

<b>UNIVERSITY OF WISCONSIN - MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	
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<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>1.1</b>
<b>LETTER OF APPROVAL</b>	<b>Sept. 2015</b>

This Continuity of Operations Plan (COOP Plan) for the Division of Business Services, University of Wisconsin-Madison, is an all-hazards plan that establishes the framework for how Business Services will continue and/or restore our essential services should normal operations be disrupted. Essential services are defined as any time-sensitive, mission essential service that must be recovered or continued within 14 days of a disruption to normal business operations.

This plan also describes incident response at the department level and the emergency, security planning and drill requirements for all department sites to help ensure the personal safety and security of our employees, customers and visitors.

This plan includes provisions for annual reviews, training for all employees who are assigned to implement the plan and annual exercises to test the plan.

This plan is one of a family of plans developed by state agencies to ensure that our State government can continue to work together to provide essential services to the students, staff and guests of the University of Wisconsin-Madison.

This plan's criterion has been approved by State of Wisconsin. I approve this plan and direct that the managers, supervisors and employees of this department take the appropriate actions to implement the provisions of this plan.

Martha Kerner  
Assistant Vice Chancellor for Business Services  
November, 2012

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>1.2</b>
<b>PURPOSE &amp; ASSUMPTIONS</b>	<b>Sept. 2015</b>

## **PURPOSE**

The purpose of the COOP Plan is to prescribe an orderly course of action for ensuring the continuity of essential services of the Division of Business Services for the University of Wisconsin-Madison campus.

## **ASSUMPTIONS**

This COOP Plan is based on problems likely to be encountered during a major emergency or disaster. Hence, the following assumptions are made and should be used as general guidelines in such an event.

- An emergency or a disaster may occur at any time of the day or night, weekday, weekend, or holiday, with little or no warning.
- The succession of events in an emergency or disaster is not predictable; therefore, published operational plans, such as this plan, should serve only as a guide and a checklist, and may require modifications in order to meet the requirements of the emergency.
- An emergency or a disaster may be declared if information indicates that such conditions are developing or probable.
- Disasters may be community-wide. Therefore it is necessary for Business Services to plan for and carry out disaster response and short-term recovery operations in conjunction with other campus and local resources.
- There is still power and a working IT infrastructure on the campus.
- Business Services' IT infrastructure is completely disabled.
- There is a significant or total loss of one Business Services building (21 North Park St. or 1061 Thousand Oaks Trail, Verona.).
- There is a significant, not total, loss of staff. Department staffing levels remain high enough to continue essential services.
- There is a significant, not total, loss of vehicles.
- Most of the facilities on campus have not been affected by the disaster.

<b>UNIVERSITY OF WISCONSIN - MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>1.3</b>
<b>APPLICABILITY, SCOPE &amp; POLICY</b>	<b>Sept. 2015</b>

## **APPLICABILITY**

This COOP Plan applies to all departments that report to the Assistant Vice Chancellor for Business Services:

- Administration
- Accounting Services
- Bursar's Office
- Purchasing Services
- Risk Management

## **SCOPE**

Establish a strategic, unifying policy for the quick restoration and provision of essential services provided by the Division of Business Services.

## **POLICY**

It is the policy of Business Services to be prepared to respond to any disaster or catastrophe that may disrupt the delivery of services. A disaster or catastrophe is an unplanned event that (1) may cause death or significant injuries to students, faculty, staff or guests, or (2) shutdown all or a part of campus, disrupt operations or cause physical or environmental damage. This may include fire, HAZMAT incident, flooding, tornado, large scale computer failure, communications failure, radiological incident, civil disturbance, severe weather, explosion, a terrorist event, etc.

The Business Services COOP Plan will employ a comprehensive all-hazards planning approach to minimize vulnerabilities via systematic development of operational capabilities. The probabilities (likelihood that an incident will occur), frequency (how often an incident occurs), and the severity (impact of incident) are factors that weigh heavily into COOP Planning. Events that could disrupt operations will be evaluated on essentiality and probability.

To maintain a viable COOP capability, each department's plan will:

- A. Be maintained at a high level of readiness
- B. Be capable of implementation both with and without warning
- C. Be operational no later than 12 hours after activation
- D. Maintain sustained operations for up to 30 days
- E. Take maximum advantage of existing department field infrastructures
- F. Be capable of implementation without the benefit of an IT infrastructure

<b>UNIVERSITY OF WISCONSIN - MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>1.4</b>
<b>PHASES OF THE COOP PLAN</b>	<b>Sept. 2015</b>

#### **PHASE I: ACTIVATION AND RELOCATION**

This phase encompasses the initial 12-hour period following activation of the COOP Plan. This includes activation, deployment, relocation and devolution.

#### **PHASE II: DELIVERY OF ESSENTIAL SERVICES**

This phase covers the period from 12 hours after activation up to 30 days. During Phase 2, agencies will conduct essential services from the primary or alternate facility.

#### **PHASE III: RECONSTITUTION AND TERMINATION**

The final phase involves the return of the agency as a fully functional entity in its primary facility or a long-term temporary facility.

<b>UNIVERSITY OF WISCONSIN - MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>2.1</b>
<b>ROLES &amp; RESPONSIBILITIES OF PERSONNEL</b>	<b>Sept. 2015</b>

## **COOP Incident Commander (CIC)**

**Primary – Rick Gibbs**

**Alternate – Vacant**

The CIC is in charge of the COOP incident and has overall responsibility for all activity that relates to COOP activation, relocation and reconstitution. The CIC supervises the resumption of essential services and ensures that the services are sustained throughout the entire COOP activation. The CIC may delegate authority by assigning section leaders to oversee the service recovery process within a particular section of the department. CIC responsibilities include:

- Assess and activate COOP Plan
- Assign responsibilities to Emergency Management Team (EMT) and Incident Response Team (IRT)
- Approve and/or authorize all communications
- Activate move to alternate location
- Activate devolution
- Determine deactivation

## **Executive Management Team (EMT)**

The EMT is a team of Business Services directors and supervisors. Its role is to advise and assist the CIC by making emergency-related policy decisions. A principal responsibility for the EMT is to keep the Incident Response Team (IRT) focused on the right set of priorities in a crisis situation.

Accordingly, the responsibilities of this team include:

- Gather information and analyze conditions related to the Division of Business Services and throughout the University
- Develop a communications briefings
- Allocate and direct distribution of resources to accomplish the purposes of the Division's COOP Plan
- Request needed resources from available outside sources if those resources are not available internally
- Approve final plan and final policy decisions

## **Incident Response Team (IRT)**

The IRT is a team of supervisors and employees representing areas of the division that have essential services. It is responsible for the execution of the COOP Plan during an emergency situation. The IRT is activated at a level based on the type and nature of the incident to respond to any emergency situation.

The IRT reports directly to the EMT via the CIC.

- Recovery of essential services should begin in the first eight hours.
- Not all services may need to be recovered in every COOP event.

In the event of COOP activation, the CIC, or a member of the EMT, will implement the call tree to contact IRT members.

IRT members are expected to gather the required resources needed to implement service continuation and recovery efforts. They will report to the pre-designated Emergency Operations Center (EOC) to receive briefing and assignment information.

### **Assigned Employees**

Assigned employees are employees from any Business Services department assigned to assist in the COOP Plan. Assignments could include deployment, notification, relocation, service recovery, etc. during a COOP event.

### **Non-Assigned Employees**

Non-assigned employees are those employees not assigned to assist during the COOP Plan activation. Employees may be assigned at any time during the 14-day period.



<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>2.2</b>
<b>EXECUTIVE MANAGEMENT TEAM</b>	<b>Sept. 2015</b>

<b>Executive Management Team</b>		
	<b>Primary Member</b>	<b>Alternate Member(s)</b>
<b>Assistant Vice Chancellor for Business Services</b>	Assistant Vice Chancellor for Business Services Martha Kerner	Administrative Policy Advisor Vacant
<b>Divisional IT Support &amp; Liaison to AIMS</b>	IT Director Vacant	Vacant
<b>Accounting Services</b>	Controller Dan Langer	Sharon Hughes
<b>Bursar</b>	Bursar Cathie Easter	Assistant Bursar Mary Pavlick
<b>Purchasing Services</b>	Asst. Director, Hartley Murray	Assistant Director Lori Voss
<b>MDS/SWAP</b>	General Manager Mike Marean	MDS Warehouse Manager Robin Nicholson
<b>Risk Management</b>	Rick Gibbs, Director	Risk Management Specialist Debbie Beich

For contact information, see 8.7. Business Services Management Crisis Contact List

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>2.3</b>
<b>INCIDENT RESPONSE TEAM &amp; DELEGATION OF AUTHORITY</b>	<b>Sept. 2015</b>

<b>Incident Response Team</b>		
<b>Essential Service</b>	<b>Primary</b>	<b>Alternate</b>
<b>INCIDENT COMMANDER</b>	vacant	vacant
<b>ACCOUNTING SERVICES</b>		
Purchasing Card	Purchasing Card Manager Meghann Suchomel	Purchasing Card Staff Meghann Suchomel
Check Writing	Cash Management Supervisor Sharon Hughes	Cash Management Staff Janet Hamm
Bank Transfers	Cash Management Supervisor Sharon Hughes	Cash Management Staff Janet Hamm
<b>PURCHASING SERVICES</b>		
Purchasing Activity Support	Assistant Director, Purchasing Hartley Murray	Assistant Director, Purchasing Lori Voss
Supply Distribution Support	MDS/SWAP General Manager Mike Marean	MDS Warehouse Manager Robin Nicholson
<b>RISK MANAGEMENT</b>		
Claim Administration	Risk Management Specialist Debbie Beich	Risk Management Specialist Margaret Hoffman
Special Emergency Issues	Risk Management Specialist Debbie Beich	Risk Management Specialist Margaret Hoffman

For contact information, see 8.7. Business Services Management Crisis Contact List

## **DELEGATIONS OF AUTHORITY**

In the event of an incident, the primary and alternate IRT members listed above will continue to have the necessary authority to carry out their essential services.

## **STAFFING AND CONTINUING SERVICES**

In the event that a disaster affects staffing levels across campus, the CIC, or alternate, will contact the campus Crisis Response Plan group. This group would then assist with the sustainment of essential services by traditional and nontraditional means.

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>2.4</b>
<b>ORDER OF SUCCESSION</b>	<b>Sept. 2015</b>

A succession plan is essential in the event Business Services' leadership is unavailable, debilitated, or incapable of performing their authorized duties, roles and responsibilities. Order of succession provide for the orderly and predefined assumption of offices during such an emergency. It also allows for continued operations of the Division and its essential services as well as allows for rapid response to any emergency situation requiring COOP implementation.

