

Facilities Management's Continuity of Operational Plan

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Essential Business Functions/Operations

Facilities Management

What Does Continuity of Operations Mean to Us?

We believe Continuity of Operations is an effort to ensure our University's Facilities Management continues its performance of its most essential functions during a range of potential emergencies. To be successful, a COOP plan incorporates the development of plans, procedures, and provisions for people, resources, and processes.

A threat to an organization's operations can come from many sources, such as:

- Cyber-Security Attacks
- Acts of Nature
- Accidents
- Terrorist Activities
- Technology incidents

Although people are essential, they cannot perform their duties without the right resources. Resources incorporate a wide variety of supporting infrastructure, technology, and other tangible elements required for a comprehensive plan.

Examples:

- Alternate Locations
- Utilities (water, power)
- Communications
- Data and records
- IT Systems
- Vehicles
- Equipment

Business Function – Facilities Management

Facilities Management consists of multifaceted departments with a primary responsibility of the University's asset management, while also playing a major role in supporting the University's teaching, research, and student life activities through the formulation and implementation of all capital and renovation projects.

Additional responsibilities include: providing overall strategic direction for all major facility projects including master planning, design, constructions, and implementation; and directing the operations of the institute's buildings, grounds, housekeeping, utilities, operations and maintenance to provide a safe and healthy environment. A total of 59 personnel are employed to carry out the Facilities Management's mission.

Priority: High

Employee in Charge: Darren Thomas

Employees/Position:

Darren Thomas – Executive Director, Facilities Management
404-520-3490 darrenthomas@clayton.edu

Jill Shuffler – Assistant Director, Facilities Management
678-764-5316 jillshuffler@clayton.edu

Charles Bridges – Assistant Director of Building Services
404-825-5187 charlesbridges@clayton.edu

Horace Cox – Foreman Day Shift of Building Services
678-466-4248 horacecox@clayton.edu

Flordeles Brown – Night Shift Supervisor of Building Services
678-427-7228 flordelesbrown@clayton.edu

Michael Perkins – Assistant Director of Landscape Management
470-895-7407 michaelperkins@clayton.edu

Joseph Chapell – Supervisor of Landscape Management
404-466-4255 josephchapell@clayton.edu

April Tomlin – Project Coordinator
470-895-0103 apriltomlin@clayton.edu

Donnie Collins - Assit. Director Campus Services
470-653-5946 donniecollins@clayton.edu

Impact on University if Function Not Performed

Many of the critical business functions of the University will be adversely impacted if infrastructure operations fall and/or are not maintained.

CYBER SECURITY:

Business continuity planning is a crucial part of cyber security, but our Facilities Management has a system that accounts for its four phases.

The threat of data breaches looms over all organizations. A significant incident could cause irreparable damage and attract the attention of regulatory authorities. This is why our Facilities Management established the following Business Continuity Plan to mitigate the disruption during Cyber Attack. The following a set of processes that will assist Facilities Management respond to disruptive incidents, including cyber-attacks and other relevant threats such as power outages and adverse weather (that covered under other section).

BCP (Business Continuity Plan) contain four phases:

1. Initial response
2. Relocation
3. Recovery
4. Restoration

1. Initial response

The first thing we do after discovering a disruption is work out the severity of the damage. What systems and locations are inaccessible? Has any sensitive information been compromised?

Our BCP will list the actions that need to be taken in different scenarios, so all we need to do is align the damage with the appropriate response measures.

2. Relocation OR Plan for the Work Continuity for the Following Items that May Affect Facilities Management

The next step is to move affected areas of our business out of harm's way. For example, if our infrastructure is damaged, we need to move equipment into another part of your office. The same is true for employees: if their workspaces are unavailable, we must find somewhere else for them to work.

As with the initial response, our BCP should include specific details based on each scenario. This will probably include things such as setting up temporary offices, or asking employees to share desks or work from home or identified remote locations.

Items to be planed before Cyber Security Breach:

- 1) Access to ServiceNow Work Order System:
Employees asked to work from home will be able to use remote/home WiFi or internet connection to access the ServiceNow Work Order System.

- 2) Archive or save completed work order in Separate File and System:
Completed work orders physical files are saved in the Facilities Management office and warehouse. These files are accessible to employees, as well as remote access to the work order system that contains all requests made through that system.

- 3) List of Phone Numbers
Main Campus On-Call Phone – (470)230-7708
Terry Allgood – (470)317-4948
Darren Thomas – (404)520-3490
Gregory Roche – (404)353-8125
Public Safety – (678)466-4050

- 4) Additional Phone Access
There are additional employees that have access to and possession of University cell phones, which can be used for communications in the midst of a cyber-attack.
Donnie Collins - (470)653-5946
Jill Shuffler – (678)764-5316
Charles Bridges – (404)825-5187
Michael Perkins – (470)895-7407

- 5) Laptops
Several employees have access to University laptops, which can be used remotely to help in accessing work orders and emails.

