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| Operational Group/College/Department /Division | | | ##Office Name## |
|  | | | Contact Information  (include office & cell numbers) |
| Order of Succession  (Chain of Command) | 1st | Name  Director |  |
| 2nd | Name  Counselor |  |
| 3rd | Name  Counselor |  |
| 4th | Name  Financial Systems Analyst |  |
| 5th | Name  Sr. Financial Aid Representative |  |
| 6th | Name  Financial Aid Representative |  |
| 7th |  |  |
| 8th |  |  |
| 9th |  |  |
| 10th |  |  |
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COOP - ##School Name## - ##Office Name##

NOTE: This COOP must be annually reviewed and updated.

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| Essential Personnel  Leadership is expected to:   * Be fully informed and understand human capital tools, flexibilities, and strategies. * Regularly review and update personnel contact information and notification protocols to assure that information remains current. * Ensure employees have a clear understanding of their role in an emergency. * Develop, review, and update emergency guides as needed. * Designate remote access options: *VPN, VDI, Remote Desktop,* etc. and TEST access at least once per quarter. * Ensure employees test remote access at least quarterly to maintain accurate connectivity. | | | | |
| Name | Must report for duty after emergency | Can work from alternate location | How can they connect? *VPN, VDI, RD, etc.* | Can work from home |
| Name | Yes | Yes | VPN | Yes |
| Name | Yes | Yes | VDI | Yes |
| NOTE: Both employees do have small children at home; however, essential financial aid processes have the ability to run remotely. |  |  |  |  |
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| Alternate Facilities   * Normal operations may be disrupted and there may be a need to perform essential functions at alternate sites or facilities. * Individual operational groups will identify alternate operating locations for their teams. * Establish cooperative agreements and mutual aid agreements for the use of such facilities. | |
| Alternate Location | Signed Agreement  (i.e., Y, N, N/A) |
| Reassign internal space within Financial Services | N/A |
| Reassign other space within Administration and Finance | N/A |
| Work with Facilities Management Office for alternate space on campus | TBD |
| Work to find other space at off campus location | TBD |
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| Manual Procedures if PeopleSoft is unavailable |
| If PeopleSoft Campus Solutions is not available, while the ##Office Name## can utilize a combination of non-university websites — like the U.S. Department of Education and various systems, — to partially process student aid, if there is no way to disburse student aid funds, we will not be in compliance with federal guidelines. |
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| Essential Systems, Information, Records & Equipment   * Provide for the protection, accessibility, and recovery of vital records, systems, and equipment. These are the records, systems, and equipment that if irretrievable, lost, or damaged will materially impair the ability to carry out essential functions and to continue to conduct business. * Identify vital records and databases which must be available to support performance of designated essential functions. | | | |
| Item | Location | Preservation Method | Responsible Person |
| Access to the university intranet would be essential to business processes:  ##Link##  ##Link##  ##Link## | | | |
| Access to the internet, and most likely several different types of browsers, such as Chrome, IE, and Firefox, as our many “vendors” support different browsers. | | | |
| As long as the Financial Aid staff can log into the university network for PeopleSoft and have access to the staff-appropriate network directories, almost all of the necessary functions can continue to allow for uninterrupted processing of aid, regardless of where the staff is placed. Many applications are web-based, enabling the staff to work anywhere they have access to an internet browser. However, there are several functions that require installation of software on the machines at which the staff works. | | | |
| U.S. Department of Education software that includes EDconnect and EDExpress is essential to the continued processing of student files. | | | |
| Additional third-party software includes FileZilla (for ELM processing of private loan data) and ECSI (for institutional loan processes). | | | |
| Microsoft Office | All employee desktop computers | Software stored on Department Server | Tier 1 support |
| Microsoft Outlook | All employee desktop computers | Software stored on Department Server | Tier 1 support |
| Adobe Acrobat | All employee desktop computers | Software stored on Department Server | Tier 1 support |
| Telephones for each employee | URP 865, Ste. 240 |  | Telecom |
| Copier w/ ecopy | URP 865, Ste. 240 |  | Tier 1 support |
| Ecopy Scanning | URP 865, Ste. 240 | Stored in server or PeopleSoft | Tier 1 support |
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| Essential vendor/external contacts in or around specified location | | | |
| Vendor/External Contacts | Contact | Product/Service | Notes |
| US Dept of Ed/CPS Technical Support | 800/330-5947 | EDconnect |  |
| US Dept of Ed/CPS Technical Support | 800/330-5947 | EDexpress |  |
| FileZilla/FTP | 866/524-8198 | ELM |  |
| ECSI | 800/437-6931 |  | Institutional loan processing |
| Computers – desktop | Fin Svcs Offices |  | Fin Svcs Mgmt |
| PeopleSoft CS | University Data Center | IT backup policy | Information Technology |
| Departmental Server Data | University Data Center | IT backup policy | Information Technology |
| Computers – checked out to FS staff for work from home | Staff homes |  | FS Sr Admin Mgr |
| Laptop Computers | Secured in Fin Svcs Offices or checked out to various staff |  | FS Sr Admin Mgr |
| Computers – desktop backup | Secured office ## |  | Tier 1 Support |
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| Program Participation Team | ##Link## |  | Would need to know if there are any potential delays to processing of federal aid and/or reporting |
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**CRITICAL FUNCTIONS AND RECOVERY TIME OBJECTIVES**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Function | Supporting Solution | Semester | RTO | Impact | Priority | Alternate Plan | Requirements/Assumptions |
| All student financial aid processes | PS CS | All | 2 | Could jeopardize students’ ability to receive financial aid in a compliant and timely manner | 1 | Combination of EDExpress, COD, NSLDS, ECSI, and paper | A very inefficient process, using a variety of online systems, could be cobbled together to continue to process aid to students |
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RTO Key