In the absence or unavailability of the Assistant Vice Chancellor for Business Services, the following order of succession will be used:

- COOP Incident Commander (Administrative Policy Advisor)
- COOP Alternate Incident Commander (IT Supervisor)
- Director of Purchasing Services
- Director of Accounting Services
- MDS/SWAP General Manager
- Bursar

If the Assistant Vice Chancellor for Business Services is unavailable, the CIC or alternate will contact the other positions in the order listed above until he/she reaches a person that is available to serve as the Assistant Vice Chancellor for Business Services.

If the first available successor is expected to become unavailable or someone else in the line of succession is better equipped to serve as the Assistant Vice Chancellor for Business Services based on the nature of the incident, the CIC has the authority to re-delegate the functions and activities associated with the Assistant Vice Chancellor for Business Services.

The successor has the full authority that the Assistant Vice Chancellor for Business Services would have, which includes carrying out the functions of the Division of Business Services and the ability to allocate the entire Division's fiscal, personnel and equipment resources.

The Assistant Vice Chancellor for Business Services reserves the right to place limitations on the successor's authority. They are as follows:

- The Assistant Vice Chancellor for Business Services places no limitations.

Once the CIC appoints another successor, the Assistant Vice Chancellor for Business Services is able to return to his position or the Vice Chancellor of Administration assigns another successor, all authorities previously delegated are terminated.

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.1</b>
<b>COOP ACTIVATION DECISION PROCESS</b>	<b>Sept. 2015</b>

## **DECISION TO ACTIVATE COOP PLAN**

Whenever a situation presents itself that affects the buildings or staff of Business Services, the CIC should be notified. The CIC has the responsibility to assess the situation and the authority to activate the COOP Plan in the event of a COOP emergency. A COOP emergency is any event involving the loss or absence of leadership at the supervisor level or above, significant loss or inaccessibility of staff, buildings, information technology systems, and/or other critical operating systems for a period of time estimated to exceed 12 hours.

In a COOP emergency, the CIC will assess if it is necessary to relocate operations. The CIC will contact the facility manager of one of the designated alternate sites (21 N. Park St. or 1061 Thousand Oaks Trail, Verona) to alert them that there is an emergency that will require the department(s) to relocate to their building.

- The COOP IRT must be prepared to depart quickly to the alternate facilities in a COOP incident. In the event of COOP activation, procedures will be quickly developed to guide the deployment process and ensure that no important concerns are overlooked during the transition.

Based on the threat, procedures may allow for partial deployment of essential services that are essential to Business Services.

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.2</b>
<b>ACTIVATION PROCESS</b>	<b>Sept. 2015</b>

Name \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Incident \_\_\_\_\_

The COOP Plan may be activated if any of the following events occur and continue for a period of time estimated to exceed 12 hours:

- ▶ Loss or absence of leadership at supervisor level or above
- ▶ Loss or inaccessibility of 21 N. Park St. or 1061 Thousand Oaks Trail, Verona.
- ▶ Loss of at least 40% of staff within a unit, division or University-wide
- ▶ Significant loss of information technology systems
- ▶ Significant loss of other critical operating systems, such as HVAC or electrical power
- ▶ Other similar system loss or failure

- ☐ Assess the situation. This can be done by the Vice Chancellor for Finance and Administration, the Assistant Vice Chancellor for Business Services, the CIC, the alternate CIC, a Director or another manager in a position able to complete this task.
- ☐ Notify the CIC.
- ☐ CIC determines if COOP Plan needs to be activated.

\*\*\*End of Checklist\*\*\*

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.3</b>
<b>ALERT AND NOTIFICATION PROCESS CHECKLIST</b>	<b>Sept. 2015</b>

Name \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Incident \_\_\_\_\_

- ☐ Notify the EMT (see 2.2) using the Business Services Management Crisis Contact List (see 8.7).
- ☐ The CIC will designate an EMT member to notify the IRT (see 2.3) using the Business Services Management Crisis Contact List (see 8.7).
- ☐ The EMT member notifying the IRT will designate an IRT member to contact assigned personnel who have responsibilities in recovering essential services.
- ☐ The CIC will designate an EMT member to notify non-assigned personnel of the situation and where they can receive updated information.
- ☐ Alert the Vice Chancellor for Finance and Administration (Darrell Bazzell) that the COOP Plan has been activated
  - 263-2467 (w)
  - 516-9086 (c)
- ☐ If using alternate site, alert facility contact:
  - ▶ 1061 Thousand Oaks Trail, Verona
    - Mike Marean
      - 497-4401 (w)
      - 862-2699 (h)
      - 438-1467 (c)
    - Robin Nicholson
      - 497-4432 (w)
      - 316-5265 (c)
  - ▶ 21 North Park St.
    - Martha Kerner
      - 262-0063 (w)
      - 219-4610 (h)
      - 219-1184 (c)
    - Rick Gibbs
      - 608-262-8925 (w)
      - 262-796-1079 (h)
      - 262-278-2313 (c)

- ☐ The CIC will assign an EMT member to contact the Division of Information Technology (DoIT) to establish a 1-800 information line for non-assigned staff and the public to call to receive updated information regarding our current situation. The briefing should include:
  - Brief description of the emergency situation.
  - Instructions regarding work assignment, location, hours, to who they will report.
  - How additional information will be made available.
- ☐ Notify unassigned personnel of 1-800 line:
  - ▶ Use Business Services Management Crisis Contact List (see 8.7) for most appropriate contact information (call, email, etc.)
  - ▶ Use other communication systems as appropriate/available: website, University email, postal service
- ☐ The CIC and EMT will work with UW Communications (262-3571) to develop and distribute a statement to the media:
  - ▶ CIC or alternate approves all information regarding the incident and COOP operations before it is released on the 1-800 line and any media statements.

\*\*\*End of Checklist\*\*\*

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.4</b>
<b>RELOCATION PROCESS CHECKLIST</b>	<b>Sept. 2015</b>

**Name** \_\_\_\_\_ **Date** \_\_\_\_\_ **Time** \_\_\_\_\_

**Incident** \_\_\_\_\_

Relocation involves the actual movement of essential services and personnel to the alternate operating facility.

If the Business Services headquarters at 21 N. Park Street is unavailable for use, relocating to an alternate facility is required. Arrangements are in place for the division to use the space currently occupied by MDS/SWAP at 1061 Thousand Oaks Trail, Verona.

- ☐ The CIC determines relocation to alternate site is necessary and contacts the alternate site contact (see 3.3).
- ☐ The CIC appoints a Deployment Team. This should include available staff to function as a team and provide logistical support (assist with transportation of assigned employees, movement of essential supplies and equipment, etc.)
- ☐ The CIC reports the relocation to the Vice Chancellor for Finance and Administration and the Assistant Vice Chancellor for Business Services, the EMT and the IRT.
- ☐ The CIC, upon arrival, should do the following:
  - ☐ Locate the COOP Kit.
  - ☐ Check in with alternate site contact person.
  - ☐ Get keys, access cards, etc.
  - ☐ Take Deployment Team attendance
  - ☐ Take EMT attendance
  - ☐ Take IRT attendance
  - ☐ Take assigned personnel attendance
  - ☐ Conduct a site orientation for all employees
  - ☐ Go through all items on the Alternate Site Orientation Checklist (see 3.6)



- ☐ Make assignments to EMT and IRT
  - ☐ Announce time status reports are due
  - ☐ Announce time of next team meeting
  - ☐ Set up a system to record major decisions
- 
- ☐ The Deployment Team, upon arrival, should do the following:
    - ☐ Go through all items on the Alternate Site Orientation Checklist
    - ☐ Compare supplies and equipment available with resource list. Note any variances and report to the CIC.
    - ☐ Arrange and label offices, workstations, tables and chairs per set up plan. Take any special requirements into consideration when assigning workstations.
    - ☐ Connect and distribute telephones and fax machines per set-up plan. Verify dial tones.
    - ☐ Label telephones with their phone number.
    - ☐ Post a list of telephone numbers, including who they are assigned to. Distribute list to all workstations.
    - ☐ Verify that all PC's print to their designated printer.
    - ☐ Distribute supplies and COOP copies.
    - ☐ Set up a bulletin board or designate a wall space to post notices, work schedules, etc.

\*\*\*End of Checklist\*\*\*

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.5</b>
<b>ALTERNATE SITE: SET UP CHECKLIST</b>	<b>Sept. 2015</b>

**LEAD:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_

The Alternate Site Set Up should be conducted by the assigned Deployment Team. If not available, the CIC will do it.

MDS/SWAP  
1061 Thousand Oaks Trail, Verona

- ▶ **Contacts**
  - Mike Marean: 497-4401 (w), 862-2699 (h), 438-1467 (c)
  - Robin Nicholson: 497-4432 (w), 316-5265 (c)

- ☐ **Assign space.**
  - EMT: Room 103
  - IRT: Room 109

If IT support is available, each essential services will be assigned to a private office since each is already equipped with basic office equipment and supplies and can provide privacy if needed.

Purchasing Cards, Room 119  
Purchasing Support, Room 120  
MDS Delivery Coordination, Room 121  
Claims Administration, Room 122  
Check Writing/Wire Transfers, Room 114

If IT support is not available and the CIC, consulting with the EMT, believes it appropriate, all essential services will be assigned to the large conference room (room 103) and the EMT will determine where to relocate its group. Since no IT is available, computer set up is not necessary. Cell phones can be used in addition to the conference room phone.

Floor Plans available, see 8.1b

- ☐ **Identify area for posting of notices.** Suggested location: glass window and interior wall of the reception area.
- ☐ **Identify location for incoming and outgoing campus and U.S. mail on the front receptionist counter.** Provide two baskets labeled “incoming mail” and “outgoing mail” for each type of mail.