Employees with access to laptops include:

Darren Thomas

Jill Shuffler

April Tomlin

Donnie Collins

Bernida Jacques

3. Recovery

With the affected area of our organization isolated, it's time to fix the problem. We can deal with some disruptions ourselves, but there are times when we might need to bring in experts for the access of data or operation during cyber security breach.

During the event of a cyber-security breach, Facilities Management would rely heavily on the HUB for safe data access. The HUB would be asked to ensure that email access through the SWAN is safe. They would also be asked for tips to keep our remote workers and equipment safe from interruption.

4. Restoration

Once the recovery process is complete, our organization can return to business as usual. Our first need, to confirm that the recovery was successful, which can be done by performing a test. If that goes well, we can move everything and everyone back onto the premises and resume work.

Once IT gives the clear for us to resume business as usual, final testing will occur. Testing that our work order system is intact and operational on both our end and the user's. After testing, notifying the end users of the restoration and offering tips on how to avoid cyber-attacks will be sent via email.

Concept of Contingency Operations:

The purpose of the concept of Contingency Operations Plan is to protect lives and property. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President, or designee, may declare a state of emergency and these contingency guidelines will be implemented. This plan identifies policies, procedures, organizational relationships, and lines of responsibility and communication necessary to minimize the loss of life and destruction of property. This plan is to offer an effective, rapid, and orderly recovery from an emergency.

Facilities Management is responsible for returning the campus to its pre-disaster condition. That activity will involve all members of the staff from housekeeping, to landscape management, to repair of facilities, both temporary and permanent, to demolition, reconstruction of buildings, and utilities and other structures.

Also, Physical Plant personnel are responsible for the following:

1. Inventory necessary items and equipment (fuel reserve, chainsaws, batteries, flashlights, plywood, caution and masking tapes, etc.) and secure logistical requirements to include emergency generators, fuel, water, etc.
2. Testing of items such as generators.
3. Shutter or board up windows where possible (otherwise tape).
4. Request volunteers for "Watch Teams."
5. Secure power to emergency operations center (if necessary).
6. Secure all HVAC chiller plants and mechanical equipment.
7. Secure flammable storage lockers.
8. Secure mattresses, blankets, and pillows from storage, along with food provisions and eating utensils.
9. Cluster all University vehicles adjacent to Physical Plant Maintenance building.
10. Health services will be placed on alert so that they may inventory medical supplies and personnel and formulate plans for alternate emergency care site.
11. Academic, Administrative, Information Technology and College Affairs will be notified.
12. The emergency storerooms located at ABL Food Services, custodial housekeeping and each trade shop will be inventoried to ensure that necessary emergency items are available.

Maintenance Operations

After 5:00 PM and weekends – Contact campus Public Safety (678)466-4050. Skilled workers are available from the Physical Plant at all times during normal business hours and on short notice at other times. They are capable of providing the following minor emergency services:

- Utilities – Repairs to water, gas, electric, mechanical equipment, and sewage systems
- Equipment – Portable pumps, generator, lighting, air compressors, tractors, and other miscellaneous equipment.

External Resources

Critical Function: Electric

Name/Contact: Georgia Power

1-888-850-4551 BIN#78401 (this will be asked for)

Critical Function: Water

Name/Contact: Clayton County Water Authority

770-960-5200

Critical Function: Gas

Name/Contact: Gas-South

770-907-4231

Critical Function: Sewer

Name/Contact: Clayton County Water Authority

770-961-2130

Critical Equipment Needs/Supplies	Availability	Replacement Cost	Vendor	Quantity Needed	Related Business Function
Emergency Generator	1	500	Home Depot	3	Temporary Power
Water Pump	1	350	Home Depot	1	Pumping water during flood
Battery Powered Flood Light	2	1900	Grainger	3	Provides needed light with no electricity
Chainsaw	1	500	STHIL	2	Clearing trees/limbs

WetVac	2	300	People's Janitorial	2	Mitigating flood water
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Conclusion

To continue in our operation during an emergency we have discussed the following questions for corrective measures and posed ourselves to mitigate/address the problem if we ever face any catastrophe.

1. Do we know all of the threats to our organization?
2. Do we understand the impact to our organization in a disaster?
3. Will we have alternate facilities from which to operate?
4. Will we be able to effectively communicate with our people?
5. Have we documented all of our critical processes?
6. Do my people know where to report?
7. Do we know who will do what and when in an emergency?
8. Will we have access to all our vital records and data files?
9. Do we have a Business Continuity Plan?
10. Have we learned from the past and corrected ourselves to tackle the future emergencies of such?