

University of Memphis

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# Help Document - Sample Plan for Guidance (Rental Properties)

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## Continuity Plan

# Help Document - Sample Plan for Guidance (Rental Properties)



Created Nov 16, 2020  
Last modified Feb 03, 2021

## Memphis Ready

This document was created with the Memphis Ready online Continuity Planning application. It is maintained within the application and can be edited by users with appropriate permissions.

### Introduction

Continuity planning is a process that helps us become prepared to continue or rapidly resume operations when faced with adverse events, or disasters.

Your departmental continuity plan:

- Identifies your department's Critical Functions.
- Documents the business impact of loss of these functions over periods of time.
- Describes how you might continue these functions under conditions of diminished resources.
- Contains key information that might be needed during and after a disaster-event.
- Includes Action Items designed to help your department become more prepared before an event occurs.

# 1. General Information

<i>Department</i>	Help Document - Sample Plan for Guidance (Rental Properties)		
<i>Department description</i>	Manage and Maintain the University Rental Properties.		
<i>Major division</i>	Business & Finance		
<i>Type of unit</i>	Business and Finance		
	Operations and Facilities		
<i>Personnel count</i>	0	Faculty and other academic appointees	
	0	Residents/Fellows	
	4	Staff (full-time)	
	1	Staff (part-time, excluding students)	
	1	Student Staff	
	0	Volunteers	
	0	Guests	
	0	Other	
<i>Head of unit</i>	Kathryn Johnson Sr. Director of Physical Plant Business Operations & Space Planning kjhnsn36@memphis.edu		
<i>Cost center</i>	Index – 351011 FOAP – 390000/53105/various/7300		
<i>Buildings</i>	<b>Building</b>	<b>Ownership</b>	<b>Notes</b>
	Physical Plant	owned	Room 215 (Diana) Room 216 (Beth)
	Rental Property Shop	owned	3553 Watauga
<i>Evacuation plans for all buildings?</i>	Yes		
<i>Comments</i>			
<i>Critical Functions</i>	1	Property Maintenance	Critical

	2	Collect Rental Payments	Critical
	3	Vendor Payments	Priority
<i>Definitions</i>	Critical	Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. (Examples: maintain campus emergency web presence, police services, conduct hazardous waste materials response, etc.) Duration: Less than 4 hours up to 8 hours.	
	Priority	Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences. (Examples: provide back-up facilities or housing, functioning of data networks, deliver instruction, at-risk research, maintain campus phone system, administer campus email system, conduct purchasing of campus goods or supplies, etc.) Duration: Less than 24 hours and up to 72 hours	
	Important	May pause if forced to do so, but stoppage for more than a week may cause major disruption. Must resume in 30 days or sooner. (Examples: research, payroll, course scheduling/room assignments, student advising, etc.) Duration: 4 -7 days as a target but less than 30 days maximum.	
	Deferrable	May pause; resume when conditions permit. (Examples: routine building maintenance, training, marketing, delivery of conferences or special events) Duration: Greater than 30 days	

## 2. Contacts

### 2.1. Department Contacts

Contact Name	Title	Phone / Alt Phone	Email / Alt Email
Sam Grandberry	Rental Property Maintenance	901-123-4567	sgrndbr1@memphis.edu
George "Andy" Greenwalt	General Maintenance (Part Time)	901-123-4567	ggrnwalt@memphis.edu
<a href="#">Beth McGoldrick</a>	Account Analyst	901-678-2627 901-123-4567	emcgldrc@memphis.edu

### 2.2. Key Institution Contacts

These are key contacts of other units within your institution whom you may need to contact.

Contact Name	Title	Department	Phone / Alt Phone	Email / Alt Email	Comments
Julian Boyland	Manager, Facilities Operations & Maintenance	Physical Plant	901-678-2800 901-123-4567	jbyland1@memphis.edu	
Ron Brooks	VP Physical Plant	Physical Plant	901-678-2077 901-123-4567	rbrooks@memphis.edu	
Billy Goldsby	Supervisor, Zone 1	Physical Plant	901-678-5253 901-123-4567	brgldsby@memphis.edu	Physical Plant maintenance supervisor over Zone 1.
Kathy Johnson	Senior Director, Business Operations & Space Utilization	Physical Plant	901-678-2796 901-123-4567	kjhnsn36@memphis.edu	Diana's Direct Supervisor
David Medlock	Sr. Dir., Maint., Utilites Mgmt. & Sustainability	Physical Plant	901-678-2502 901-123-4567	mdmdlock@memphis.edu	

### 2.3. Key External Contacts

These are external contacts (including vendors, clients, project partners, donors, sponsors, or other stakeholders) whom you may need to contact.

