Mata@angelo.edu Other email:
Building and room number: Administration Building, Room 110	Alternate contact # 1: Elicia Rankin	Office telephone: 942-2012 x296 Home telephone: 655-1874 Cell phone:	Primary email: Elicia.Rankin@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 780 sq. ft.	Alternate contact # 2: Janice Smith	Office telephone: 942-2012 x293 Home telephone: 949-4344 Cell phone: 656- 4644	Primary email: Janice.Smith@angelo.edu Other email:
Department fax #: 942-2010 Alternate fax #:	Alternate contact # 3: Jody Casares	Office telephone: 942-2012 x292 Home telephone: 949-6172 Cell phone: 234- 4806	Primary email: Jody.Casares@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.)</p> <p>Determine the severity of the SBD. Evaluate if the SBD affects a single building, department or individual office. Contact all essential and non-essential personnel. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. We plan to recover and resume business operations after a SBD and respond by safeguarding our employees and property, making a financial and operational assessment, protecting the university's records, and allowing our customers to transact business.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Office of the Registrar	Primary contact: Angela Balch	Office telephone: 325.942.2043 ext. 222 Home telephone: 325.949.6358 Cell phone: 254.718.6624	Primary email: abalch@angelo.edu Other email: cgbalch@academicplanet.com
Building and room number: Hardeman Building, Rooms 101N, 101P, 101Q, 101L, and the vault in 101I	Alternate contact # 1: Cam Stone	Office telephone: 325.942.2043 ext. 246 Home telephone: NA Cell phone: NA	Primary email: cam.stone@angelo.edu Other email: N/A
Approximate size of occupied area: (ft ²)	Alternate contact # 2: Cindy Weeaks	Office telephone: 325.942.2043 ext. 244 Home telephone: 325.655.6010 Cell phone: 325.277.2872	Primary email: cindy.weeaks@angelo.edu Other email: N/A
Department fax #: 325.942.2043 ext. 2553 Alternate fax #: None	Alternate contact # 3: Judy O'Rear	Office telephone: 325.942.2043 ext. 221 Home telephone: 325.732.4707 Cell phone:	Primary email: Judy.O'Rear@angelo.edu Other email: judypete@hotmail.com
<p>Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs. The Registrar, Angela Balch, will talk to the Associate Vice President of Academic and Student Affairs, Dr. Richard Beck, to determine the nature and severity of the SBD. Once the severity is determined as well as the area(s) affected, the Registrar will then contact all staff members to advise staff of the SBD as well as the plan that will be implemented. The Associate Registrar, Cam Stone, will contact Angela Balch for information. In the case that there are no working telephone lines, the Office of the Registrar plans to meet at the lobby of IHOP on day two after disaster at 9:00 a.m. In case of minor SBD, the staff will return to the work area to see if there are any records that can be salvaged. In case of a major disaster, the Registrar will coordinate with emergency personnel to try to salvage any records possible. If the work area is not able to be entered, the Registrar's office will relocate to an alternate location and will resume business operations as soon as possible. If the Banner student information system is not available, the office will wait the time period required for the back-up system to be available (usually takes 3 days). The reasoning for waiting for the back-up system is to keep the records and processes of the Office of the Registrar accurate without a lot of duplication of effort and time.</p>			

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Residence Life	Primary contact: Connie Frazier	Office telephone: 942-2035 Home telephone: 224-8715 Cell phone: 656-3116	Primary email: connie.frazier@angelo.edu Other email: c_h_frazier@yahoo.com
Building and room number: Hardeman 200	Alternate contact # 1: Brandy Hawkins	Office telephone: 942-2035 Home telephone: 50-1558 Cell phone: 650-9556	Primary email: brandy.hawkins@angelo.edu Other email:
Approximate size of occupied area: (ft ²)	Alternate contact # 2: Stuart Lickteig	Office telephone: 942-2035 Home telephone: 325-450-5214 Cell phone 277-1250	Primary email: stuart.lickteig@angelo.edu Other email:
Department fax #: 325-942-2239 Alternate fax #: Texan Hall: 325-942-2637	Alternate contact # 3: Martha Hicks	Office telephone: 942-2035 Home telephone: Cell phone:	Primary email: Martha.hicks@angelo.edu Other email:
<p><u>Plan summary</u> (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.</p> <p>The following protocols have been developed for implementation in the event that an emergency situation requires the relocation of staff and business operations in the main Residence Life Office (Hardeman 200) <u>or</u> of students and staff from one or more of the residence halls to other residence halls / areas on campus, and/or to off-campus sites.</p> <p>Implementation of this plan begins with assessment of the emergency at hand to determine 1) scope of disruption (what buildings or operations are affected, 2) duration (anticipated) of the disruption as defined within this document, 3) time available for relocation of affected operations or persons. Outcome of the assessment will be used to guide implementation of this plan.</p>			

Section A: Department Information

Dept. Name: SSC Service Solutions	Primary contact: Roderick Edison	Office telephone:325.223.5663 Home telephone: Cell phone:325.895.0880	Primary email: rode@sscserv.com Other email:
Building and room number: 2416 Vanderventer San Angelo, TX 76904	Alternate contact # 1: Robert Holden	Office telephone: 325.223.5663 Home telephone: Cell phone: 325.895.0381	Primary email: Robert.Holden@sscserv.com Other email:
Approximate size of occupied area: (ft ²) 1,000 square feet	Alternate contact # 2: Brian Barb	Office telephone: Home telephone: Cell phone: 865.310.9638	Primary email: brainb@sscserv.com Other email:
Department fax #: 325.223.5653 Alternate fax #:	Alternate contact # 3: Catherine Scholfield	Office telephone:865.673.4372 Home telephone: Cell phone:	Primary email: catherines@sscserv.com Other email:

Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.

