

# College of Geosciences Crisis Management Plan

Version 3: 16 July 2019

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## 1. Emergency Checklist (Abbreviated)

Upon emergency at a *College of Geosciences* facility, perform the following:

- Call 9-911 and report emergency.
- If necessary, activate building alarm and evacuate personnel.
- Provide immediate attention to injured personnel.
- Notify Unit Head, or Dean's Office (if unable to reach Unit Head).

If the Deans office determines that a crisis has occurred and the Crisis Management Plan (CMP) should be applied, notify CMT members,

- CMT Leader: p. 8**
- CMT Administrative Assistant: p. 8**
- CMT Specialty Teams: p. 10**
- Communications Liaison: p. 13**
- Unit Heads: p. 9**
- Contact Organization Liaisons: p. 4**
- Media Liaison: p. 13**

Implement the appropriate elements of the Special Teams Crisis Response Plan

- Personnel Support Team: p. 10**
- Damage Assessment Team: p. 10**
- Facilities Team: p. 10**
- Communication Team: p. 11**
- Security Team: p. 11**

### **TAMU Emergency Phone Numbers**

Emergency Operator (All life-threatening Emergencies 9-911)

#### **Other Emergency Phone Numbers**

AggieWorks Maintenance (Building problems/repair) - 458-5500

24 hour Radio Room (elevator & pest problems, after-hours maintenance) - 845-4311

Environmental Health & Safety Department (EHSD)

Chemical spills/problems – 845-2132

Waste – 845-3498

Laboratories – 845-2132

After hours call the Radio Room – 845-4311

University Police – 845-2345

University Student Health Services – 458-8310

College Station Fire Department (non-emergency) – 764-3705

College Station Police Department (non-emergency) – 764-3600

Bryan Fire Department (non-emergency) – 209-5960

Bryan Police Department (non-emergency) – 209-5300

Building Proctors:

Halbouty – Brian Wiederwohl Cell: 419-579-0429

GERG – Stacy Jeter: 979-862-2323

O&M – Brian Wiederwohl Cell: 419-579-0429

Texas Sea Grant – Brian Wiederwohl Cell: 419-579-0429

Teague – Myron Walden: 979-845-3564

IODP – Tyrone Brashear: 979-845-2113

TI Building – Rodolfo Vaghetto 979-845-4109 or Brian Wiederwohl 419-579-0429

IHESP (Crystal Park Plaza) – Arturo Ramirez 979-255-9081

## 2. Emergency Checklist

Upon emergency at a *College of Geosciences* facility, perform the following:

- Call 9-911 and report emergency.
- If necessary, activate building alarm and evacuate personnel.
- Provide immediate attention to injured personnel.
- Notify Unit Head, or Dean's Office (if unable to reach Unit Head).

If the Deans office determines that a crisis has occurred and the Crisis Management Plan (CMP) should be applied, notify CMT members, defined below, and provide assignments, as listed under team descriptions.

- **CMT Leader (p. 8):** designate a Human Resources representative to account for/provide status of all facility occupants by employee name and department.
- **CMT Administrative Assistant (p. 8):** begin accumulating documentation and documenting events related to crisis, including summary of events and responses.
- **CMT Specialty Teams (p. 10):** Stand up, as appropriate Personnel Support, Damage Assessment, Facilities, Communication, and Security teams to meet and begin performing assigned tasks with the CMT approval.
- **Communications Liaison (p.13):** notify family members as designated on Emergency Contact List of personnel affected by crisis but not seriously injured (i.e., life-threatening injuries) or deceased, provide emergency contact information related to injured or deceased personnel to the TAMU University Police Department (UPD).
- **Unit Heads (p. 9):** upon serious injury or death of an employee, notify UPD and the Dean of College of Geosciences, TAMU (Dean of Geosciences).
- **Contact Organization Liaisons:** notify the following of the crisis, in the following order:
  - Dean of Geosciences
  - Texas A&M University Provost
  - Texas A&M University Vice President for Research (if research related)
  - University Communications
  - College of Geosciences Executive Committee (as appropriate)
- **Media Liaison (p. 13):** provide official statements regarding crisis situation in coordination with TAMU communications.

## **Special Teams Crisis Response Plan**

### **Personnel Support Team**

- In collaboration with College Human Resources, unit administrative staff and TAMU complete accounting and status of all unit (college) personnel as appropriate.
- Complete personnel status checklist
- Compile emergency contact information
- Notify CMT of college personnel status
- Notify communication liaison of personnel status for exchange with university
- Provide support to affected college personnel
- Submit final damage assessment report to CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

### **Damage Assessment Team**

- In collaboration with TAMU Facilities Services personnel, conduct preliminary assessment of damage to building structures, equipment, furnishings, fixtures, computer area, storage media including data and software, and utilities; obtain estimate of time required to restore utilities.
- In support of University response teams, take action necessary to prevent further damage to property.
- Contact representatives of critical vendors to assist in damage assessment.
- Photograph damaged property.
- Evaluate time required before move to backup site can be initiated.
- Submit final damage assessment report to CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