- ☐ Confirm necessary equipment and supplies present and in working order: computers, faxes, copy machines, telephones
- ☐ Confirm access to safe (located along the back wall of the MDS office area, between the medium conference room door and the break room) and retrieve check stock and signature stamp. Both Mike Marean and Robin Nicholson have access to the safe.
- ☐ Set up alternate facility (see floor plans)
  - Setup time: 15-30 minutes
- ☐ Access to MDS/SWAP:
  - Business hours 7:45 a.m. - 4:30 p.m. Monday through Friday
  - Enter the building using the MDS entrance (the last door on the right as you're facing the building).
  - Non-business hours - Use contact information above to obtain keys. Keys also available with COOP plan at 21 N. Park Street location and MDS/SWAP alternate site location. Only the main entrance should be locked. All other doors are kept unlocked.
- ☐ Parking Areas: Parking available in front of building.
- ☐ Resource List:
  - Conference Rooms
    - Room 103 (Large)
      - 5 large conference tables
      - 1 small table
      - 1 large folding table
      - 33 chairs
      - 1 television
      - 1 projector screen
      - 1 conference phone
      - Phone and data jacks
      - Wireless network access
    - Room 109 (Medium)
      - 2 conference table
      - 16 chairs
      - 1 television
      - 1 phone
      - 1 wall attached whiteboard
      - Phone and data jacks
      - Wireless network access
    - Room 102 (Small)
      - 1 conference table
      - 8 chairs
      - 1 phone
      - Phone and data jacks

- Wireless network access
- Office Services Room
  - Rooms 112
  - 1 printer
  - 1 fax
  - 1 copier
  - 1 postage machine
  - Office supplies: copy paper, toner, paper, pens, etc.
- Private Office Space
  - 6 in MDS office, 3 in MDS warehouse and 1 in SWAP
  - All outfitted with desk, files, chairs, phone and computer
- Cubicle Office Space
  - 16 in MDS office
  - All outfitted with desk, files, chairs, phone and computer
- Breakroom
  - 17 square tables (3'\*3")
  - 27 chairs
  - 2 microwaves
  - 2 refrigerators
  - 1 sink
- Safe
  - Located between the medium conference room door and the break room. Mike Marean and Matt Thies have access to the safe.
- Lifting Equipment (Mike Marean & Robin Nicholson can assist)
  - 2 Drexel side loaders
  - 2 automatic lift jacks
  - 4 walker riders
  - 2 sit down forklift
  - 1 "man-up" forklift
  - Numerous handcarts
- Motor Vehicles
  - 6 large trucks (22' and 24' boxes)
  - 3 vans for delivery
  - 1 medium truck with 14 foot box (cylinder truck)
- Tables and chairs
  - Conference Rooms (all)
  - Employee break room
  - SWAP

- Dry Erase Board
  - Numerous available at SWAP
- Flip Charts
  - Numerous available at SWAP
- TV's, radios, etc.
  - Numerous available at SWAP
- Fax
  - Available in rooms 112
  - Additional faxes available at SWAP
- Copier
  - Available in room 112
  - Additional copiers available at SWAP
- Printer
  - Available in rooms 112 and 122
  - Additional printers available at SWAP
- Computers and Laptops
  - Desktops available in each private office and cubicle
  - A shared laptop available in room 111
  - Additional laptops available at SWAP
- Phones
  - Cell: Employees will use personal cell phones.
  - Landlines: 23 (one in each private office, cubicle and conference room)
  - Landline phones: same as above. Additional available at SWAP

<b>Employee</b>	<b>Office/Room</b>	<b>Phone Number</b>
Dan Purcell	120	497-4403
Mike Marean	118	497-4401
Robin Nicholson	130	497-4432
Matt Thies	125	497-4436
Lori Voss	119	497-4402
MDS Spare Office	122	497-4405
Bruce Peterson	128	497-4434
Tom Bessey	125	497-4422
Nancy Coates		497-4407
Anne Kimber		497-4408
Andrea Skalitzky		497-4174
Kathy Beaudot		497-4420
Matt Wethal		497-4421
SWAP Computer Tech Workstation		497-4435
Fischer Scientific Representative		497-4410
VWR Representative		497-4418
General MDS Phone		497-4400
Large Conference Room	103	497-4426
Medium Conference Room	109	497-4425
Small Conference	102	497-4427
Reception Desk		497-4406

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.6</b>
<b>ALTERNATE SITE: ORIENTATION CHECKLIST</b>	<b>Sept. 2015</b>

**LEAD:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_

To be conducted by the CIC for all original and new arrivals. If the CIC is not available, a member of the Deployment Team will be assigned.

- ☐ Provide COOP Plan briefing
  - Recovery timeline for services
  - Services task lists
  - Team assignments
  - Time when status reports are due
  - Time of next team meeting
- ☐ Explain Check-in/out Process
- ☐ Provide identifiers (UW ID, nametag, etc.)
- ☐ Emergency and security procedures for the site, including:
  - Evacuation procedures, exits and gathering location(s)
  - Shelter locations for tornado or severe storms
  - Bomb threat procedure
  - Building access procedures
- ☐ Location of designated offices
- ☐ Location of bulletin board (or wall space) where notices will be posted
- ☐ Locations of restrooms, break areas, office equipment and fax machines
- ☐ Operating procedures for PCs (e.g., printing, network location for shared files)
- ☐ Procedures for incoming and outgoing mail
- ☐ Procedures for handling and disposing of sensitive materials:
  - Location of vault or other lockable storage facilities
  - Location of shredders
  - Remember to protect or appropriately destroy any information with personally identifiable information

- ☐ Parking and transportation arrangements
- ☐ Locations of nearby medical facilities, drug stores, convenience stores, restaurants
- ☐ Introductions to key host site personnel
- ☐ Introduction to one or more host site personnel who will assist with any questions or problems using the site's PCs and/or office equipment
- ☐ Review plans for working hours and shifts
- ☐ Review times for update meetings
- ☐ Begin working on assignment (s)

**\*\*\* END OF CHECKLIST \*\*\***



<b>UNIVERSITY OF WISCONSIN - MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>3.7</b>
<b>ALTERNATE SITE:</b> <b>PERSONNEL ISSUES &amp; COORDINATION CHECKLIST</b>	<b>Sept. 2015</b>

**LEAD:** \_\_\_\_\_

Under direction of Executive Management Team

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_

- ☐ Implement a process for accounting for and tracking all employees
- ☐ Implement provisions for improving guidance and assistance to employees and their families
  - o Employee Assistance Office (263-2987)
  - o UW Health Services (262-5218)
- ☐ Incorporate regular communications to employees. Update information as necessary.
- ☐ Secure the worksite
- ☐ Safeguard vital records
- ☐ Establish employee support systems
  - ☐ Do employees have basic necessities (food, water, shelter, means of communication, etc.)?
- ☐ Address pay status, administrative leave and layoffs
  - ☐ University Office of Human Resources (263-2473)
  - ☐ Office of State Employment Relations (266-9820)
- ☐ Address medical, special needs and travel issues for employees

**\*\*\* END OF CHECKLIST \*\*\***

<b>UNIVERSITY OF WISCONSIN - MADISON</b> <b>BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>4.1</b>
<b>ESSENTIAL SERVICES</b>	<b>Sept. 2015</b>

Priority	Department	Essential Service
1	Accounting Services	Payment Activity - Need the ability to make payments through p-card, checkbook, or bank transfer.
1	Purchasing	Purchasing Activity - Support the campus needs to obtain necessary goods and services and properly document transactions/commitments.
1	Purchasing/MDS	Delivery Coordination - Provide cross-docking or staging areas for campus deliveries that may need to be staged and coordinated off campus.
1	Risk Management	Campus Support – Provide claims administration including investigation and financial services for property, liability, and other casualty losses, and handle special emergency insurance issues.

*Business Services will continue to review and assess the services it provides to determine what essential services are required to maintain during a COOP activation.*

The Division's IT staff will continue to maintain internal IT infrastructure.

Business Services uses three enterprise systems that are supported at the campus level, and support and COOP responsibility for these three systems reside with the UW-Madison Division of Information Technology (DoIT). Those three systems are:

- Human Resource System (HRS)
- Integrated Student Information System (ISIS)
- Shared Financial System (SFS)

Business Services also supports and maintains several division servers. These servers are positioned in three locations: 21 North Park, DoIT (Dayton Street), and AIMS (WARF building). This document will be focusing on those servers located at 21 North Park that support critical software applications.

## **List of critical production applications on Business Services servers at 21 North Park.**

Purchasing System (BusPO)  
Shop@UW  
External Requisition Generator (XRG)

### **Only critical if application is down for more than three weeks**

Pre-posting Allocation Tool (PAT)  
Capital Equipment Inventory Management System (CEIMS)  
Certificates of Insurance (Certs)

{Bursar checkwriter is in the process of being replaced by SFS}

## List of Business Services Production servers

### Servers at WARF:

aims-cas.aims.wisc.edu

bluto.bussvc.wisc.edu

### Corresponding operation or service

Mail server

SQL Server (PAT)

### Servers at DoIT:

ofr01.doit.wisc.edu

Oracle Forms (Purchasing, CEIMS)

### Servers at 21 N Park:

rhino.bussvc.wisc.edu

chico.bussvc.wisc.edu

delta.bussvc.wisc.edu

wneta.bussvc.wisc.edu

waldo.bussvc.wisc.edu

mds.bussvc.wisc.edu

sqlfo.bussvc.wisc.edu

harpo2.bussvc.wisc.edu

bdxbo.bussvc.wisc.edu

Oracle database server (Purchasing, XRG, CEIMS, Certs)

Oracle database server (backup)

Microsoft app server (XRG, PAT)

Microsoft app server (various)

Web services server (various)

eCommerce web server (Shop@UW)

Great Plains front office database server (Shop@UW)

Great Plains back office database server (Shop@UW)

Great Plains integrations server (Shop@UW)

## List of Business Services Test/Development servers

### Servers at 21 N Park:

zeppo.bussvc.wisc.edu

jnetta.bussvc.wisc.edu

jumbo.bussvc.wisc.edu

mds-test. bussvc.wisc.edu

tsqlfo.bussvc.wisc.edu

groucho.bussvc.wisc.edu

tbdxbo.bussvc.wisc.edu

Oracle database and SQL Server (backup to Purchasing, XRG, CEIMS, Certs, PAT)

Microsoft app server (backup to wneta, delta)

Web services server (backup to waldo)

eCommerce web server (backup to mds)

Great Plains front office database server (backup to sqlfo)

Great Plains back office database server (backup to harpo2)

Great Plains integrations server (backup to bdxbo)

## Replacement of Servers

This section describes the general steps to take in the event that a production server at 21 North Park needs to be replaced with respect to continuity of operations.

In the event that a production server is no longer functioning, it can be replaced by promoting its corresponding test/development server to production. In the event that the test/development server is not available, then another server from AIMS or DoIT or Dell will need to be identified or procured. In this case, see addendum for list of software that would need to be installed for each production server.

After replacement server and software is installed, apply the appropriate restore process from the most recent file or database backup of the system.

<b>Production Server</b>	<b>1<sup>st</sup> replacement option</b>	<b>2<sup>nd</sup> replacement option</b>
rhino	chico	zeppo
delta	jneta	
wneta	jneta	
waldo	jumbo	
mds	mds-test	
sqlfo	tsqlfo	
harpo2	groucho	
bdxbo	tbdxbo	

**See Addendum for software installs for each production server.**

<b>UNIVERSITY OF WISCONSIN - MADISON BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>4.2</b>
<b>ACCOUNTING SERVICES PURCHASING CARDS</b>	<b>Sept. 2015</b>

---

Recovery Time Objective:	Immediate
IRT Primary:	Meghann Suchomel
IRT Alternate:	Meghann Suchomel or assigned personnel

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Purchasing Cards provide the ability to buy goods and services during the disaster period. This can occur in two ways:

- A high limit Purchasing Card assigned to the Director of Purchasing Services.
- Purchasing cards held by cardholders and site managers across campus

1. Assess whether an emergency additional and/or replacement purchasing card process is needed. If so, determine the best course to address the situation.

