

# UF CEMP Support Group Annex: IT Group

<b>Lead Representatives</b>	Office of Vice President and Chief Information Officer (CIO)
<b>Supporting Departments</b>	Academic Technology Computing and Networking Services DHNet (Housing & Residence Education) Enterprise Systems HealthNet Information Security University Athletic Association (UAA)
<b>External Partners</b>	AT&T Cox Communications Florida Lambda Rail GRUcom Vendor contracts

## I. Introduction

### A. Purpose

This Support Group Annex to the University of Florida (UF) Comprehensive Emergency Management Plan (CEMP) establishes actions UF departments must take in support of coordinating and executing emergency management activities that address IT services required during or after an emergency. This includes maintaining normal/daily operational support services and providing any additional support services needed as a result of the emergency.

### B. Scope

This Support Group Annex to the UF CEMP identifies actions for activation, initial response, ongoing response, and recovery operations for lead and supporting departments in the IT Group and external partners that may support the IT Group during an emergency. This Support Group Annex is an integral component of the CEMP, and as such, shall be implemented as a standard operating guide for UF departments supporting the emergency management activities from within the University EOC. This Support Group Annex supports activities described in the CEMP Base Plan but does not supersede the Base Plan. Actions described in this Support Annex can be applied to any emergency at UF; actions outlined in the Incident Action Plan (IAP), created during the emergency response, will describe additional details of the response depending on the specifics of the emergency.

In order to streamline coordination with external agencies, this Support Group Annex is intended to be consistent with the State of Florida CEMP, the Alachua County CEMP, and federal and higher education standards for emergency management.

This Support Group Annex applies to all UF departments assigned herein, with coordination from other

departments at UF as well as external partners. This Support Group specifically describes activities that fall within the central IT operations of the University.

## **II. Organization**

### **A. Emergency Management Structure**

The Department assigned as the lead representative in this Support Group Annex will provide a representative to serve in the Emergency Operations Center (EOC). This representative will coordinate tasks detailed in this Support Group Annex and contact additional resources to perform tasks as necessary. The IT Group representative in the EOC will report on the status of the IT Group tasks to the Emergency Management Group, on a regular basis and as required.

The IT Group reports directly to the Emergency Management Group under the EOC organizational chart. The Emergency Management Group will work with all Support Groups to ensure appropriate tasking and response actions take place. The IT Group will pursue response actions according to this Annex and as directed by the Emergency Management Group, which reports directly to the University Administrator, filled by the Assistant Vice President for Public and Environmental Safety, or designee. The University Administrator will serve as a liaison between the EOC and the Policy Group, and will relay Policy Group decisions to the Support Groups represented in the EOC as necessary.

### **B. Coordination with other support groups**

Through the IT Group representative in the EOC, the IT Group will coordinate with all other Support Groups that have been activated to respond. The Emergency Management Group will serve as the coordination point for all Support Groups in the EOC. However, Support Groups may coordinate directly with other Support Groups as necessary, as long as they keep the Emergency Management Group informed on actions performed and the status of the response and related tasks for their respective group.

## **III. Concept of Operations**

### **A. General**

The IT Group is responsible for supporting and managing the University's IT infrastructure throughout an emergency, including restoring, maintaining, and supporting communications for UF. This Support Group applies to all UF IT systems and infrastructure, but may be scaled to account for specific IT systems or IT infrastructure in specific areas of campus, depending on those that have been affected by the emergency. In general, all tasks associated with supporting the IT infrastructure during and after an emergency will come through the IT Group. The IT Group will work with other Support Groups to perform actions and tasks associated with ensuring that essential IT systems and infrastructure remain operational during an emergency and are repaired appropriately after an emergency. This may include continuing day-to-day support operations or enhancing services and/or operations as a result of the emergency.