### **Facilities Team**

- Verify adequacy of backup site's power and heating and air conditioning; if inadequate, work with TAMU Facilities Services to have them corrected to required levels.
- Arrange furniture and office equipment (including emergency equipment) and complete other tasks necessary to ready site for occupation.
- Provide salvaged property for relocation.
- Establish cleaning and other maintenance support with TAMU Facilities Services.
- Provide status report to CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

### **Communication Team**

- Establish and maintain routine internal communications with college units and personnel, provide updates concerning current status.
- Establish and maintain routine external communications with university units, provide updates concerning current status, develop joint media packages.
- Communicate with college stakeholders
- Provide status report to CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

## **Security Team**

- After assessment by Damage Assessment Team, determine resources required to secure vulnerable assets, including personnel.
- Communicate requirements to UPD and monitor adequacy of response.
- Obtain telecommunication equipment for continuous communications between the Security Team and CMT.
- If necessary, contact security vendors to arrange for additional security.
- Work with TAMU Facilities Services to establish security devices and modifications to adequately secure the backup site.
- Instruct personnel at backup site on security policies and procedures and monitor implementation.
- Provide summary report to the CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

## **TAMU Emergency Phone Numbers**

Emergency Operator (All life-threatening Emergencies 9-911)

Emergency Information: College of Geosciences

## **Other Emergency Phone Numbers**

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Bryan Police Department (non-emergency) – 209-5300

## **Building Proctors:**

Halbouty – Brian Wiederwohl Cell: 419-579-0429

GERG – Stacy Jeter 862-2323

O&M – Brian Wiederwohl Cell: 419-579-0429

Texas Sea Grant – Brian Wiederwohl Cell: 419-579-0429

Teague – Myron Walden 845-3564

IODP – Tyrone Brashear 845-2113

TI Building – Rodolfo Vaghetto 979-845-4109 or Brian Wiederwohl 419-579-0429

### **3. Crisis Management Plan**

#### **I. Introduction**

This Crisis Management Plan (CMP) provides a framework in which College of Geosciences management can respond and perform emergency functions in the event of a serious, life-threatening, and/or operations damaging incident. Its purpose is to protect the welfare and safety of all College personnel. The guidelines must be followed by all concerned to assure proper response to, and ultimate recovery from, an emergency or crisis that threatens personnel and/or property. Supporting Documentation:

- Texas A&M University Emergency Procedures  
<https://www.tamu.edu/emergency/procedures/index.html>
- Texas A&M University Emergency Operations Plan  
<https://www.tamu.edu/emergency/documents/EOP.pdf>

#### **II. Purpose**

The CMP identifies the potential risks to college operations and the events that will cause the CMP to be activated. This plan ensures that appropriate individuals are kept apprised of developments related to the emergency situation in a timely and efficient manner and identifies the authority and procedures by which these persons may respond to these situations. The plan is intended to complement the normal college activities and to prevail only during emergency/crisis situations.

#### **III. Risk Identification**

The emergency situations that place the college at risk are those that have the potential to shut down operations for an unspecified length of time. In general, a crisis is a situation that can

- Escalate in intensity;
- Fall under close public, government, or media scrutiny;
- Interfere with normal operations; or
- Jeopardize the college public image.

Emergency/crisis situations include fire, explosion, serious accident, or natural disaster that results in

- Casualties including deaths or injuries,
- Loss of building(s),
- Forced evacuation from building for an indefinite period, or
- Major damage to structure or equipment resulting in
  - Significant loss of data,
  - Inability to communicate

Inability to continuously support college operations



## IV. Crisis Management Guidelines

### a. Emergency Priorities

- i. Human safety.
- ii. Maintenance and preservation of property to prevent further deterioration of the situation.
- iii. Environmental protection

### b. Emergency Response Procedures

**Emergencies occurring during business hours:** Notification of authorities, building evacuation, or other necessary emergency procedures will be handled by the Building Proctor(s) or alternates, or by the unit heads. The TAMU procedures for reporting emergencies (see TAMU Emergency Procedures (<http://www.tamu.edu/emergency/procedures/index.html>) must be followed if appropriate.

**Emergencies occurring after business hours:** Whenever any employee receives information regarding a critical event that could be considered a crisis or could escalate to a crisis, the employee is required to:

- Call immediately for emergency medical, firefighting, or law enforcement assistance by dialing 9-911.
- Evacuate building if necessary by setting off building alarm at manual station.
- Ensure that injured personnel receive medical attention immediately.
- Remain on the grounds outside the building at the designated muster location and answer questions when emergency medical personnel arrive.
- Inform one of the following people, in the order given, until someone is reached:
  - The Unit Head
  - The Building Proctor
  - Dean or Executive Associate Dean

Upon notification of emergency, the College dean, or delegate will ensure that the initial emergency response has been implemented. Following this the Dean, or delegate will make the determination if the CMP should be executed. The implementation steps include:

#### 1. **Establish Crisis Management Team (CMT)**

The CMT directs and coordinates the efforts of the individuals and ad hoc groups immediately after and during recovery from a crisis event.

**CMT Leader:** Assigned by the Dean. CMT leader is the task manager and project lead for Crisis Management. Coordinates activities for CMT.

