Division Strategic Priority

Business Continuity and Stabilization Plan
Let’s look at the benefits of having a plan of action in place for different circumstances....
- Keep in mind, this could be any of Departments in Your Division
- Refer to UMBC Building Manager Training Program and key elements of dealing with specific emergency situations.
-Consider the following with regard to business continuity and stabilization:

emergencies could include, but not be limited to: inclement weather, power outages, bldg closure, pandemic, bomb threat, etc.

-ensuring that documentation on business processes is maintained; step-by-step procedures outlined to ensure continuity (manual or electronic)

-having staff in place across units and/or division to ensure critical operations/processes are not interrupted; example, if primary/alternate department payroll approver is not available, then division head has access to approve payroll; same with preparers (i.e., Preparers and Approvers across dept/division as back-up to each other).

-in instances where there is growth from grants, contracts, new department, plan for supporting institutional growth should be in place.
Departments should all have an overall generic practice in place to ensure consistency throughout the division; could be role-based and dependent upon WHEN the incident occurs.

- Communication is key in the success of planning; a spreadsheet of the different areas, direct reports, and contact information (home, mobile, email, etc.); could be set up as a chain where each one call the next one; a department-wide text alert similar to what Police Department uses; mention collaboration with other departments and creating specific groups.
- List of occupants by floor or building (office numbers, etc.)
Business Continuity & Stabilization

- Documenting Procedures/Practices

  - Template of Questions:
    - What business can or needs to be conducted?
    - Can it be done remotely?
    - Can it be done electronically or manually?
    - In the event of lengthy closure, are there documented procedures for conducting business remotely?
Business Continuity & Stabilization

- Cross Unit/Divisional Support
- Staff in other areas have general knowledge of your department processes
- Staff in similar roles, but different departments, can ensure business continuity when needed
- In place for short or long periods
Business Continuity & Stabilization

Depart/Division Survival Kit

- Contact List or Instructions
- Department Air Card
- "Hot Spot" for Cellphone or iPad
- Cheat Sheets Based Upon Role
- Access to Critical Procedures/Processes
Business Continuity & Stabilization

- Ensure Survival Kit
  - Easy to Find
  - Easy to Understand
  - Easy to Use
-making sure the business processes are standard where appropriate and updates communicated across division
-procedures are kept up-to-date and available
-conducting “drills” on a scheduled basis to ensure protocols and other communication avenues are effective;
-identify instances when special process may be needed
Department Heads in will need to discuss the roles of departmental staff
- Identify critical and/or business continuity staff and outline expectations
- Ensure these individuals have Survival Kit resources