Company	Location	Contact Type	Alternate Vendors	Products Supplied
D&D Maintenance	3104 Pinetree Loop S Southaven, MS 38672	Vendor	Landmark Construction	Electrician

Contact Name	Phone / Alt Phone	Email / Alt Email
Desi Stout	901-428-5090	dandddmaint@aol.com

Company	Contact Type	Products Supplied
Fiveash Roofing	Vendor	Roofing

Contact Name	Phone / Alt Phone
Troy Fiveash	901-367-0050

Company	Contact Type	Products Supplied
Landmark Construction & Emergency Services	Vendor	Full service vendor Emergency Services

Contact Name	Phone / Alt Phone	Email / Alt Email
Ben Kuntzman	901-452-0390 901-605-4679	ben@landmarkco.org

Company	Location	Contact Type	Products Supplied
Shotwell Painting	2293 S. Parkway E. Memphis TN	Vendor	Painting Interior Cleaning

Contact Name	Phone / Alt Phone
James Shotwell	901-304-1391

Company	Location	Contact Type	Alternate Vendors	Products Supplied
Upchurch Services, LLC	P.O. Box 709 Horn Lake, MS 38637	Vendor	Landmark Construction	Plumbing

Contact Name	Phone / Alt Phone	Fax
Guy Bulliner	901-388-0333 901-647-2129	662-393-7775

### 3. Successorship

#### 3.1. Team Leads

Contact Name	Title	Successorship	Skills
Kathryn Johnson	Sr. Director of Physical Plant Business Operations & Space Planning	Team Leader: Kathryn Johnson Second Successor: Beth McGoldrick	
Beth McGoldrick	Account Analyst		Provides administrative support and manages accounts payable. Serves as back up for day to day operations and maintenance issues.



## 4. Critical Functions

### 4.1. Critical Function: Property Maintenance

<i>Description</i>	Perform Safety and Security Maintenance on Rental Properties	
<i>Who performs this?</i>	Rental Property	
<i>Responsible person(s)</i>	Sam Grandberry George "Andy" Greenwalt Physical Plant	
<i>Peak periods</i>	March, April, May, September, October, November	
<i>Comment</i>	Maintenance occurs year around but peaks at the beginning of each semester.	
<i>Documents</i>	<a href="#">See Documents list</a>	
<i>Upstream dependency comment</i>		
<i>Upstream dependencies</i>	University & Student Business Services, Accounting Office, Physical Plant	
<i>Downstream dependency comment</i>		
<i>Downstream dependencies</i>	Physical Plant	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	<b>Consequence</b>	<b>Explanation</b>
	Well-being of faculty/staff	Some faculty/staff live in rental houses. Maintenance could be life/safety related.
	Well-being of students	Some students live in rental houses. Maintenance could be life/safety related.
	Loss of revenue	Rental income is dependent on occupancy.
<i>Recovery Time Objective</i>		2-3 Days
<i>How to cope if usual space is not available</i>	Utilize PP crafts and trades and third party vendors	
<i>How to cope if 50% absenteeism of staff and faculty</i>	Utilize PP crafts and trades and third party vendors	
<i>Alternate methods when your</i>	Utilize cellular phone and internet services.	

<i>office phone system is unavailable</i>	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Need general maintenance skills. Utilize third party vendors as appropriate.
<i>Can this function be performed fully or partly from home?</i>	Yes. Call out maintenance and third party vendors as needed
<i>How to cope if data network is not available</i>	Mobile Phone
<i>Any show stoppers?</i>	Communication equipment.
<i>Do any of these coping strategies expose the University to risk?</i>	Yes. Provide PPE.
<i>Policy exceptions that may be needed</i>	None
<i>Additional vulnerabilities</i>	Lack of utility service from the City.
<i>If temporary closure is declared, is it possible to stop doing this function?</i>	No
<i>Comments</i>	We would need to address safety/sanitary maintenance issues
<i>Action items for this function</i>	<a href="#">See Action Item list</a>

## 4.2. Critical Function: Collect Rental Payments

<i>Description</i>	Bill and collect monthly rent
<i>Who performs this?</i>	Rental Properties
<i>Responsible person(s)</i>	Diana McKee Beth McGoldrick
<i>Peak periods</i>	All Year
<i>Comment</i>	
<i>Documents</i>	<a href="#">See Documents list</a>
<i>Upstream dependency comment</i>	
<i>Upstream dependencies</i>	University & Student Business Services, Accounting Office