**CMT Administrative Assistant:** works with CMT Leader to collect documentation and organizes other teams.

The CMT consists of the following:

- **Members of the Dean's Office**

- Dean: Deborah Thomas 979-845-3651 Cell: 979-219-2503
- Executive Associate Dean: Jack Baldauf 979-845-3651 Cell: 979-777-4587
- Assistant Dean of Finance and Administration: Barbara Bayer 979-862-1146 Cell: 979-255-4565
- Associate Dean for Academic Affairs: Christian Brannstrom 979-845-3651 Cell:979-220-4916
- Assistant Dean for Diversity: Ishara Casellas-Connors 979-845-3651 Cell: 508-524-9698
- Communication Officer: Robyn Blackmon 979-845-3651, Cell: 979-324-3966
- College Safety Officer: Brian Wiederwohl 979-862-3290, Cell: 419-579-0429

- **Unit Heads**

- Department Head – Atmospheric Science: Saravanan Ramalingam - 979-845-0175, Cell: 979-574-3421
- Department Head – Geography: David Cairns - 979-845-2783, Cell: 979-777-8206
- Department Head – Geology & Geophysics: Julie Newman - 979-845-9283, Cell: 979-492-5811
- Department Head – Oceanography: Shari Yvon-Lewis - 979-458-1816, Cell: 979-739-5343
- Director – Texas Sea Grant: Pamela Plotkin - 979-845-3902, Cell: 979-218-3023
- Director – International Ocean Discovery Program: Brad Clement - 979-845-8480, Cell: 305-586-3892
- Director – Geochemical Environmental Research Group: Anthony Knap - 979-868-9328, Cell: 979-676-3651
- Director – International Laboratory for High-Resolution Earth System Prediction (IHESP): Ping Chang – 979-845-8196, Cell: 979-220-5714

The Dean or delegate shall head the CMT and will be responsible for deciding if, when, and where the CMT will assemble to begin assessing the response to the crisis. The CMT lead will notify or assign responsibility for notifying the other CMT members of the details regarding meeting place, time, and the circumstances of the critical event.

### **CMT Objectives**

- Authorize activation of emergency response and recovery procedures.
- Ensure the safety of all college personnel.
- Notify emergency response units, employees, immediate family, University departments, regulatory agencies, contractors, subcontractors, and sponsors, as required.
- Implement security measures.
- Control all responses to the news media to maintain a positive program image.
- Authorize initiation of relocation to an alternate work locality, as appropriate.
- Appoint ad hoc recovery teams and team leaders, and provide overall direction to team

leaders.

- Evaluate the extent of damage and determine the course or program operations during the repair or reconstruction phase.
- Develop the recovery direction according to the type of situation.
- Oversee notification of vendors providing the Program with critical products and services.
- Authorize necessary expenditures during the recovery effort.
- Coordinate distribution of equipment, furniture, and supplies.
- Document all activities during the recovery effort.
- Phase out ad hoc recovery teams when no longer needed.
- Authorize return to normal operations at the original (or newly designated) site.

## **2. Define Special Teams**

The CMT will form Specialty Teams using individuals from all relevant areas of the college. Team members will provide technical advice and support to accomplish time-consuming tasks to restore operations following the crisis event. The Specialty Teams will be activated by the CMT, as necessary.

### ***Personnel Support Team:***

**Objective:** Ensure the well-being of college personnel during the crisis and provides the CMT information concerning the status of college personnel.

**Team Lead:** Assistant Dean of Finance and Administration

**Team Members:** Unit Administrators as determined by the team lead

**Disaster Functions:**

- In collaboration with College Human resources, unit administrative staff and TAMU complete accounting and status of all unit (college) personnel as appropriate.
- Compile emergency contact information.
- Notify CMT of college personnel status.
- Notify communication liaison of personnel status for exchange with university.
- Provide support to affected college personnel.
- Submit final damage assessment report to CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

### ***Damage Assessment Team***

**Objective:** The Damage Assessment Team will work with TAMU facilities services to Report to the CMT assessment of the extent of damage and assess the operability of building utilities to restore equipment function.

**Team Lead:** College Building Proctor

**Team Members:** Other unit building proctors as identifies by Team Lead

**Disaster Functions:**

- Contact vendor representatives to assist in damage assessment.
- Summarize damage; report extent of damage to CMT.
- Document damage assessment for future reporting/tracking.

- Prevent further loss/attempt to minimize loss.
- Photograph site and equipment.
- Coordinate activities and discuss damage with TAMU Facilities Services to assess operability of utilities to restore equipment function.
- Make recommendation to CMT regarding move to backup site.
- Provide Transportation Team salvaged property for relocation.
- Submit documentation of all activities to CMT Administrative Assistant.