#### High Limit Purchasing Cards Procedures

A high limit purchasing card is secured in Purchasing Services, room 6164, 21 N. Park Street. It is accessible by the Director of Purchasing Services, David Nelson (890-1341 (w) (608-347-2913 cell)). If David Nelson is not available, the following people can be contacted to access the card:

Hartley Murray	262-4562 (w) 849-7720 (h) 658-9281 (c)
Lori Voss	262-5936 (w) 848-0671 (h) 265-7735 (c)
	497-4402 (w)
Mike Marean	497-4401 (w) 862-2699 (h) 438-1467 (c)
Jeff Whitman	262-6120 (w) 233-4951 (h)
Martha Kerner	262-0063 (w) 219-4610 (h) 219-1184 (c)

The card has a limit of \$250,000 per individual transaction and \$1 million per two-week cycle. A second card for that account is stored in the secure lock box located in the MDS IT room at the alternate location.

If David Nelson is not available, Hartley Murray or Lori Voss, Assistant Directors (see contact information above) will act on his behalf. If none of these individuals is available, the IRT Primary or Alternate will appoint a Purchasing Agent as the Designated User form on the Director's high limit purchasing card for the duration of the emergency. A copy of the signed form will be attached to the cardholder log as part of the source documentation.

- The IRT Primary or Alternate will give the appointed Designated User a copy of the Designated User Agreement Form stored in both secured locations. The form should be completed by the

Designated User and carried with the card, showing this individual is authorized to use Mike's card. Make sure the Agreement Form has been signed by David Nelson (should be signed prior to storing in secured locations).

- Purchases made via the emergency purchasing card will be logged manually capturing the name of the vendor, the dollar amount, description of the item purchased, person placing the order, destination of the goods or services, estimated delivery date/time and location/time/date of the transaction. A copy of the Emergency P-card Purchase Log is in the COOP Kit.
- In an emergency situation the limit on the card can be increased. The IRT Primary or Alternate should contact one of the following people to make the request to the bank:

Meghann Suchomel    262-3300 (w)                      770-6347 (c)  
Add Alternate Name

If these individuals are not available, a new representative can be appointed and communicated to the bank by

Kristi Partenheimer    263-5692 (w)    335-3623 (c)  
UW System

Ann Hommer                      266-5047 (w)  
Department of Administration

#### Bank Contacts:

Kay Carlson	<a href="mailto:kaoyoua.carlson@usbank.com">kaoyoua.carlson@usbank.com</a>	1-866-299-1961
Matthew Conn	<a href="mailto:matthew.conn@usbank.com">matthew.conn@usbank.com</a>	1-866-299-1961
Latosha McCann	<a href="mailto:latosha.mccann@usbank.com">latosha.mccann@usbank.com</a>	(612) 344-6025
La-Tonya Slack	<a href="mailto:Latonyad.slack@usbank.com">Latonyad.slack@usbank.com</a>	(612) 344-6049

If the above representatives are not available:

- US Bank Customer Service    (800) 344-5696

The increased limits will be noted on the COOP Purchasing Card Increased Limits Log (see 8.9) which is stored in the secure lock box.

Purchasing cards held by cardholders and site managers across campus provide another purchasing resource.

- Based on discussions with available personnel including the Assistant Vice Chancellor for Business Services, Controller/Director of Accounting Services and the Director of Purchasing Services Director, the IRT Primary or Alternate will determine if limits on purchasing cards held across campus should be increased.

The following divisions on campus have one existing cardholder account that will be raised to a new high limit in the event of a crisis situation. (see 9.3)

College of Agriculture and Life Sciences  
College of Engineering  
Department of Information Technology  
Facilities Planning and Management  
Medical School  
School of Education

The list containing the cardholders, the last 3 digits of each card number and the new high limits for each card is stored in both secure locations (see 9.3). One of the following individuals will contact US Bank to increase the card limits:

Meghann Suchomel    262-3300 (w)                      770-6347 (c)  
Add Alternate Name

If these individuals are not available, a new representative can be appointed and communicated to the bank by

Kristi Partenheimer    263-5692 (w)    335-3623 (c)  
UW System

Ann Hommer                      266-5047 (w)  
Department of Administration

Bank Contacts:

Kay Carlson	<a href="mailto:kaoyoua.carlson@usbank.com">kaoyoua.carlson@usbank.com</a>	1-866-299-1961
Matthew Conn	<a href="mailto:matthew.conn@usbank.com">matthew.conn@usbank.com</a>	(612) 344-6025
Latosha McCann	<a href="mailto:latosha.mccann@usbank.com">latosha.mccann@usbank.com</a>	(612) 344-6025
La-Tonya Slack	<a href="mailto:Latonyad.slack@usbank.com">Latonyad.slack@usbank.com</a>	(612) 344-6049

If neither representative is available:

- US Bank Customer Service (800) 344-5696

The new limits will go into effect immediately.

- The IRT Primary, Alternate or Assigned Personnel will also accept requests from Dean's Office Representatives to increase card limits as necessary. Authorized individuals are listed on the Purchasing Card Division Contact List (see 9.2).

Changes to the card limits require the name of the cardholder, the last 3 digits of the card number and the new dollar limit. This information, along with the date, name of the individual requesting the change and the UW Bank representative processing the change will be recorded on the COOP Purchasing Card Increased Card Limit Log (see 9.1). Changes in the card limits will be processed as requested by the respective Dean's Office representatives. Requests can be phoned into the US Bank Representatives listed above.

- The purchasing card payment is processed at the end of each two-week cycle. Meghann Suchomel will contact US Bank to make special payment arrangements to avoid late fees.



<b>UNIVERSITY OF WISCONSIN - MADISON BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>4.3</b>
<b>ACCOUNTING SERVICES CHECK WRITING &amp; BANK TRANSFERS</b>	<b>Sept. 2015</b>

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Recovery Time Objective:	Immediate
IRT Primary:	Vacant
IRT Alternate:	Janet Hamm

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### **Making Payments/Disbursements**

The IRT Primary or Alternate should contact people on the list of authorized check signers and wire transfer processors located below. If no one is available, contact the Assistant Vice Chancellor for Business Services (Martha Kerner: 262-0063 (w), 219-4610 (h), 219-1184 (c)) or her backup at the campus Emergency Operations Center to have him/her contact Jim Spredemann, U.S. Bank at (608) 588-2265 or Erika Herbert at (414) 765-4414 to gain verbal authorization of another signer/wire transfer processor.

### **Paying Vendors Using the Wire Transfer Process:**

#### **The IRT Primary or Alternate will do the following:**

- Request a personal identification number for each processor (people authorized to make wire payments by phone.)

Current authorized check signers and wire transfer processors:

Dan Langer	262-4766 (w) (414) 915-4087 (c)
Sharon Hughes	262-1305 (w) 832-1506 (h) 577-8675 (c)
Janet Hamm	265-2909 (w) 241-4876 (h) 445-6712 (c)
Michael Halton	265-5934 (w) 231-3973 (h) 265-5934 (c)

Call Jim Spredemann, U.S. Bank, (608) 588-2265 or (414) 765-4029. Ask for procedures on how to wire money out of bank account ending with (01245) and the bank routing number. Jim will assign one PIN per processor. He can also add additional processors if needed. Processors are then able to process a wire transfer to a vendor by phone.

If Jim Spredemann is not available, call Erika Herbert, U.S. Bank (414) 765-4414 or Commercial Customer Care, U.S. Bank (414) 765-4029 and they will be able to help assign new PIN processors.

- Contact vendor.

Vendors will need to provide their invoice, bank routing number, and bank account number by completing the attached wire form for each transaction. (see 9.4).

- Call in wires

Follow procedures presented by U.S. Bank. Present personal identification number, bank routing number and bank account number. (U.S. Bank Wire department, 1-888-799-4737)

- Maintain a paper ledger of wire transfers, including date, amount, payee, reference number and purpose (see 9.5)

### **Paying Vendors by Check:**

Checks should be written only if Vendor does not accept p-card or if they do not accept wires.

- Retrieve safe key from workstation 6230, 21 N. Park Street, in top drawer in file cabinet on right side. Open safe in room 6238, 21 N. Park Street to obtain contingent fund check stock (orange) and signature stamp.
- If check stock is destroyed, obtain check stock from MDS in Verona. Check stock is stored in the MDS safe located between the medium conference room and the break room. Mike Marean, Dan Purcell and Matt Thies have access to the safe. Check stock is also stored with the COOP plan in the laptop file cabinet next to workstation 6143.
- If current check stock is not obtainable, request new check stock by contacting Jim Spredemann at U.S. Bank, (608) 588-2265 otherwise contact Erika Herbert, U. S. Bank (414) 765-4414. Ask for new check stock and signature cards for the U.S. Bank account ending with 02464. Complete the new signature cards with authorized signatures of the Assistant Vice Chancellor for Business Services (Martha Kerner, 262-0063 (w), 219-1184 (c)) or Dan Langer (262-4766 (w), (414) 915-4087 (c)).
- Write checks by hand.

Maintain a paper ledger of checks written, including check number, date, amount, payee, and purpose. (see 9.6)

<b>UNIVERSITY OF WISCONSIN - MADISON BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>4.4</b>
<b>PURCHASING SERVICES PURCHASING ACTIVITY SUPPORT &amp; DELIVERY COORDINATION</b>	<b>Sept. 2015</b>

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Essential Service:	Purchasing Activity Support
Department:	Purchasing Services
Recovery Time Objective:	Immediate
IRT Primary:	Hartley Murray
IRT Alternate:	Lori Voss

Essential Service:	Delivery Coordination
Department:	Materials Distribution Services (MDS)
Recovery Time Objective:	Immediate
IRT Primary:	Mike Marean
IRT Alternate:	Robin Nicholson

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#### Purchasing Services Department Essential Systems

##### 1. Resource list of purchasing personnel

- A list has been established (and is routinely maintained) that contains contact information for purchasing personnel. Information included will be name, home phone, cell, e-mail, home city and street. "Personnel" being defined as all central purchasing staff, delegated purchasing agents across campus, all MDS and SWAP staff.
- This list is kept in paper and electronic form in triplicate; one copy in the COOP Kit at 21 N. Park Street, another in the COOP Kit at MDS Verona, and one copy with the EOC materials. This list will also be stored in Public Folders (All Public Folders>Purchasing>Emergency Back Up File>StaffHomeContactInformation20071207) on Business Services central network drives that are remotely accessible to authorized users via Outlook Web Access (OWA).
- Purchasing Services and delegated agents can be dispatched for work dependent upon the nature of the emergency and the person's accessibility. Remote worksites (such as the individual's home or local library) will be utilized as the situation demands.