<i>Downstream dependency comment</i>		
<i>Downstream dependencies</i>	Physical Plant	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	<b>Consequence</b>	<b>Explanation</b>
	Well-being of faculty/staff	Some faculty/staff live in rental houses.
	Well-being of students	Some students live in rental houses.
	Loss of revenue	Rental income is dependent on occupancy.
<i>Recovery Time Objective</i>	7–14 Days	
<i>How to cope if usual space is not available</i>	Payments would be collected remotely.	
<i>How to cope if 50% absenteeism of staff and faculty</i>	Staff would be cross trained.	
<i>Alternate methods when your office phone system is unavailable</i>	Cellular phone service and wi-fi.	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Employees that produce billing would be cross-trained.	
<i>Can this function be performed fully or partly from home?</i>	Computer, printer, scanner, internet connection and cellphone.	
<i>How to cope if data network is not available</i>	Cellphone.	
<i>Any show stoppers?</i>	na	
<i>Do any of these coping strategies expose the University to risk?</i>	na	
<i>Policy exceptions that may be needed</i>	na	
<i>Additional vulnerabilities</i>	na	
<i>If temporary closure is declared, is it possible to stop doing this function?</i>	No	

<i>Comments</i>	Need to maintain revenue streams.
<i>Action items for this function</i>	<a href="#">See Action Item list</a>

### 4.3. Critical Function: Vendor Payments

<i>Description</i>	Accounts Payable to 3rd party vendors	
<i>Who performs this?</i>	Accounts Payable (Accounting Office)	
<i>Responsible person(s)</i>	PP Admin – Beth McGoldrick/Diana McKee Accounts Payable Staff (Accounting Office)	
<i>Peak periods</i>		
<i>Comment</i>		
<i>Documents</i>	<a href="#">See Documents list</a>	
<i>Upstream dependency comment</i>		
<i>Upstream dependencies</i>	Accounting Office, Physical Plant	
<i>Downstream dependency comment</i>		
<i>Downstream dependencies</i>	Third Party Vendors, Rental Properties	
<i>Possible consequences if this function is not continued or recovered quickly enough</i>	<b>Consequence</b>	<b>Explanation</b>
	Well-being of faculty/staff	Could possibly affect those living in rental properties.
	Well-being of students	Could possibly affect those living in rental properties.
	Payment deadlines unmet	Would happen if vendors are not paid.
	Loss of revenue	Lack of maintenance could lead to tenants moving out.
	Legal obligations unmet	
	Legal harm to the institution	Vendors could take legal action against the University.
	Impact to other units	Physical Plant maintenance may have to

		devote more time to rental properties.
	Impact on important business partners	Could lead to unhappy vendors.
	Damage to reputation	Could lead to unhappy vendors and negative PR.
<i>Recovery Time Objective</i>	7–14 Days	
<i>How to cope if usual space is not available</i>	Payments would be processed remotely.	
<i>How to cope if 50% absenteeism of staff and faculty</i>	Cross train staff.	
<i>Alternate methods when your office phone system is unavailable</i>	Email and Cellular Phone service.	
<i>What to do if certain skills/knowledge are held by only one staff member (unique skills)?</i>	Accounting/administrative employees would be cross trained.	
<i>Can this function be performed fully or partly from home?</i>	Computer, printer, scanner, internet connection, and cell phone.	
<i>How to cope if data network is not available</i>	Cell phone.	
<i>Any show stoppers?</i>	na	
<i>Do any of these coping strategies expose the University to risk?</i>	na	
<i>Policy exceptions that may be needed</i>	Could lead to Exception to the Procurement Process. Procurement would be required to approve.	
<i>Additional vulnerabilities</i>	na	
<i>If temporary closure is declared, is it possible to stop doing this function?</i>	No	
<i>Comments</i>	Must maintain homes due to life safety concerns.	
<i>Action items for this function</i>	<a href="#">See Action Item list</a>	

## 5. Information Technology

### 5.1. Centrally-Owned Applications that are Critical for this Unit

Centrally-Owned applications are those whose technical owner is Central IT. The functional owner can be any department.