### ***Facilities Team***

**Objective:** Prepare backup location for occupation and maintain this location during operations

**Team Lead:** Appropriate building proctor

**Team Members:** Other unit building proctors as identified by Team Lead

#### **Disaster Functions:**

- Verify adequacy of backup site's power and heating and air conditioning; if inadequate, work with TAMU Facilities Services to have them corrected to required levels.
- Arrange furniture and office equipment (including emergency equipment) and complete other tasks necessary to ready site for occupation.
- Establish cleaning and other maintenance support with TAMU Facilities Services.
- Provide reoccurring status reports to CMT.
- Submit documentation of all activities to CMT Administrative Assistant

### ***Communications Team***

**Objective:** Ensure effective communication with all stakeholders

**Communication Lead:** Director of Marketing and Communications

**Communications Team:** Representatives from the Communication's Office as designated by the team lead.

#### **Disaster Functions:**

- Establish and maintain routine internal communications with college units and personnel provide updates concerning current status.
- Establish and maintain routine external communications with university units provide updates concerning current status, develop joint media packages.
- Communicate with college stakeholders
- Provide reoccurring status reports to CMT.
- Submit documentation of all activities to CMT Administrative Assistant.

### ***Security Team***

**Objective:** Secure Program assets immediately after a crisis to prevent loss due to theft, vandalism, environmental elements, secondary damage, etc.

**Team Lead:** Information Technology Manager

**Team Members:** Other representatives of the Information Technology team as designated by the Team Lead.

**Disaster Functions:**

- After assessment by Damage Assessment Team, determine resources required to secure vulnerable assets, including personnel.
- Communicate requirements to UPD and monitor adequacy of response.
- Obtain telecommunication equipment for continuous communications between the Security Team and CMT.
- If necessary, contact security vendors to arrange for additional security.
- Work with TAMU Facilities Services to establish security devices and modifications to adequately secure the backup site.
- Instruct personnel at backup site on security policies and procedures and monitor implementation.
- Provide summary report to the CMT.
- Submit documentation of all activities to CMT Secretary.

**3. Report Injuries/Casualties (Crisis Management Team)**

*If casualties or injuries have occurred, immediate notification must be provided to UPD so that the families of the injured or deceased may be contacted.* The CMT will be responsible for providing up-to-date information to the UPD on emergency contacts for employees. Emergency contact lists are stored in the College Human Resources office. If emergency contact information is destroyed or inaccessible due to the crisis event the TAMU Human Resources Office also keeps emergency contact information on file for each employee. The TAMU Office of Sponsored Research Services (SRS) may be contacted for information on Administrative Services employees. Refer to TAMU Human Resources website regarding “Campus Death, Medical Situation, and Crisis Response Contacts” (<http://employees.tamu.edu/eap/loss/contacts>).

**4. Conduct Preliminary Damage Assessment (Damage Assessment Team)**

Immediately after the onset of the crisis event, ensured safety of personnel, and notification of the emergency response agencies, a preliminary damage assessment must occur. TAMU Facilities Services personnel will conduct damage assessment for University building structures and utilities. Preliminary damage assessment of buildings and equipment, furnishings, and media must be conducted as soon as it is permissible for the Damage Assessment Team Leader to access the site. The Damage Assessment Team Leader is responsible for relaying information to the Director or a member of the CMT. The decision to initiate the appropriate parts of the CMP must be made by the Director or delegate at this time based on the preliminary damage assessment. The Damage Assessment Team Leader will also prepare to assemble the Damage Assessment Team to perform detailed damage assessment of building contents once the CMP is implemented.

**5. Secure/Protect Facilities (Security Team)**

Arrangement must be made to protect and secure the building, especially if damage has resulted in a breach of the building structure. Necessary steps to prevent further

damage to the building and any equipment and supplies stored within and to prevent damage to records and documents must be taken. The appropriate internal and external security personnel must be notified of the actions to be taken to secure the Program's assets. Contact UPD for assistance in setting up appropriate security measures.

#### **6. Preparation/Occupation of Alternate Site (Facilities Team)**

If an alternate site location is required the Facilities team will Identify and secure alternate sites/facilities, either on campus or commercial leased space. This team will ensure that the alternate site is functional to meet the temporary needs of the unit(s). This includes access, communication lines and equipment.

#### **7. Assign Emergency Staff (Crisis Management Team)**

After the CMT has declared a situation to be a disaster and has initiated the CMP, the following roles will be assigned as needed. During an emergency, any calls pertaining to the situation shall be directed to the appropriate CMT member. The CMT shall inform all employees of who is responsible for responding to incoming calls.

#### ***Communication Liaison***

The Communication Liaison (The Communication Team Lead) is the person who will be officially in charge of communication to the university and to all stakeholders. This individual will also be responsible for ensuring Personnel and family contact, Media Liaison, and Event documentation.

#### ***Personnel and Family Contact***

The Employee/Family Contact designated but the Communications Team Lead will call college personnel and/or immediate family who are affected by or involved in the crisis situation. Information provided to employees and families **must be "official" – approved by CMT leader and appropriate TAMU offices (e.g. TAMU Division of Marketing and Communications) before release**. The designated Employee and Family Contact person must arrange to notify personnel of the emergency event and provide information to each employee on where, when, and to whom to report to work to assist with recovery effort. The Employee and Family Contact person is also responsible for making arrangements to respond to incoming calls from employees and families regarding the crisis situation. The designated Employee and Family Contact will arrange, special confidential counseling through the TAMI Employee Assistance Program to help employees deal with the stress of the crisis event.