2. Manual hand written paper external requisition use.
  - All purchases where/when time permits will be manually documented by using external requisition numbers available in either list form or actual paper requisition forms. These paper forms are kept in the two COOP Kits referenced above.
  - The pre-established list of unused external requisition numbers are divided between the two COOP Kits in binders titled “Emergency Requisition Log”. This book is used to capture requests for requisition numbers from campus users when the electronic number generator system is not functioning. The master list is available electronically in the Business Services network Public Folders (All Public Folders>Purchasing>Emergency Back Up File>EmergencyReqNumbers).
  - There is a stock of numbered paper external requisitions in the COOP Kits with additional forms in the storage cabinets of 21 N. Park St HR workroom suite 6102A. The method for completing the external requisitions is described in the instruction packet located in the front of the “Emergency Requisition Log”. The instructions for the current process to create a req (which is transferable to the old paper method) is also available on the web at: <http://www.bussvc.wisc.edu/purch/req/ReqGenExtReq.html>
3. Manual purchase order template.
  - A blank paper copy of a purchase order is available in the COOP Kits. An electronic version is located in the Business Services network Public Folders (All Public Folders>Purchasing>Emergency Back Up File>PurchaseOrderTemplate20071107).
4. Instructions to inform campus that only essential purchases will be performed.
  - In the event of a campus emergency that rendered the normal electronic purchasing systems, or staff unable to perform purchasing services at full capacity, campus would be instructed (via e-mail, phone or press release as appropriate) to only order essential supplies for operation.
  - Sample instructions are contained in the COOP Kits, and filed in the Business Services network Public Folders (All Public Folders>Purchasing>Emergency Back Up File>InstructionsForCampusOnlyEssentialOrders20071123).
5. Instructions for campus users and vendors on where to ship product and how to specially mark/tag it.
  - In the event of a campus emergency that rendered the normal electronic purchasing systems, or staff unable to perform purchasing services at full capacity, campus would be instructed (via e-mail, phone or press release as appropriate) where to ship orders that are essential for base level operations. Notably the MDS facility in Verona could act as the central receiving and distribution hub for campus if deemed necessary.
  - The default labeling instruction for diverted packages will following format:
    - Line#1: “Dept, <Contact Name>, c/o MDS”
    - Line#2: “1061 Thousand Oaks Trail”
    - Line#3: “<Building name>, <Room number>”
    - Line#4: “Verona, WI 53593”

6. General instructions for accessing the UW Madison “emergency limit” purchasing card.

- For security reasons the location and card holder information for the card, and the backup duplicate card will not be documented in this process. The card locations and information will be provided in the “Resource Group” EOC binders accessible as per the EOC protocol by Martha Kerner, David Nelson, Hartley Murray, Lori Voss, Mike Marean, and Rick Gibbs, Director of Risk Mgmt. Additionally, Jeff Whitman and Bill Elvey will be made aware of the information.
- In the event of an emergency, Accounting Services Supervisory staff will contact US Bank to provide them with a list of authorized user names for the P-Card. The process for doing this is maintained by Accounting Services and will be outlined in the COOP Kit.
- Purchases made via P-Card will be logged manually capturing the name of the vendor, the dollar amount, description of the item purchased, person placing the order, destination of the goods or services, estimated delivery date time and location, time and date of the transaction. A copy of the P-Card purchase log sheet is in the COOP Kit.

7. Depending on the nature and extent of the emergency, and at the discretion of UW Police, all freight carriers will be instructed to make all deliveries to MDS (new Verona location).

- Sample instructions will be kept in the COOP Kit.
- In the event of a campus emergency that rendered the delivery of goods to campus by outside freight carriers, impractical or otherwise undesirable, UW Police would make the decision to redirect all such deliveries to an alternate location (notable option being MDS in Verona). This change and its location would be communicated (via e-mail, phone or press release as appropriate) to campus, vendors and the freight carriers along with the information necessary to redirect and label the shipments.
- The default labeling instruction for diverted packages will following format:
  - Line#1: “Dept, <Contact Name>, c/o MDS”
  - Line#2: “1061 Thousand Oaks Trail”
  - Line#3: “<Building name>, <Room number>”
  - Line#4: “Verona, WI 53593

Ref:

Outlook Web Access (OWA): <https://mail.aims.wisc.edu>

User must have a valid Business Services three digit ID and system password.

Forms: <http://www.bussvc.wisc.edu/purch/forms.html>

Training: <http://www.bussvc.wisc.edu/purch/req/ReqGenExtReq.html>

How To: <http://www.bussvc.wisc.edu/howto/HowMain.html>  
<http://www.bussvc.wisc.edu/purch/purch101.html>

Policies: <http://www.bussvc.wisc.edu/purch/pppindx.html>

- Business Services network Public Folders (All Public Folders>Purchasing>Emergency Back Up File>EmergencyReqNumbers).
  - There is a stock of numbered paper external requisitions in the COOP Kits with additional forms in the storage cabinets of 21 N. Park St HR workroom suite 6102A. The method for completing the external requisitions is described in the instruction packet located in the front of the “Emergency Requisition Log”. The instructions for the current process to create a req (which is transferable to the old paper method) is also available on the web at: <http://www.bussvc.wisc.edu/purch/req/ReqGenExtReq.html>
8. Manual purchase order template.
- A blank paper copy of a purchase order is available in the COOP Kits. An electronic version is located in the Business Services network Public Folders (All Public Folders>Purchasing>Emergency Back Up File>PurchaseOrderTemplate20071107).
9. Instructions to inform campus that only essential purchases will be performed.
- In the event of a campus emergency that rendered the normal electronic purchasing systems, or staff unable to perform purchasing services at full capacity, campus would be instructed (via e-mail, phone or press release as appropriate) to only order essential supplies for operation.
  - Sample instructions are contained in the COOP Kits, and filed in the Business Services network Public Folders (All Public Folders>Purchasing>Emergency Back Up File>InstructionsForCampusOnlyEssentialOrders20071123).
10. Instructions for campus users and vendors on where to ship product and how to specially mark/tag it.
- In the event of a campus emergency that rendered the normal electronic purchasing systems, or staff unable to perform purchasing services at full capacity, campus would be instructed (via e-mail, phone or press release as appropriate) where to ship orders that are essential for base level operations. Notably the MDS facility in Verona could act as the central receiving and distribution hub for campus if deemed necessary.
  - The default labeling instruction for diverted packages will following format:
    - Line#1: “Dept, <Contact Name>, c/o MDS”
    - Line#2: “1061 Thousand Oaks Trail”
    - Line#3: “<Building name>, <Room number>”
    - Line#4: “Verona, WI 53593”

<b>UNIVERSITY OF WISCONSIN - MADISON BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>4.5</b>
<b>RISK MANAGEMENT CLAIMS ADMINISTRATION &amp; SPECIAL EMERGENCY SERVICES</b>	<b>Sept. 2015</b>

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Recovery Time Objective:	Immediate
IRT Primary:	Debbie Beich
IRT Alternate:	Margaret Hoffman

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### **Claims Administration**

- The IRT Primary or Alternate will take the lead in providing Risk Management essential services.
- If the IRT Primary or Alternate is not available, the Executive Management Team will contact the following people until a contact is made. This person will serve as the IRT Primary.

UW System Risk Management:

Dave Pulda	263-4381 (w)	845-9892 (h)	577-7950 (c)
Tom Joestgen	890-4792 (w)		

Wisconsin State Risk Management, Department of Administration:

Jason Gates	266-2421 (w)	414-687-6553 (c)
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- The individual acting in the capacity of the IRT Primary will determine if there is an injury, loss of life or property damage.
  - NO - there is no need to activate Risk Management Claims Management protocol.
  - YES - IRT Primary will communicate with appropriate campus personnel who can best assist us with investigation. This can include:
    - UW Police – see attached UWPD roster
    - UW-Madison Department Contacts – see attached
    - Building Managers – see attached
    - Others as appropriate

- Determine outside resources needed, based on the specialized risk management experience of the IRT in conjunction with the insurance carrier's representative and insurance adjuster.

- Serv-Pro (restoration services) (608) 221-1818
- Cunningham Lindsay (State's contracted insurance adjuster)
  - Dave Browne (608) 249-9217, ext 24 (w)  
(608) 217-6432 (c)
  - Larry Mours (920) 437-6507, ext 16 (w)  
(800) 783-2131 (w)  
(920) 660-0248 (c)
- Aon Risk Services (State's insurance broker)
  - Kenn Anderson (414) 225-5186 (w)  
(262) 337-2263 (w)

- Contact State Risk Management (previous contacts listed) and insurance broker (see above). They will work with the adjuster and/or State Risk Management. They will contact the insurer and any additional resources that might be needed, either directly or through the adjuster and/or insurance carrier.

- In conjunction with State Risk Management and other resources, initiate site appraisal, as soon as possible. Stay apprised of emergency response in progress and offer services as appropriate.

- Authorize expenditures for essential property replacements by verbally authorizing purchase of goods or services, invoices to be submitted to our office. Inform vendors that this is an insurance loss through the State of Wisconsin and how the costs will be covered.

- If injury or loss of life, make contact with claimant or their representative at the appropriate time. Establish contact and supply them with our contact information. Wait until the dust settles before making additional contacts, but be available to respond to their questions.

### **Emergency Services**

- Emergency driver authorization requests – suspend process until initial emergency has passed. Rely on valid driver license in possession.
- CISI (study abroad health insurance) applications and payments – hold for later processing. Issue cards from emergency supplies. Cards and policy brochures are attached and located in the Risk Management “go-bag” accessible by the IRT Primary and Alternate..
- Suspend Vendor Certificate requirements until COOP Plan is deactivated.
- Suspend all other claims activity until COOP Plan is deactivated.



### Risk Management Contacts

Department	Name	Work Phone	Home Phone	Cell Phone
UW Madison Risk Management	Rick Gibbs, Director	608-262-8925	262-796-1079	262-278-2313
	Debbie Beich	262-8926		279-7301
	Margaret Hoffman	262-0379	523-4409	695-2417
UW System Risk Management	Dave Pulda	263-4381	845-9892	577-7950
	Tom Joestgen	890-4792		
State Risk Management, Department of Administration	Jason Gates	266-2421	414-687-6553	414-687-6553
Serv-Pro		(608) 221-1818		
Cunningham Lindsay	Dave Browne	(608) 249-9217 ext 24		(608) 217-6432
	Larry Mours	(920) 437 – 6501 ext 16 or (800) 783-2131		(920) 660-0248
Aon Risk Services	Kenn Anderson	(414) 225-5186 (w) or (262) 337-2263		

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>5.1</b>
<b>DEVOLUTION PROCESS CHECKLIST</b>	<b>Sept. 2015</b>

In the event that the Division of Business Services is unable to conduct its essential services, the Division will transfer all of its essential functions and resources (personnel, budget, space and equipment) to the University of Wisconsin System Administration (UWSA) – Office of the Executive Senior Vice President.

If possible, the UWSA will work collaboratively with the Division of Business Services until the Division can resume its essential services. The Division of Business Services will resume essential services as soon as resources (personnel, budget, space and equipment) are adequate to do so.

