Planned Testing -December 18, 2018

Business Continuity Planning (BCP) is critical to the continued success of a university in the event the campus ever must close for an extended period. The ability to perform a campus-wide BCP test will allow the campus to test its resources and capabilities made available to its employees. We will be pulling data, but a survey will be sent asking for feedback on connectivity or any other issues employees may have, so the BCP can be improved.

The University Data Center will remain operational and Core IT services such as E-mail, Banner, Blackboard Learn, WebEx, and Syncplicity will remain available. Applications behind SSO: Workday, TrainTraq, Canopy, etc., will also be available. The core of the phone system will remain operational accessible to receive voicemail or be accessed by Jabber, however, desk phones in buildings without power will not function during the power outage.

Information on common remote work applications is available here and the IT Service Desk (x2692 or ithelp@tamucc.edu) will answer questions on any of these services before the power outage but will have limited ability to respond to questions during the power outage.

Hourly employees must enter worked time on the Workday timesheet. If an employee is unable to work from home or another suitable location, managers may adjust work schedules, authorize use of employee earned leave, or approve unpaid leave

Supervisors:
-Plan Managers and Editors should review Business Continuity Plan that will allow for the continuation of services prior to December 18th and update it as needed.
-Talk to your employees about what types of things they can do from home:

> Turn on the Out of Office from web client
> Change your phone message remotely, guidance here. Ex:

>> Thank you for calling the _____ department. Normal University operations on the main campus are impacted today by a power outage and all campus buildings are closed. Please email department@tamucc.edu and we will be glad to respond to your request.

> Employees with access to the internet should be assigned to respond to emails, perform other web-based tasks, and access any files needed on a network drive.
> Meetings can still be held via WebEx.
> Complete TrainTraq Training
> Draft or Update Procedures (can be done without a computer by printing ahead of time)

Employees:
-If taking home a laptop or other university asset, please complete an Off-Campus Use Permit Form located here.

-If your Duo calls to your office phone, make sure there is an alternative push notification.
-Verify your access to capabilities to programs such as WebEx, Syncplicity, Jabber, and the VPN.
-Remote Desktop will not be available, however, you can use the common remote work applications here to VPN and map a network drive to obtain files on the network.