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## Challenges of and Opportunities for Continuity of Operations at Higher Education Institutions

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Thursday, February 17, 2011

Workshop Session III

Time of Session: 3:30-5:00pm

Session Title: Continuity of University Operations

Speakers: Paul Dimond, University of California-Berkley

Brenden McCluskey, University of New Jersey

Room: 257

Head Count: 16

Note Taker: Bayoji Akingbola

Notes:

Brenden McCluskey

Challenges of and Opportunities for Continuity of Operations at Higher Education Institutions

Why Continuity Planning

because we face potential risks i.e. flooding, fire, tornado, violence, flu  
have to make sure that the operations that are critical to the success of the business are up and running

Sweat the small stuff: makes for good practice for the big things

Business Continuity Planning (BCP)

Continuity of Operating (COOP)

Continuity of government (COG)

distinct from

Disaster Recovery (DR)

Emergency Management (EM)

Impact Analysis- Process used to gain the effect of a disaster on your organization; both short term and long term. Does it inhibit services, revenue stream, intangibles, helps you develop the strategies for your plan and its implementation

list all the functions that your organization performs: are they essential or non essential? Are their statutory or legal considerations

list the effect of loss of function/ process  
Is there ability to operate at a reduced efficiency  
Recovery time Objective  
Key dependencies

Continuity Strategies: develop and recommend continuity strategies based on outcomes of BIA and RA  
prioritize your functions  
develop recovery time objectives and recovery and point objectives  
acknowledge both internal and external dependencies

The process is more important than the plan  
Continuity Planning: Integrate BIA and RA with continuity strategies  
Enable resources to be allocated to most critical functions first based on priorities and efficiency

Make sure it allows for succession and delegation of authority

Identifies communications (including redundant methods)  
Lists and confirms alternate locations and facilities for conducting operations

Understanding of vital records  
-How are they kept (paper vs. electronic)  
-Where are they kept

What to do with them in disaster

Devolution planning

Why do this

Good business practice  
requirement of law  
it can save money  
Part of the risk management process  
promotes resilience

What is resilience  
can you absorb the impact of a disaster and continue function at some minimal level  
effective response to emergency  
rapid recovery

Emergency Management Lifecycle

Institutions of Higher Education

## Challenges

- have to collaborate with college administrators and executives
- continuity
- disaster recovery

## Standards

NFPA 1600, legislation, etc

## Best Practices

### Open quasi-society

- multi cultural
- many socio-economic backgrounds
- typical age range 18-25

## Students and Faculty

- turnover
- intellectual capacity

## Facilities

- research
- classrooms
- dorms
- libraries
- sports and entertainment venues

## Continuity challenges

- What is essential in an academic setting?
  - education
  - research
  - administrative tasks
  - athletics
  - healthcare

## How to prioritize

## Current Practices

- Texas Regional DR sits
- NYU and Syracuse: Sharing agreement
- Physicians in training: requirements from CMS
- New Jersey: pending legislation on “emergency plans”/ state-wide consortium

UMDNJ Past- gives specifics on the school

- MODELED program after FEMA sponsored COOP for state and local governments
- Also used features from private sector BCP
- Pen-and-paper documentation
- Started with traditional business units like finance, administration, etc
- Moved to academics next like Healthcare, research, teaching units

#### UMNDJ-Present

##### Policy

Most traditional units complete

Healthcare units in process according to TJC standards

Focusing on Instruction and Research areas

Software includes Sungard and Strohl

Banner

DR Contract

BIA LDRPS

#### UMDJ Future

Analysis of info in database

Finalize BIA plans across institutions

Closer look at interdependencies

Clean up of business units

Essential employees database

Standard contract language

Relationships and Communication- lots of help out there

Takeaway- Different and Distinct from EM and DR

Specialized knowledge, skills, abilities

Impact analysis, continuity strategies are key

Institutions have critical functions that are necessary for the community