- ☐ The CIC will contact the UWSA Associate Vice President and instruct him to refer to the Memorandum of Understanding (MOU) (see 8.2).
- ☐ The CIC will instruct UWSA to provide a detailed listing of the costs for these services to the UW Risk Management Department (see 8.7).
- ☐ The CIC will ask the UWSA Associate Vice President for information on the following employee roles:
  - ☐ EMT
  - ☐ IRT
  - ☐ Assigned Personnel
  - ☐ Non-assigned Personnel

- ☐ The CIC will inform the following people that UWSA is providing all essential services for an undetermined period of time. Each person will receive the reporting information provided by the UWSA Associate Vice President.

☐ Assistant Vice Chancellor for Business Services

Martha Kerner                      262-0063 (w) 219-4610 (h)                      219-1184 (c)

☐ Risk Management

Rick Gibbs, Director    262-8925 (w) 262-796-1079 (h)    262-278-2313 (c)

Margaret Hoffman    262-0379 (w) 523-4409 (h)                      695-2417 (c)

Debbie Beich                      262-8926 (w)                      279-7301 (c)

☐ Vice Chancellor for Finance and Administration

Darrell Bazzell                      263-2467 (w)                      516-9086 (c)

☐ Executive Management Team

See 2.2 for EMT members and 8.7 for EMT contact information

☐ The CIC will instruct an EMT member to contact the IRT to inform them that UWSA is providing all essential services for an undetermined period of time. The IRT should receive the reporting information provided by the UWSA Associate Vice President.

☐ The CIC will instruct an EMT member (different than above) to add to the established DoIT 1-800 line that UWSA is providing all Business Services' essential functions for an undetermined period of time. Reporting information provided by the UWSA Associate Vice President should be included.

☐ The EMT member will instruct an IRT member to contact all assigned personnel to inform them that UWSA is providing all essential services for an undetermined period of time. Assigned personnel receive the reporting information provided by the UWSA Associate Vice President.

☐ The CIC will continuously assess the Division's ability to resume its essential services.

☐ The CIC will inform the UWSA's Associate Vice President that the Division is able to resume its essential services. The CIC will provide the date and time the Division can resume providing essential services to the UW-Madison campus.

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>6.1</b>
<b>DEACTIVATION PROCESS CHECKLIST</b>	<b>Sept. 2015</b>

This phase provides general guidance and policy on ending alternate operations and returning to a non-emergency status at the designated primary facilities.

- ☐ In coordination with the EMT, the CIC will determine when to deactivate the Business Services COOP Plan.
- ☐ The CIC will inform the Primary or Alternate members from each department of the deactivation process and instruct them on the process of returning staff to their normal operations.
- ☐ The EMT and the CIC will develop a communications plan to inform all appropriate parties of the deactivation: (provide contact info)
  - IRT personnel and Assigned Personnel:
    - Inform them that their responsibilities in the COOP emergency have ended. Provide instructions for resumption of normal operations.
  - Non-Assigned Personnel IRT Personnel:
    - Notify them that the threat of an emergency or the actual emergency no longer exists. Provide instructions for resumption of normal operations.
  - Vice Chancellor of Administration
  - Building manager or contact of alternate space being used (21 N. Park St. or 1061 Thousand Oaks Trail, Verona).
  - Building manager or contact of restored site or new primary site (21 N. Park St. or 1061 Thousand Oaks Trail).
  - DoIT
  - University Communications
  - Other
- ☐ The EMT and the CIC will develop or develop or assign an employee/employees to develop a detailed move plan to the original work site.
- ☐ The EMT and the CIC will create a group to assess all phases and elements of the COOP Plan and provide specific solutions to correct any areas of concern (after-action reviews and remedial actions plans).

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>6.2</b>
<b>DEACTIVATION CHECKLIST: RETURNING TO NORMAL OPERATIONS</b>	<b>Sept. 2015</b>

- ☐ In coordination with the EMT, the CIC will determine when to deactivate the Division of Business Services' COOP plan.
- ☐ The CIC will instruct the IRT to begin the deactivation process and return assigned and non-assigned staff to their normal assignments.
- ☐ Develop a communications plan to inform all appropriate parties of the move:
  - ☐ Assigned personnel: Inform them their responsibilities in the COOP emergency have ended and they will be advised of where to report for their next on-duty assignment
  - ☐ Non-assigned personnel: Notify them the threat of an emergency or the actual emergency no longer exists. Provide instructions for resumption of normal operations.
  - ☐ IRT
  - ☐ Assistant Vice Chancellor for Business Services
  - ☐ Building manager or contact of alternate space being used
  - ☐ Building manager or contact of restored site or new primary site
  - ☐ DoIT
  - ☐ University Communications
  - ☐ Other
- ☐ DoIT 1-800 line
- ☐ Assign a Reconstitution Team to develop a detailed move plan if essential services were moved to the alternate site.
- ☐ Develop a task force to assess all phases and elements of the alternate operations and provide specific solutions to correct any areas of concern (after-action reviews and remedial action plans).

<b>UNIVERSITY OF WISCONSIN - MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>6.3</b>
<b>RECONSTITUTION CHECKLIST: RETURNING TO THE PRIMARY FACILITY</b>	<b>Sept. 2015</b>

- ☐ Reconstitution team develops a detailed move plan from the alternate site to the normal work location.
- ☐ Assign a team to handle final preparations at primary site. This team should develop a checklist of areas to be inspected and verified before the move. For example: space configurations, proper functioning of equipment, etc.
- ☐ Conduct an assessment to determine if any validation tests are necessary.
- ☐ Identify any backlogs that may have developed. Develop a plan on how to address the backlog(s).
- ☐ Follow procedures to ensure a timely and efficient transition of communications, direction and control and transfer of vital records and databases to primary facility.
- ☐ Arrange to have Division supplies and equipment moved from alternate site.  
Set up primary site and orient personnel as needed.

Part of reconstitution planning should involve the identification of resources to help:

- Determine the extent of repair or restoration required to make the Division's primary facility usable
- Identify new space if the primary facility has been destroyed or will take extensive period of time to repair

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>7.1</b>
<b>TESTING, TRAINING &amp; MAINTENANCE</b>	<b>Sept. 2015</b>

## **ANNUAL TESTING, TRAINING & MAINTENANCE**

### **Training:**

- Managers/Supervisors and COOP participants
  - Annually
  - Conducted by UWPD, Primary and/or Alternate CIC
  - 1-2 hours
- Employees
  - Annual information sessions for new/interested employees
  - Conducted by UWPD, Primary and/or Alternate CIC
  - 1 hour

### **Testing:**

- COOP tabletop exercise
  - Annual exercise following Manager/Supervisor and COOP participants training
  - Facilitated by UWPD, Primary and/or Alternate CIC
  - Attendance by selected COOP participants
- Essential Services testing
  - Annual testing through actual run-through (anytime)
  - Implemented by Primary and/or Alternate CIC or by IRT Primary for each essential service
- Contact Information testing
  - Annual testing of all contact numbers by calling in evenings and/or weekends (anytime)
  - Conducted by Primary and/or Alternate CIC

### **Maintenance:**

- Maintenance of COOP Plan
  - Bi-annual review
  - Implemented by Primary and/or Alternate CIC
    - All materials will be reviewed by Primary and/or Alternate CIC OR forwarded to appropriate COOP participant for review and update. This includes all essential services and appendices.

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.1</b>
<b>LETTER OF AGREEMENT</b>	<b>Sept. 2015</b>

#### LETTER OF AGREEMENT

TO: Mike Marean  
General Manager, Materials Distribution Services & Surplus With a Purpose

FROM: Martha Kerner  
Assistant Vice Chancellor for Business Services

DATE: October 2012

RE: Continuity of Operations Plan (COOP) Alternate Location

The Division of Business Services has identified the current MDS/SWAP building located at 1061 Thousand Oaks Trail, Verona as our alternate location in the event that we have to relocate our operation as part of our COOP Plan.

We appreciate your willingness to assist us in our ability to continue to provide our essential services to the campus by allowing us the use of this space in the event of an emergency and/or disaster.



<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.1a</b>
<b>MAP&amp; DIRECTIONS TO ALTERNATE SITE</b> <b>MDS/SWAP</b> <b>1061 THOUSAND OAKS TRAIL, VERONA</b>	<b>Sept. 2015</b>

**Map:** See Attached.

**Directions:**

From UW Campus:

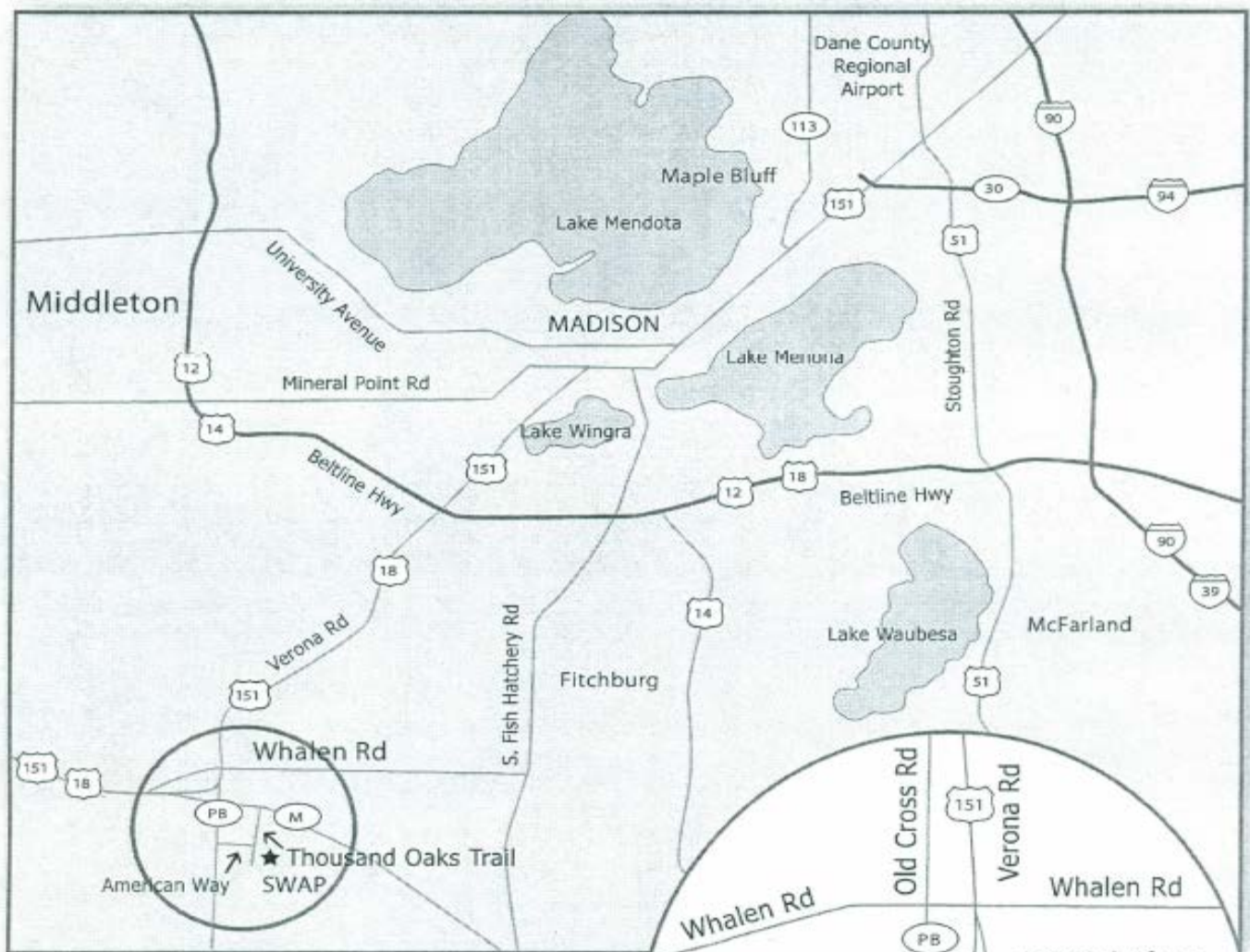
Take Park St. South to Hwy 12/18 West  
Hwy 12/18 West to Hwy 151 South (Verona Rd.)  
Take Verona Rd. to Hwy PB  
Hwy PB South to American Way  
Left on American Way  
American Way intersects with Thousand Oaks Trail  
End at 1061 Thousand Oaks Trail