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| --- | --- | --- | --- | --- | --- |
| Less than 1 day = 1 | 24 hours = 2 | 25-72 hours = 3 | 4 to 7 days = 4 | 72 hrs-30 days = 5 | More than 30 days = 6 |

**SOFTWARE APPLICATIONS SUPPORTING CRITICAL FUNCTIONS**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Application | Required for Function | Location | RTO | Alternate Plan | Supported by | Contact Information |
| PS CS | Processing all student aid |  | 1 | None |  | If PeopleSoft Campus Solutions is not available, while we can utilize the combination of non-university sites mentioned above, if there is no way to disburse the aid, we will not be in compliance with federal guidelines |
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RTO Key

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| --- | --- | --- | --- | --- | --- |
| Less than 1 day = 1 | 24 hours = 2 | 25 to 72 hours = 3 | 4 to 7 days = 4 | 8 to 30 days = 5 | More than 30 days = 6 |

**VITAL RECORDS, FORMS AND DOCUMENTS**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Vital Record | Description | Storage Location | Format | Update Frequency | Alternate Plan | Point of Contact |
| Student documents: verification, cost of living documents, needs analysis forms | Student and parent demographic, tax, income information; students’ special circumstances documents | File cabinets, SFA ecopy directory, PSCS document upload | Electronic, paper | As received | Paper records, re-request from students/parents, if necessary | Student Financial Aid |
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**REVIEW and TESTING – COOP, SYSTEMS, ELEMENTS**

Each department, college, or other entity at the university relies on various systems, data, procedures, and elements of the Continuity of Operations Plans for resiliency, continuity, and disaster recovery of its primary operations, critical functions, and essential needs. The COOP is established for the purposes of identifying personnel, resources, and location needs before, during, and after an event, incident, or disaster. It must be reviewed, updated, and tested at least annually.

Testing of the COOP plan, systems, and procedures will be performed annually through tabletop exercises, test-environment simulations, actual incident or implementation, plan review, or a combination of these methods. Testing, training, reviewing, and discussions will be documented for each entity, department, college, etc. and included with the COOP document. Please complete the table below as you perform any of these actions during the year. Replace the “example” lines information with your own information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | System/Element | Method | Performed by | Result/Notes |
| 3/5/2020 | COOP Document | Discussion | Name(s) | 2019 COOP plan reviewed for updates. Changes included updates to personnel info and new data systems. |
| 3/9/2020 | COOP Plan for SPP | Tabletop Exercise | IT Security(Name) | (Name) represented the Student Financial Services area in the Special Pathogen Planning tabletop exercise. |
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