<i>Application or System</i>	<b>Name</b>	<b>Criticality Level</b>	<b>Comment</b>
	Banner Admin Pages	Critical	
	Office 365 Webmail	Critical	
	Duo (cloud application)	Critical	
	Microsoft Office Suite	Priority	
	E-procurement (SciQuest)	Critical	
<i>Definitions</i>	Critical	Cannot pause. Necessary to life, health, security. (Possible example: police dispatch system).	
	Priority	Failure will lead to imminent & very serious consequences. (Possible examples: data networks, email system, patient scheduling system, medical records system)	
	Important	Can endure a pause, but ONLY for a short time. Must be recovered by some time sooner than 30 days. (Possible examples: financial system, payroll system, HR system, research administration systems, student systems, library systems, courseware).	
	Deferrable	Important, but we can function without this system for more than 30 days. (Possible examples: calendaring application, document imaging system, budget preparation software.)	

### 5.2. Department Applications that are Critical for this Unit

Department applications are those whose technical owner is our department or another department (but not Central IT)

5.2.1. Department application: Archibus

<i>Functional owner</i>	Physical Plant
<i>Technical owner</i>	
<i>Type</i>	Web application
<i>Backup frequency</i>	Daily
<i>Backup media</i>	Other
<i>Backup Method</i>	Automatic
<i>Database application?</i>	Not sure
<i>Move data to or from core campus systems</i>	
<i>If so, what campus systems?</i>	
<i>Departments that will be impacted by failure of this application</i>	Physical Plant & Campus Planning and Design.
<i>Technical expert(s)</i>	John Smith
<i>Responsible for recovery</i>	John Smith
<i>Onsite storage location</i>	
<i>Offsite storage location</i>	
<i>Frequency of offsite storage</i>	
<i>Location of installation disks &amp; documentation</i>	
<i>Successful recovery been done?</i>	Not sure
<i>Comment</i>	

5.3. Department Servers

No department servers are entered for this plan.

5.4. Workstations

5.4. Workstations

5.4.1. Workstation Backup

Backup Method	Percent of Workstations Using this Backup Method	Comment
<i>Files are stored on dept. server, which gets backed up</i>	35%	
<i>Automated backup by central IT (via network)</i>	95%	File redirection of local profile to ITNAS <Local Support Provider can verify percentage>
<i>Local backup of workstation by user (manual)</i>	40%	Utilization of local storage devices, USB devices, or Network Accessible Storage. <Local Support Provider can verify percentage>
<i>Other (describe)</i>	75%	Files stored in Microsoft OneDrive and Synced locally as needed Utilization of local storage devices, USB devices, or Network Accessible Storage. <Local Support Provider can verify percentage>
<i>No backup</i>	15%	<Local Support Provider can verify percentage>

5.4.2. Workstation Support

Workstation Support Provided By	Comment
<i>Technicians from another department</i>	Greg Geske – LSP

5.5. Recovery Strategies for IT

<i>Where will you quickly purchase new workstations, servers, or other hardware?</i>	Local Support Providers assigned to area can provide quotes from approved vendors which will be approved and sent to UM Procurement department.
<i>When your support technicians rebuild your workstations or servers in the new location (on the new hardware), where will they find the systems software, applications software, and related documentation that they will</i>	Software applications will be restored from IT repository in Microsoft System Center.



<p><i>need?</i></p>	<p>Additionally applications could be applied from direct vendor download sites. Installation documentation is found in Local Support Provider documentation on the umwiki or direct from the web on vendor websites.</p>
<p><i>Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)</i></p>	<p>No these items are housed in the Universities Colo location if warranted.</p>
<p><i>Will your technical support staff be adequate in numbers &amp; skills to rebuild your systems quickly? Will they be available? Do they have other clients to serve?</i></p>	<p>Workstations will be rebuilt by Local Support provider assigned to the college and department.</p>
<p><i>Are there any other obstacles that could hinder the quick re-establishment of your critical IT services?</i></p>	<p>Shipping delays from procurement sources are subject to change based on severity of disaster and how impactful this is to customers of the respective vendors.</p>
<p><i>Visualize now a flu pandemic. If all staff were requested to work from home (where possible) for a couple of months to minimize contagion, what would you have to do to enable &amp; support their IT? (Presume the users all have adequate computers at home, plus broadband connections.) Be specific, and estimate how long it would take to get them set up &amp; running.</i></p>	<p>Applications will be accessed either by remoting into their office machine, utilizing web hosted applications provided by various vendors or Central IT department, and/or provided through the UM Citrix infrastructure (aka UMapps). Collaboration will occur via Zoom, BlueJeans and/or Microsoft Teams.</p>
<p><i>When IT systems become unavailable for an extended time, people use workarounds – paper forms to gather data, snail-mail, chalkboard instead of PowerPoint. In the collection of IT applications &amp; systems that you support, are there any that could not somehow be “worked around” for a few weeks or months? Explain.</i></p>	<p>&lt;If applicable – Insert non-technology based processes here&gt;</p>