#### ***Media Liaison***

The Media Liaison appointed by the Communication Liaison is responsible for developing, writing, and releasing official statements to the media regarding the crisis situation. ***The CMT leader and TAMU must approve statements before release.*** The Media Liaison will coordinate with the TAMU Division of Marketing and Communications Media Relations Office.

#### ***Secretary***

This individual identified by the Communication Liaison will maintain documentation, act as central record keeper, and document crisis events and responses. In addition, they will oversee updates of the central “Operations Status Board” to display status of crisis recovery effort and generate reports as needed during and following crisis and recovery.

#### **8. Establish Crisis Management Resource Centers (CMT)**

Crisis Management Resource Centers will be established: Specific location will be determined based on specific crisis and the duration of the recovery.

Possible centers on the order of priority include:

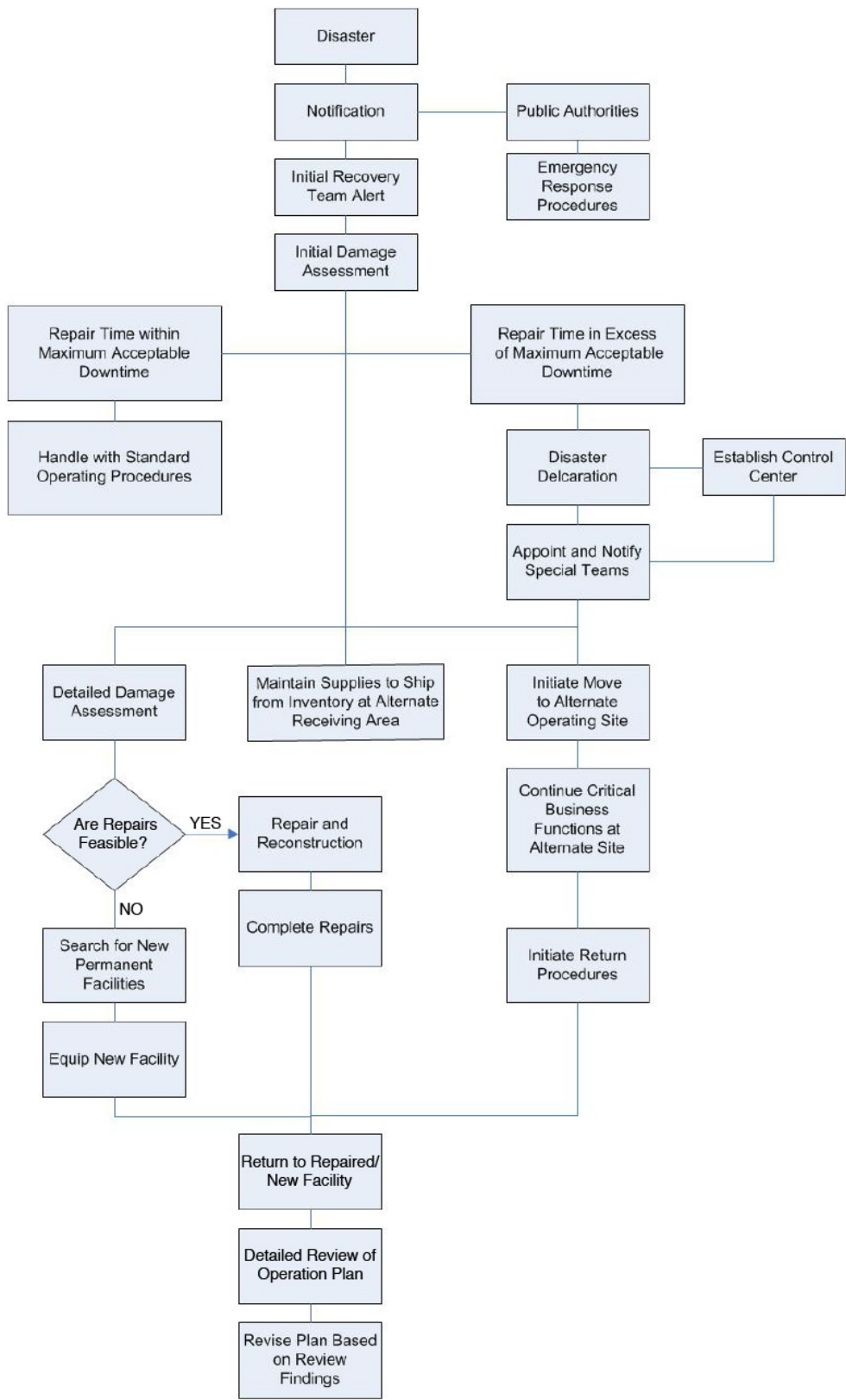
- 1) O&M Building College of Geosciences Dean’s Office
- 2) Teague’s basement
- 3) GERG or IODP
- 4) TAMUG

The specific Center will retain the following resource materials needed by the CMT:

- Crisis Management Plan (this document)
- TAMU crisis management plans
- College personnel directory
- TAMU and Verizon Phone Books
- Other resources as available

The Resource Center materials will be maintained by the Dean’s Office and updated at least annually or as necessary to remain current.