This Support Group Annex describes the main tasks that the IT Group will perform during the response

to and recovery from an emergency. The Primary Tasks, and Actions associated with completing those tasks, are detailed in the remainder of this Support Group Annex. This Support Group Annex is designed to serve as a guide for IT Group response and recovery tasks and should remain flexible and scalable depending on the emergency. Response and recovery tasks are not limited to those described in this Support Group Annex, as additional IT Group tasks may arise as a result of the specifics of the emergency at hand.

## B. Primary Tasks

The primary tasks coordinated by the IT Group in an emergency include:

1. Coordinate the continuation of IT services and support.
2. Provide the University EOC with information regarding the operational status of IT networks and systems.
3. Support emergency operations by providing IT and telecom functions for emergency response and recovery.
4. Provide expertise on IT issues caused by or resulting from the emergency.

Each task, its associated actions, and departmental responsibilities are described in the next section.

## IV. Actions and Responsibilities

The following tables detail steps that need to be taken to complete the major tasks associated with providing IT services during and after an emergency. The tables assign these steps to lead and supporting departments assigned to the IT Group.

<b>Task #1: Coordinate the continuation of IT services and support.</b>	
<b>Initial Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Assess the interruption or potential interruption of IT services across UF based on the emergency.	CIO Office
Maintain the operation of voice, intranet, data, video, and wireless communications services.	CIO Office
Maintain data center operations, network connectivity, and telephone support.	CIO Office
Initiate notifications to specialized IT staff and units if specific systems are disrupted or a failover to secondary systems does not occur.	CIO Office
<b>Ongoing Response Actions</b>	

Actions	Responsible Department(s)
Coordinate service providers to minimize IT services disruptions. Implement proper backup controls and redundancies to maintain critical services.	CIO Office
Recovery Actions	
Actions	Responsible Department(s)
Return IT systems to normal operations and function.	CIO Office

**Task #2: Provide the University EOC with information regarding the operational status of IT networks and systems.**

Initial Response Actions	
Actions	Responsible Department(s)
Coordinate with IT providers (including DHNet and HealthNet) to determine status of UF IT systems such as network or system outages.	CIO Office (in coordination with the Emergency Management Group)
Ongoing Response Actions	
Actions	Responsible Department(s)
Maintain coordination with IT providers to determine impacts or disruptions of service, including monitoring of IT alerts and facilities.	CIO Office
Update the University EOC regarding IT status and concerns.	CIO Office (in coordination with the Emergency Management Group)
Recovery Actions	
Actions	Responsible Department(s)
Update the University EOC regarding restoration of IT systems and services to normal operations.	CIO Office (in coordination with the Emergency Management Group)

**Task #3: Support emergency operations by providing IT and telecommunications functions for emergency response and recovery.**

**Initial Response Actions**

Assist in the set-up and operation of IT and telecommunications equipment in the University EOC if needed.	CIO Office (in coordination with the Emergency Management Group)
Provide equipment and resources to assist IT and telecom needs related to emergency response and recovery operations.	CIO Office
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Maintain IT and telecommunications support equipment and support for the University EOC along with emergency response and recovery operations.	CIO Office (in coordination with Emergency Management Group)
<b>Actions</b>	<b>Responsible Department(s)</b>
Assist responders with IT and telecommunications needs as necessary.	CIO Office
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Sustain IT and telecommunications support for the duration of response and recovery activities.	CIO Office
Demobilize IT and telecommunications resources deployed in support of emergency response and recovery operations.	CIO Office

<b>Task #4: Provide expertise on IT issues caused by or resulting from the emergency.</b>	
<b>Initial Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Provide information and expertise on IT issues related to the emergency.	CIO Office (in coordination with the Emergency Management Group)
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Coordinate with IT providers (including DHNet and HealthNet) to provide information and status updates regarding IT response.	CIO Office (in coordination with the Emergency Management Group)
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>

Provide information and expertise on IT issues related to short and long-term recovery from the emergency.	CIO Office
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## V. References

- CNS Multi-Hazard Plan
- UF IT Security Continuity of Operations Standards
- UF IT Security Incident Response Procedures, Standards, and Guidelines