From East or West:

Hwy 12/18 West to Hwy 151 South (Verona Rd)  
Take Verona Rd to Hwy PB  
Hwy PB South to American Way  
Left on American Way  
American Way intersects w/ Thousand Oaks Trail  
End at 1061 Thousand Oaks Trail

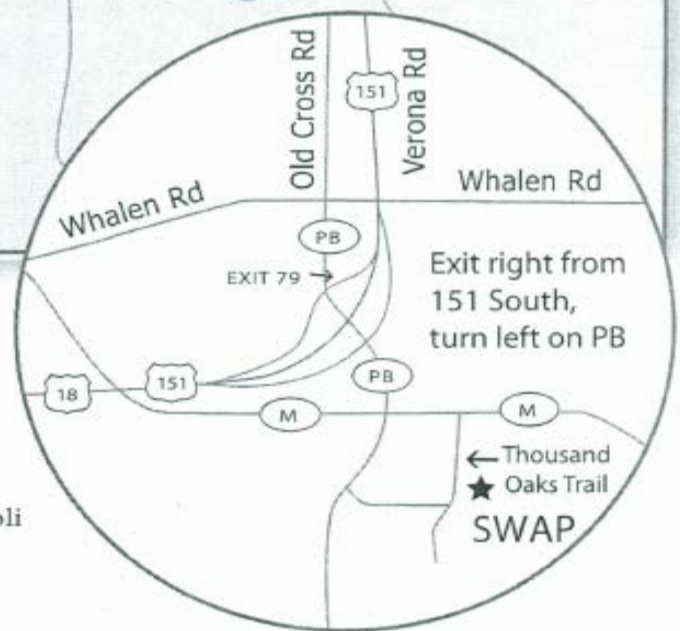
From North or South:

Interstate 90 to Hwy. 12/18 West.  
Hwy 12/18 West to Hwy 151 South (Verona Rd)  
Take Verona Rd to Hwy PB  
Hwy PB South to American Way  
Left on American Way  
American Way intersects w/ Thousand Oaks Trail  
End at 1061 Thousand Oaks Trail



### Directions (from Madison)

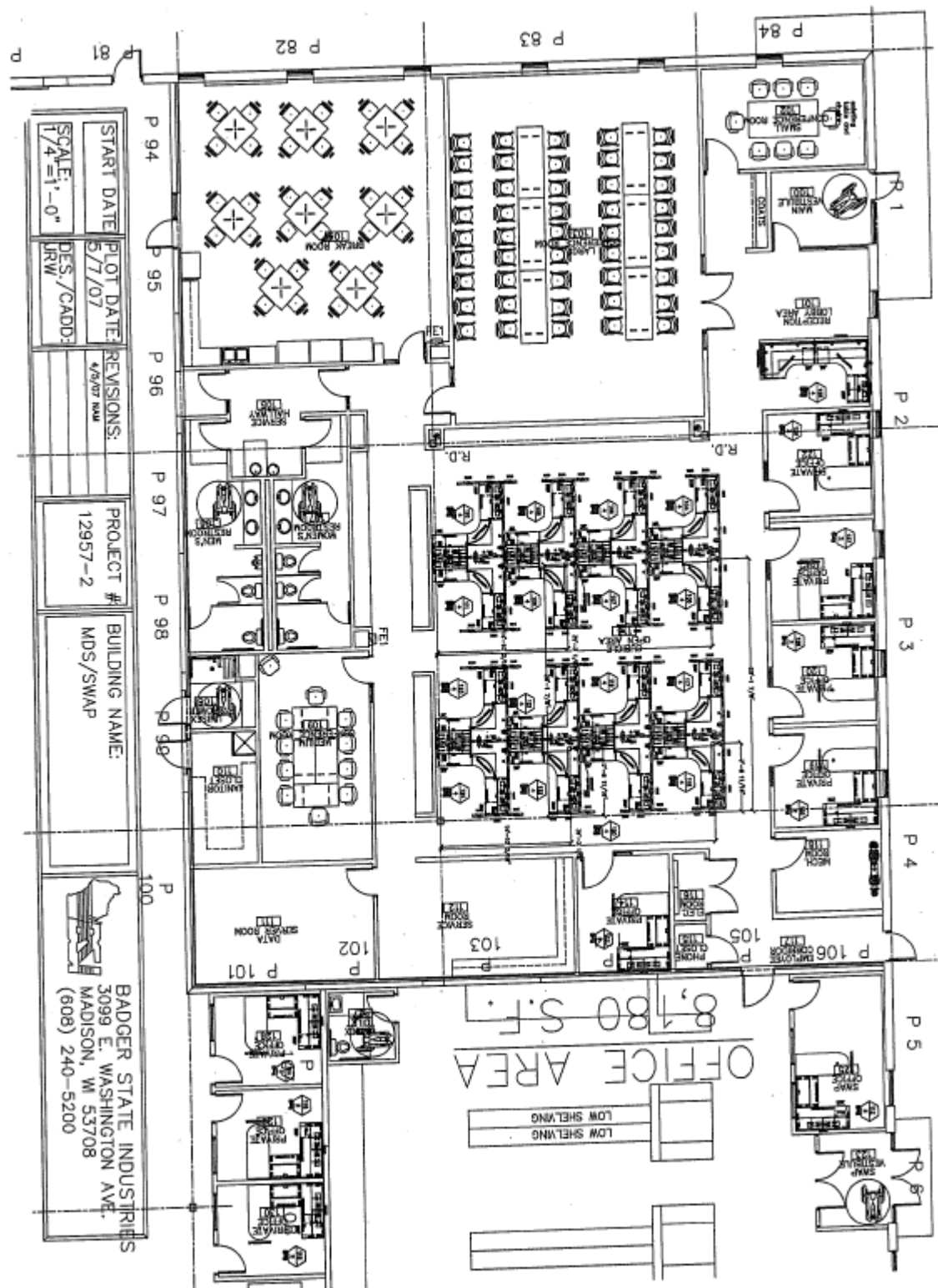
Take Park Street South  
 Merge onto US-12 W/US-14 W/US-18 W/US-151  
 Take US-18/US-151 exit, EXIT 258  
 Take left onto US-18 W/US-151 South/Verona Rd  
 Continue to follow US-18 W/US-151  
 Take the CR-PB exit, EXIT 79, toward CR-M and Paoli  
 Turn left onto CR-PB South  
 Turn left onto CR-M at four-way stop  
 Take the 1st right onto Thousand Oaks Trl  
 Arrive at 1061 THOUSAND OAKS TRL