#### **Figure 1. Continuation of Business Plan**





## 9. Priority of Restoring Critical Operations

The following recovery time objectives and operational priorities for critical operations were established by an ad hoc crisis management group. The assumptions were that personnel could not occupy or work from the college unit building for an indefinite, extended period because of an emergency event. Every piece of equipment in the building is damaged, inaccessible, or unusable. The emergency event is localized, and alternate storage/operations sites are accessible.

- a. Restore Computer Operations (within two weeks)**  
Emergency purchase orders for computer equipment and software are issued as soon as practicable. Upon delivery (usually within 30 days), equipment would be installed at an alternate site. Backup tapes or drives would be used to restore systems.
- b. Establish Operational Headquarters for CMT (within 48 hours):** The Crisis Management Team headquarters will operate from the selected Crisis Management Resource Center.
- c. Restore teaching Spaces (within one week):** If unable to operate in the building, need to identify spaces to commence teaching capabilities.
- d. Restore Budgets and Payroll (within 72 hours):** Budgets and Payroll may be able to operate at TAMU SRS, depending upon the availability of backup information and terminals at an alternate site.
- e. Restore Accounts Payable and Travel (initiate within 72 hours):** Employees may be requested to pay for travel and other emergency charges with personal credit cards and request to be reimbursed when Accounts Payable and Travel have resumed operations, which should be within one week. Travel reservations service will be restored within 1 – 2 days of arrangements can be made to operate from a local travel agency office. Accounts Payable and travel expense account processing may be able to operate at TAMU SRS and/or the alternate site.
- f. Restore Purchasing Capabilities (within 24 hours):** Purchasing capability can be re-established immediately with manual records for a short start-up period.
- g. Restore Work Locations (within 48 hours):** This can be accomplished by completion of temporary Alternate work locations.
- h. Implement Unit Recovery Plans (initiate within 72 hours):** As described in department recovery sections (see Appendix A).
- i. Unit Recovery upon notification of a Crisis Event (within one day):**
  - Set time and place for team meeting.
  - Notify team members or alternatives of meeting time and place.
  - Direct team to activate the recovery plan.

- Gather all relevant information about the crisis event and the extent of facilities loss and/or impairment that is available prior to the team meeting.
- Inspect the damage prior to the meeting, if possible.
- Convene the activation meeting.
- Report results to the Crisis Management Team

**j. Priority Restoration Checklist (conduct within one day)**

Each Team lead to establish essential unit functions within the recovery time objective for the department at a backup facility or location within 24–72 hr of notification.

- Serve as a liaison with unit staff on the requirements at the alternate location.
- Based on the time of day, initiate the supervisor and employee call tree required to meet the needs of the situation. Notify employees to report to the backup site.
- Report to the alternate site and begin obtaining supplies and establishing the department in the designated area. Follow usual or special instructions for emergency purchases, as instructed.
- Notify unit Leads and/or Crisis Management Team of progress periodically, as appropriate.
- Instruct personnel on information to be given to key vendors, customers, subcontractors, freelancers, etc.
- As soon as practical, provide information to key vendors, customers, subcontractors, freelancers, etc.
- Determine availability of personnel, and based on circumstances, assign work rotations for the next 72 hr.
- Verify ability to perform unit's critical business functions and report to Team Leader and CMT.
- Begin recovery operations and reconstruction of vital records.
- Participate in primary site restoration, as required

## Critical Dean's Office Services

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### **Dean's Office:**

The following information is based on the premise that critical activities in the Dean's Office, are initiated by individuals external to Human Resources and Risk Management Services. Re-establishment of electronic communications will be essential to the re-establishment of the Dean's Office. Electronic Communication via Internet is critical to all operations. Communications with TAMU and SRS are critical.

The Dean's Office will focus on the protection and safety of personnel. Re-establishment of services is conditional upon safe working conditions. Electronic communications and the level of access to databases and electronic networks inside and outside of the college will determine the speed with which normal operations will resume.

### **Human Resources**

**Personnel records:** Records are stored in the Geoscience Laserfiche repository. Essential Budget (Pay Database), Payroll, and certain components of personnel files are maintained in electronic files at TAMU or SRS for all employees.

**Academic Record:** records are stored with the university.

**Employee Data** (in addition to data maintained in the B/P/P System): Employee Benefits Data, Leave Data, and Training Data are maintained in electronic files at TAMU or TAMUS.

### **Risk Management**

**Policies and Related Policy Documents:** Insurance documents are stored with the university.

**Property:** Inventory items are stored with the unit and with the university property office.

### **Contracts, Purchasing, and Property**

None of Administrative Services documents are "critical"; they can all be recreated except for some backup documentation. If that were destroyed, we would seek relief from the government. Issuing purchase orders or contracts could start immediately or as soon as a computer is available. Texas A&M University Office of Sponsored Research Services (SRS) Information Services (IS) could provide remote access to TAMU's Financial Accounting Management Information System (FAMIS), or SRS computers could be used. All purchase orders could be reprinted from FAMIS (except documents that were incorporated into the Purchase Order and attached). Subcontract agreements are not input into FAMIS but are kept in a fireproof file, with electronic copies on the shared drive. FAMIS can provide a report showing all vendors and subcontractors that are not complete and phone numbers to call. All vendors or subcontractors should have a copy of the agreements they were sent, and Administrative Services could retrieve data from them.