SSC Service Solutions Facility Support will relocate its administrative office for Angelo State University in San Angelo Texas to an alternate site on or off campus. This site will be used for SSC Service Solutions staff to coordinate its efforts along with Angelo State Facility Management Staff in recovery of Angelo State University Campus. SSC Service Solutions will contact as many employees locally and nationwide to help restore Angelo State University back to its level of cleanliness that is required by state laws. We will utilize all resources that SSC Service Solutions has available to us depending on the situation that is before us. IF there is not way to have access to electrical or communication capabilities we will go to our hand written or digital copies that is back up in or corporate office Located in Knoxville, TN that would allow us to continually track all Custodial needs for Angelo State University.

Section A: Department Information

Dept. Name: Student Accounts/Bursar	Primary contact: Martha Perez Cox	Office telephone: 942-2008 x 260 Home telephone: 949-6768 Cell phone: 656- 5687	Primary email: Martha.cox@angelo.edu Other email: rcctexan@hotmail.com
Building and room number: Administration Building Room 100	Alternate contact # 1: Lynette Wheeler	Office telephone: 942-2008 x279 Home telephone: 949-1459 Cell phone: 277- 7504	Primary email: Lwheeler2@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 2,174 sq feet	Alternate contact # 2: Denise Brodnax	Office telephone: 942-2014 Home telephone: Cell phone: 234- 9194	Primary email: denisebrodnax@angelo.edu Other email:
Department fax #: 942-2701 Alternate fax #: 942-2271	Alternate contact # 3:	Office telephone: Home telephone: Cell phone:	Primary email: Other email:

Plan summary (Give a brief description of the general strategies that your department will use in the event that a Significant Business Disruption (SBD) occurs.

In the event of a Significant Business Disruption occurring the following steps would be taken:

- Student Accounts Manager/Bursar will await to hear from (EOC) Emergency Operation Center personnel to determine where to relocate
- Notify all staff members
- Notify all external business partners and students via RamPort, newspaper, radio and television
- Pick up Emergency Kit

Appendix A: Department Plan Summaries (continued)

Section A: Department Information			
Dept. Name: Special Events Facilities & Services including Food Service Operations	Primary contact: Greg Pecina Special Events Director	Office telephone: (325) 942-2021 Home telephone: (325) 944-7026 Cell phone: (325) 656-9921	Primary email: greg.pecina@angelo.edu Other email:
Building and room number: University Center #200 (Director's Office)	Alternate contact # 1: David Rosipal Associate Director	Office telephone: (325) 942-2021 Home telephone: (325) 944-2449 Cell phone: (325) 895-0503	Primary email: david.rosipal@angelo.edu Other email:
Approximate size of occupied area: (ft ²) 500 Square Feet of Office Space	Alternate contact # 2: Antonio Barrientos Operations Assistant	Office telephone: (325) 942-2021 Home telephone: Cell phone (806) 215-1306	Primary email: antonio.barrientos@angelo.edu Other email:
Department fax #: (325) 942-2229 Alternate fax #: (325) 942-2763	Alternate contact # 3: Cecilia Noriega Secretary	Office telephone: (325) 942-2022 Home telephone: (325) 653-3128 Cell phone: (325) 277-8550	Primary email: cecilia.noriega@angelo.edu Other email:
<p><u>Plan summary</u></p> <p>Greg Pecina supervises the Houston Harte University Center, Junell Center/Stephens Arena, Food Service Operations as the University Liaison, Ticket Office & ASU Vending. During any significant business disruption the appropriate personnel will be called to meet in the basement of the Houston Harte University Center to implement an action plan to move forward on our Business Continuity Plan for the specific area affected. We have the experience of prior planning during major construction in each of these areas over the last six years. In many cases we have had as little as a couple of hours of planning to move 1,600 residents on the meal plan to alternate locations for continued feeding. With the exception of gas fed ovens, specialized reservations software and special ticket software services we can come back online operationally at an alternate location within hours. Our continued success depends on portability of equipment that we use to provide services. Normally the operations in the Junell Center/Stephens Arena can be moved to the Center for Human Performance, operations in the Junell Center and Ticket Office can be moved into meetings rooms in the Houston Harte University Center. All University Center Reservations, ASU Vending and UC Operations could be moved to the Junell Center, Food Service could be relocated in the Junell Auxiliary Court or the CHP Building. Over the past five years we have spent nearly \$500,000.00 to become a portable and flexible service provider. Our plan would consist of three teams that would relocate, purchase equipment needs and reservations teams. Each team would be given necessary funding approval to move forward with addressing specific needs for the department.</p>			