## 5.6. Action Items for IT

[See Action Item List](#)

## 6. Faculty Preparedness

[See Action Item list](#)

## 7. Key Resources

### 7.1. Staff Basics

<i>Does your unit have a (printed) emergency contact list for faculty &amp; staff?</i>	Yes
<i>Who holds copies of the emergency contact list? (Be specific)</i>	Diana McKee & Beth McGoldrick
<i>Who updates the emergency contact list?</i>	Diana McKee & Beth McGoldrick
<i>Who knows how to check messages on your department's main phone line?</i>	All current employees.
<i>Who knows how to record a greeting on your department's main phone line?</i>	Diana Humphreys and Beth McGoldrick
<i>Who can post messages on your department's web site (i.e., do the actual mechanics)?</i>	Danny Linton
<i>Do your staff use any shared passwords that should be kept available?</i>	NO
<i>Comment</i>	

### 7.2. Work From Home

The capabilities of some faculty & staff to connect from home are listed below.

<i>Name</i>	Diana McKee
<i>Position</i>	Staff
<i>Home broadband connection?</i>	Yes
<i>Currently does connect from home?</i>	Yes

<i>Must office computer be running?</i>	Don't know
<i>Additional comment</i>	Work regular hours remotely M-F
<hr/>	
<i>Name</i>	Beth McGoldrick
<i>Position</i>	Staff
<i>Home broadband connection?</i>	Yes
<i>Currently does connect from home?</i>	Yes
<i>Must office computer be running?</i>	Don't know
<i>Additional comment</i>	M-W Office / TH Remote / Friday Off

## 7.3. Teams

No teams are entered for this plan.

## 7.4. Documents

[See Document List](#)

## 7.5. Equipment and Supplies

Minimum equipment needed to carry out all critical functions.

### 7.5.1 Office Equipment

Minimum Number		Additional comment
<i>Workstation (includes desktop computer, network connection, table, chair)</i>	2	On Campus
<i>Laptop Computer (car charger advised)</i>	2	Administrative Work from Home
<i>Telephone (hard-wired)</i>	2	On Campus
<i>Printer</i>	2	1 per person for home

<i>Fax</i>	1	On Campus
<i>Copier</i>	1	Utilize multi-function printer.
<i>Scanner</i>	0	Utilize multi-function printer.
<i>Server</i>	0	All servers managed by ITS.

## 7.5.2 Other Equipment

<i>Major Items Only</i>	Access to property maintenance tools and work trucks.
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## 7.5.3 Supplies

<i>Necessary Consumables</i>	Ink, Paper
<i>Inventory or Stockpiling Considerations</i>	Stockpile PPE

## 7.6. Facilities and Transportation

<i>Facilities (special needs beyond office-classroom-lab needs)</i>	None	
<i>Utilities (very important to the functioning of the department)</i>	<b>Utility</b>	<b>Additional comment</b>
	Gasoline	Fuel for trucks
<i>Transportation (special transportation needs)</i>	Need access to work vehicles.	
<i>Other Resources</i>	none	

## 8. Action Items

### 8.1. Review Current Laptop Inventory

<i>Assigned To</i>	Diana Humphreys
<i>Due Date</i>	
<i>Supports this Critical Function</i>	Information Technology
<i>Estimated Cost</i>	Don't know
<i>Cost Frequency</i>	
<i>Within Whose Scope</i>	My unit itself
<i>Details</i>	Determine if current laptops are sufficient in the event of an emergency where all operations move off campus.
<i>Status</i>	In Progress
<i>Date Entered</i>	2021-02-02

## 9. Documents

These documents have been identified as important for continuing our critical functions.

<i>Name</i>	Pandemic Work/Practice Controls
<i>Description</i>	Work and Administrative Controls for Pandemic
<i>Medium</i>	
<i>Location Where Stored (Physical)</i>	
<i>Location Where Stored (URL)</i>	
<i>Owner (department)</i>	
<i>Contact person(s)</i>	
<i>Backup measures</i>	
<i>Comment</i>	
<i>Uploaded in this tool?</i>	Yes

<i>Name</i>	Help Doc - Emergency Op Doc Submitted for Pandemic
<i>Description</i>	Emergency Plan completed in August 2020.
<i>Medium</i>	
<i>Location Where Stored (Physical)</i>	
<i>Location Where Stored (URL)</i>	
<i>Owner (department)</i>	
<i>Contact person(s)</i>	
<i>Backup measures</i>	
<i>Comment</i>	
<i>Uploaded in this tool?</i>	Yes