The Property database is routinely backed up. We would be able to use the latest IS file and very basic FAMIS data to start the process of updating the property database. The permanent records would be lost, but we can retrieve and recreate a written record for the property that was

not destroyed.

### **Office Administration**

In the event of offices being damaged or otherwise inaccessible, activities would resume temporarily at the location designated by the CMT. Electronic data could be accessed via remote computers, except for information stored on individual hard drives.

### **Fiscal Affairs**

In the event of an emergency all fiscal functions could be reestablished at TAMU SRS main office within 72 hours. Invoice, receivables, and payroll information entered into FAMIS would be retrievable. Access data, such as employee salary histories, leaves balances, etc. are on the Administration server, which is back up to tape weekly (change are backed up nightly), and the tapes are transferred weekly to an offsite fireproof remote storage facility. Contractually required reports could continue to be produced from FAMIS. Those reports prepared in Excel could be recreated from data in FAMIS or on the Administration server. TAMU SRS main office now has the software required to process credit card payments. Payroll would continue to be processed through TAMU or TAMU SRS's main office without interruption, and payroll records could also be retrieved from those two locations. Invoices in process not yet entered into FAMIS could be resubmitted by vendors after reconciliation of ensuing statements sent by vendors to payments recorded in FAMIS.

### **Travel**

Travel documents and electronic files are stored electronically in Concur. In many instances, the alternate source for vital travel records not stored electronically would be the individual that completed the original form, e.g., travel authorizations/advances, traveler's profiles. Unprocessed expense accounts, including receipts and back-up documentation, would need to be recreated by traveler.

### **IT Services**

As with most enterprises, there is a need to be resilient, having the ability to carry the program business forward and quickly recover from the impacts of disastrous circumstances. This information provides planning guidance that would facilitate such a recovery. In the event of a prolonged outage, IT services will be restored based on Recovery Time Objective (RTO). RTO is defined as is "the duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity." RTO requirements are outlined throughout this document and prioritized below

### **Assumptions**

Restoring IT services relies on a number of assumptions, as follows:

- Safety of personnel is assured.
- Reasonable physical security can be enforced.
- Resources required for restoration of services exist or can be acquired.
- Facilities or Facilities Services required for service restoration are available and serviceable.
- Additional computers, software, and network equipment may be required.
- Individuals involved in service restoration will not be redirected or burdened with

- activities not related to service restoration.
- University is able to restore mission-critical services, such as telecommunications infrastructure, within 2 weeks.
- The priority list for restoring services may change during the recovery process; however, changes will be approved by the Dean or designated representative.
- Relocation to a remote site will require additional physical security, power, cooling, and network capability.

### **Restoring Services and Data**

[http://cio.tamu.edu/Risk\\_Management\\_Policy/IT\\_Policy/Information\\_Security\\_Controls\\_Catalog.php](http://cio.tamu.edu/Risk_Management_Policy/IT_Policy/Information_Security_Controls_Catalog.php)

TAMU's Information Security Controls Catalog defines mission-critical information resources as "specific systems resources required to perform critical functions, to include:

- Internal and external points of contact for personnel that provide or receive data or support interconnected systems; and
- Supporting infrastructure such as electric power, telecommunications connections, and environmental controls..."

### **Mission – Critical Services**

The following services are mission critical, requiring availability in less than two weeks after a catastrophic event:

- Email access
- Internet access
- Network file and print services
- Websites
- Workday
- FAMIS
- Laserfiche
- Telephone service
- Network print services
- Net Storage
- Access to TAMU financial system
- Other to be defined

TAMU Division of IT or TAMUS runs, maintains, and would be responsible for the restoration of email access, intranet access, Workday, FAMIS, Laserfiche, and NetID/CAS authentication.

Additionally, the following systems contain or provide access to data critical to the college mission. These servers are housed in the TAMU West Campus Data Center. Depending on the crisis, restoration of these servers may depend on connection to that location.

- **LINUX servers (specific to IODP):** eDirectory/LDAP, Tomcat application server, Oracle database, web server, and network services such as ftp, print services, web search engines, file services, and DNS.
- **Windows servers (specific to IODP):** application engine, SQL database, backup services, storage management services, license server, monitoring and reporting

- tools, system and network management tools, software code repository (SVN).
- **Windows Servers:** File services, authentication servers, class shares, backup services, storage management services, license servers, monitoring and reporting tools
  - **Linux Servers:** File services, class shares, websites.

### **Campus Service Recovery**

Service recovery is to be implemented in levels, as described below. It is recommended that service recovery be pursued in the order described. Care should be exercised if restoring services out of order, as dependencies may not be met. During the service recovery process, care must be taken to protect mission-critical data, as defined above. Customer expectation of critical services restoration ranges from 30 hours for Internet access to 65 hours for LIMS.

*Level 1: Safety*

*Level 2: Facilities Services, Power, and Infrastructure*

*Level 3: Critical Systems Start-up*

*Level 4: Additional Systems Start-up*

*Level 5: Loaner Computers*

### **Security and Access Control**

In the event of a power outage to some college facilities building entry bypass keys for the external doors of the buildings are located...

