UF CEMP Support Group Annex: IT Group

I. Emergency Operations Team (EOT) Departments

- University of Florida Information Technology

II. Introduction

A. Purpose

This Support Group Annex further details key functions and expands upon the responsibilities and actions of the IT Group and the associated department described in the University of Florida (UF) Comprehensive Emergency Management Plan (CEMP) Base Plan.

B. Scope

This Annex will be utilized during emergency operations in conjunction with the CEMP Base Plan and carried out by the departments specified above. It applies to the entire university enterprise.

III. Concept of Operations

The Emergency Operations Team (EOT) is charged with cooperatively addressing imminent threats and hazards, supporting incident command or on-scene personnel during complex incidents, and staffing the University Emergency Operations Center (EOC) when activated. The Team will exchange and consolidate information, support institutional decision making, and coordinate resources. Within the EOT structure, the IT Group has broad authority to address issues affecting university information technology infrastructure and operations. Their area of responsibility will include and expand upon their standard university roles and will require coordination with internal and external stakeholders.

IV. Organization

The university's emergency management structure is fully detailed in the CEMP Base Plan. The Emergency Operations Team (EOT) is comprised of eight Support Groups primarily composed of representatives from identified university departments. These groups are organized around key functions to facilitate information and resources, and coordinate actions within these shared areas to facilitate unified operations for the university. The groups do not have designated leaders, and representatives report to the EOC Director and University Administrator for their EOT roles.

Each designated department or partner is responsible for assigning primary and alternate representatives to the EOT. Those representatives will actively participate in planning, trainings, exercises, communications, EOC activations, after-action reviews, and other EOT activities. Additionally, these departments are responsible for developing and maintaining any internal plans, procedures, and guidance documents needed in order to carry out their assigned responsibilities.

V. Assignment of Responsibilities

Upon activation, the IT Group is responsible for addressing the needs of university information technology infrastructure and operations through tasks including, but not limited to the following:

1) **Staff and support the IT Group and Emergency Operations Team (EOT) when activated by the University Administrator, EOC Director, or their designees** – *All listed departments*
   - Staff the EOC when activated, including the potential for 24/7 operations.
   - Fulfill requests and mission tasking for IT Group issues and resources.
   - Provide updates to the EOT throughout the activation.
   - Maintain records of decisions and activities throughout the emergency.
   - Document expenses related to the emergency for FEMA reimbursement.
   - Plan for and implement demobilization procedures for activated resources.

2) **Monitor the status of IT services and infrastructure** – *UFIT*
   - Assess the status, disruption, or potential disruption of institutional IT services, both those managed by UFIT or other units, including restoration timelines and impacts to university operations.
   - Staff UF Data Center for direct monitoring of IT infrastructure.
   - Coordinate information regarding the status of external IT services and networks used by the institution.
   - Notify appropriate internal IT units regarding important service disruptions.

3) **Provide IT support services for emergency preparedness, response, and recovery activities** – *UFIT*
   - Supply personnel, equipment, and resources to address IT needs related to emergency operations.
   - Provide IT staffing for EOC activations and other incident locations to deliver end-user support for connectivity, audio/visual, and other issues.
   - Assist responders with IT needs, as necessary.
   - Give access to the university’s wireless network for internal and external public safety use.

4) **Coordinate and prioritize restoration activities** – *UFIT*
   - Determine strategies for the return of services to normal operations.
   - Implement resumption of services in line with university and incident priorities.

5) **Serve as lead expert on cybersecurity issues affecting the university** – *UFIT*
   - Coordinate appropriate IT response actions to protect university services and infrastructure.
   - Liaise with state and federal partners on IT security matters.
   - Execute the *UF Incident Response Plan*.