O&M: Exterior door key in possession of Proctor, and one located in room 210D Key Box (on flashlight key chain).

Halbouty: Exterior doors keyed to building Master Key.

#### 4. APPENDIX A: PUBLIC INFORMATION

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##### Public Information Crisis Plan Outline: Communication Action Plan

- A. Internal Notification Procedures
  - 1. Dean briefs unit heads and TAMU officials on crisis event. TAMU officials include Provost and TAMU Division of Marketing and Communications.
- B. Procedures to convene Communication Team
  - 1. Dean assembles Communication Team that includes the following
    - a. Dean or Executive Associate Dean
    - b. At least two unit heads
    - c. One official directly related to crisis event if possible
    - d. TAMU representative from the Division of Marketing and Communications
- C. Individual Responsibilities
  - 1. **Communication Team:** maintain direct liaison with media, conduct media interviews, arrange interviews with appropriate officials, prepare written new releases, disseminate all information to media
  - 2. **Dean or Executive Associated Dean:** conduct media interviews after consulting with TAMU Division of Marketing and Communications, approve dissemination of all information
  - 3. **Other Team Members:** distribute appropriate information to Dean, Executive Associated Dean and TAMU Division of Marketing and Communications
- D. Guidelines for establishment of Media Center by TAMU Division of Marketing and Communications
  - 1. Prepare a facility with telephones, modem links, and other appropriate tools to enable the media to contact their headquarters.
  - 2. Prepare a briefing room for news conferences and announcements.
  - 3. Station TAMU Division of Marketing and Communications representative or designated official at Media Center at all times during crisis.
- E. Guidelines for gathering information on the crisis
  - 1. At the scene, College officials
  - 2. From media coverage
  - 3. From police, government, medical sources
- F. Develop list of key public audiences
  - 1. Identify and prioritize audiences relevant to current situation
  - 2. Develop sample message (crisis-related) statements for each audience
  - 3. Identify best channels to reach each audience
  - 4. Establish mechanisms for feedback from these audiences
- G. Media response
  - 1. Produce statement of organizational media policy
  - 2. Identify spokespersons
  - 3. Establish need/procedures for media training
- H. Guidelines for staffing media center
  - 1. Establish guidelines to monitor internal and external communications
  - 2. Establish media database; provide for frequent updates

- I. Guidelines for disclosure of information
  1. System for handling media inquires
  2. Identify and train additional staff assistance
  3. Establish fact-checking system and procedures for corrections
- J. Procedures for activities and monitoring print/broadcast clipping services

### **Public Information Policy for Crisis Communication**

#### **Purpose:**

- To communicate proactively to the media and the public following a crisis event.
- To protect the reputation of the Program by managing and controlling communications to outsiders.

#### **Objectives**

- Establish and maintain good relations with the media and with the TAMU Division of Marketing and Communications.
- The Communications Liaison should be easily and readily accessible to the media.

#### **Responsibilities**

- Gather facts immediately so that the CMT leader and TAMU Division of Marketing and Communications can immediately formulate the best possible response/release based on the information available.
- Issue press releases or statements that reflect positively on the efforts to manage and respond to the emergency.
- Plan to meet with media representatives, preferably through interviews, periodically during the crisis period. Prepare for press conferences if necessary.
- Maintain readiness to respond to the media by anticipating questions and by preparing information kits, which can be distributed on short notice.
- Have one spokesperson responsible for issuing official communication. Communicate the message and only authorize the release of responses, which emphasize positive reinforcement of the College position and its ability to protect its people and its assets.
- Provide accurate information and correct inaccuracies
- Never respond with information that is “off the record” and never say “no comment.”



## **APPENDIX B: COLLEGE OF GEOSCIENCES EMERGENCY PROCEDURES**

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### **Unit Building Occupants**

If Fire Alarms Sound during Workday

- Gather personal items quickly, close door, leave building, and report to assigned muster area outside.
- Remain outside but move away from building so as not to interfere with emergency teams arriving.
- Note: DO NOT use the elevators during a fire-related emergency.

### **Severe Weather Emergency**

- Follow prompts given by the TAMU Code Maroon notification system or Emergency Broadcast System.
- Alerts will be broadcast through the building fire, life, and safety address system.
- Shelter-in-place muster in the specific identified building location:
  - Halbouty (OLD) second floor stair well. (NEW) room 74
  - O&M Stair wells second through twelve
  - Sea Grant - Stair wells second through twelve
  - GERG- GERG Kitchen
  - IODP – B-wing hallway between the lobby and the GCR
  - IODP – Rellis Campus
- Remain at muster point until manager or building proctor gives information for release.

### **Emergencies after Business Hours**

- To Evacuate Building: break glass at alarm station and pull handle to sound alarms.
- Dial 9-911 to report location.
- Gather personal items, close door, and leave building.
- Remain outside and answer questions when emergency personnel arrive.

### **To Report Building Problems Requiring Immediate Repair after Hours**

- Call the radio Room at 845-4311 and/or call the building proctor.
- Provide your name, location, and description of the problem.