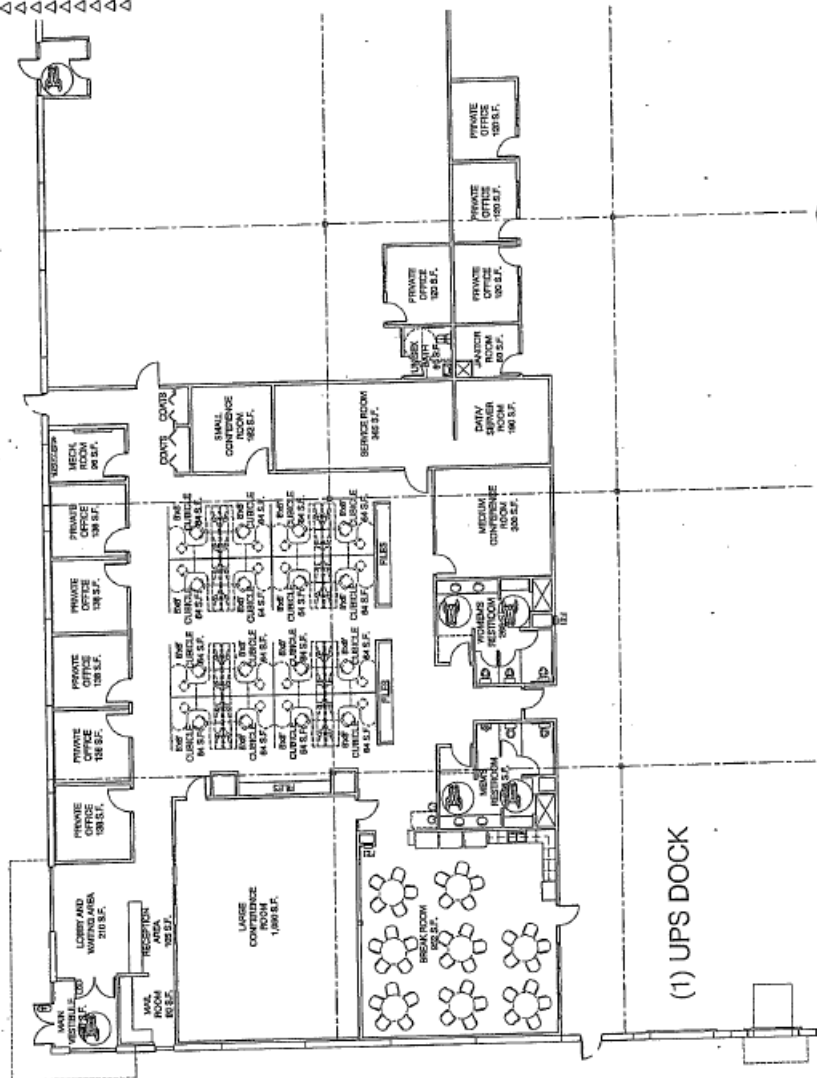


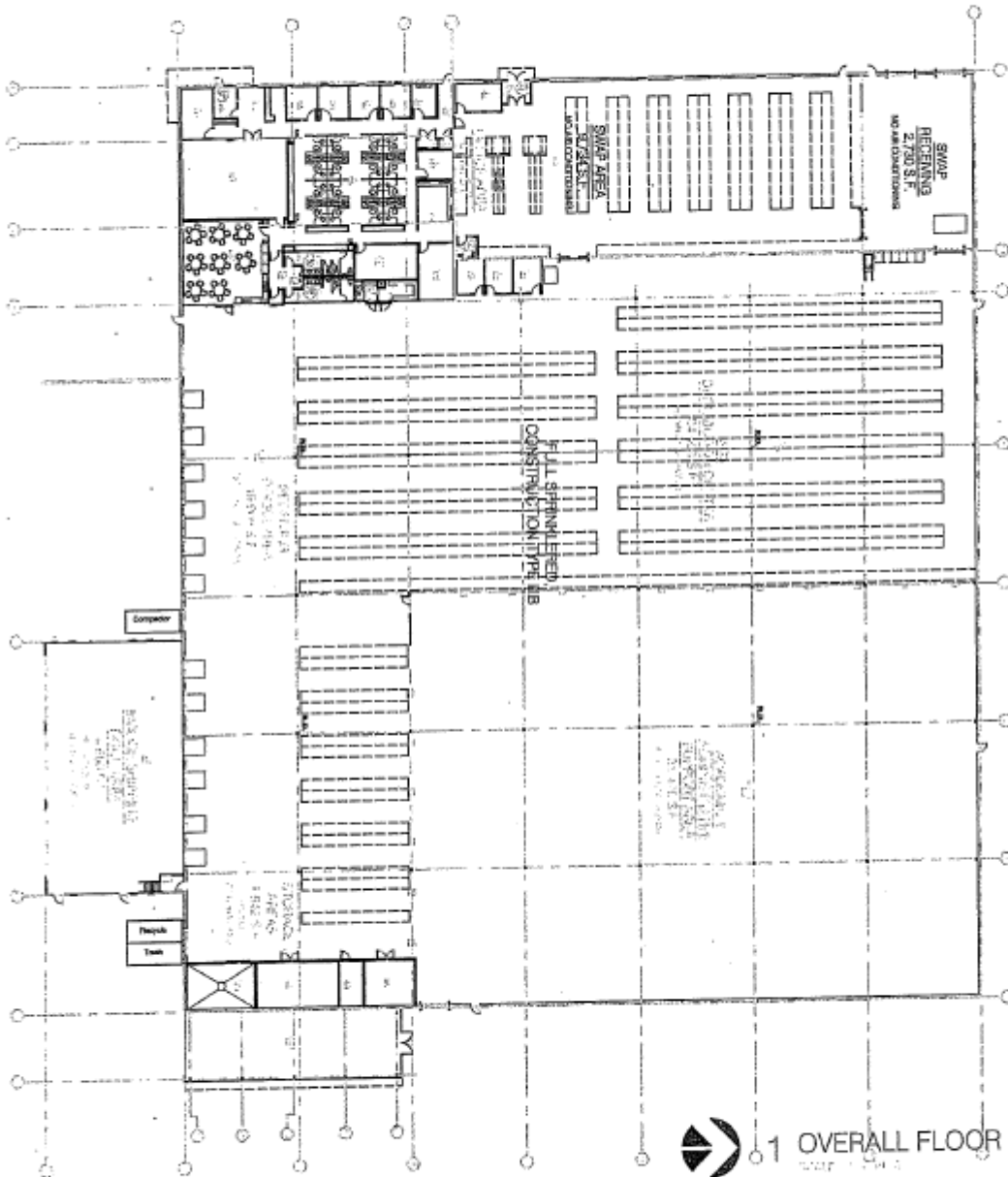
SWAP is located just south of Madison near county highways PB and M in the Verona Technology Park.

<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.1b</b>
<b>FLOOR PLANS OF ALTERNATE SITE</b> <b>MDS/SWAP</b>	<b>Sept. 2015</b>

See Attached.







# 1 OVERALL FLOOR PLAN

SCALE: 1/8" = 1'-0"



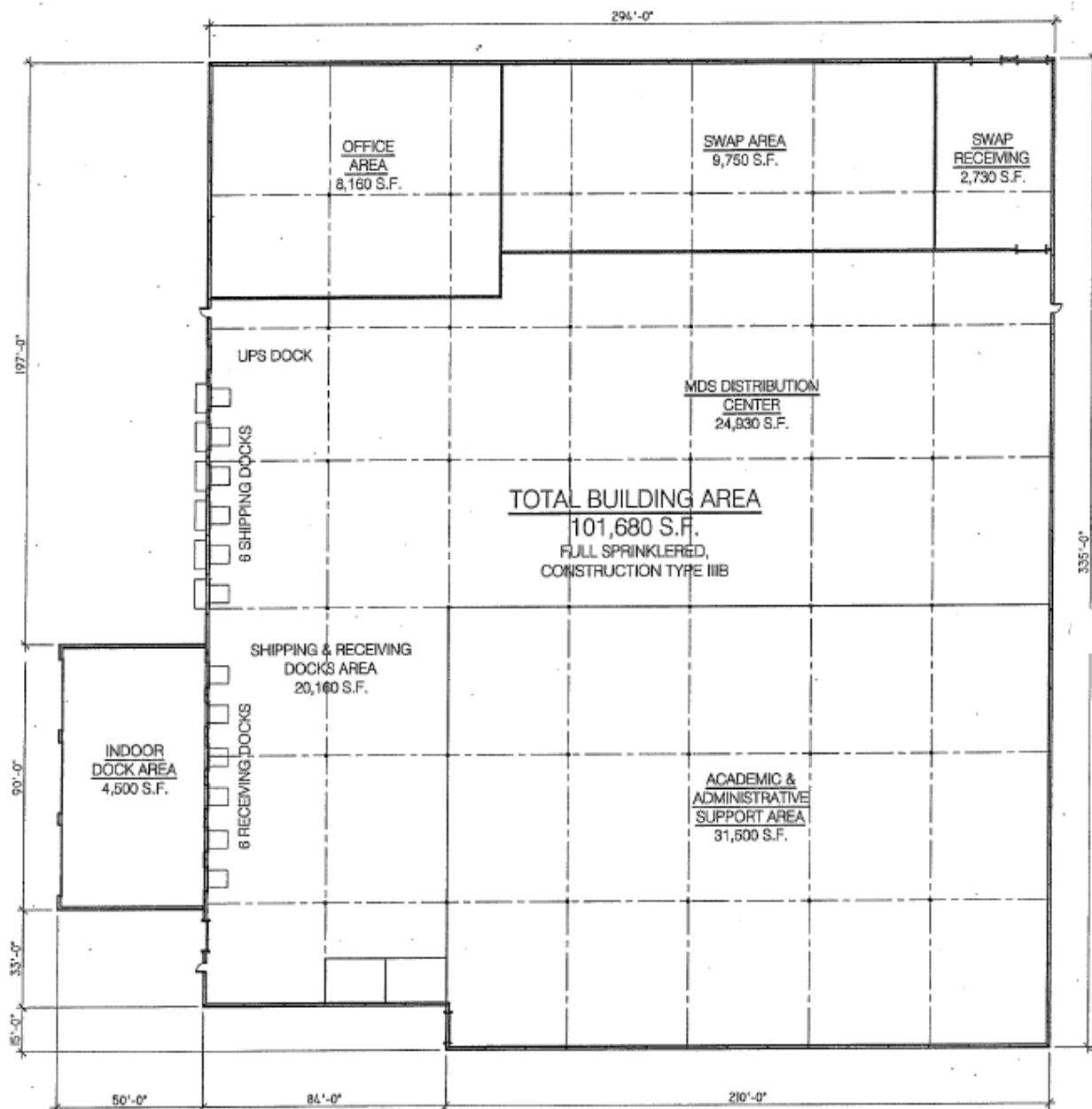
NEWCOMB CONSTRUCTION, Inc.  
989 Foster Drive, Suite 200  
Madison, WI 53717  
Ph: (608) 833-5225 Fax: (608) 833-5225  
BUILDING. CONCRETE. RELATIONSHIPS

PROJECT:  
NEW PROPOSED BUILDING  
VERONA TECHNOLOGY PARK, WI

OWNER:  
UNIVERSITY OF WISCONSIN

DESCRIPTION:  
FLOOR PLAN  
SCALE:  
AS SHOWN

DATE:  
01/06/05  
PROJECT NUMBER:  
07B - UW



# 1 OVERALL FLOOR PLAN

SCALE: NOT TO SCALE



NEWCOMB CONSTRUCTION, Inc.  
999 Fourie Drive, Suite 200  
Madison, WI 53717  
Ph. (608) 633-5220 Fax (608) 633-5221

PROJECT:  
NEW PROPOSED BUILDING  
VERONA TECHNOLOGY PARK, WI

OWNER:  
UNIVERSITY OF WISCONSIN  
MADISON, WI

DESCRIPTION:  
FLOOR PLAN  
SCALE:  
AS SHOWN

DATE:  
01/08/06  
PROJECT NUMBER:  
07B - UW





<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.2</b>
<b>MEMORANDUM OF UNDERSTANDING UW SYSTEM ADMINISTRATION</b>	<b>Sept. 2015</b>

**CONTINUITY OF OPERATIONS PLAN**  
Memorandum of Understanding  
UW System Administration Financial Administration  
and  
UW Madison Division of Business Services

This MEMORANDUM OF UNDERSTANDING (MOU) is hereby made and entered into by and between UW System Administration Financial Administration, hereinafter referred to as UWSA, and University of Wisconsin–Madison Division of Business Services, hereinafter referred to as Business Services.

**A. PURPOSE:**

The purpose of this MOU is to develop and expand a framework of cooperation between UWSA and Business Services in order to provide continuity of operations to the University of Wisconsin in the event of a significant loss of Business Services staff or building(s).

**B. STATEMENT OF MUTUAL BENEFIT AND INTERESTS:**

UWSA and Business Services have a mutual interest in assuring that required emergency Business Services functions in the area of purchasing cards, check writing and bank transfers, purchasing support and delivery coordination and claims administration are provided to the UW-Madison campus in an effective manner that provides the best possible protection to people and property.

The benefit for UWSA through this cooperative agreement is facilitated contact with the University of Wisconsin–Madison regarding information that will aid UWSA in responding to emergency situations.

The benefit for Business Services through this cooperative agreement is to provide adequate emergency Business Services to the University of Wisconsin–Madison in a timely manner.

**C. UWSA shall:**

1. Upon contact from Business Services' COOP Plan Incident Commander (CIC), inform Business Services of UWSA staffing availability and scheduling of personnel to cover essential services normally performed by Business Services.
2. Periodically consult with the Business Services COOP IC regarding the current status of Business Services and when the Business Services is expected to begin providing their essential services.
3. Provide purchasing card, check writing and bank transfer, purchasing and claims administration support. Provide delivery coordination through MDS/SWAP if able. Use UWSA resources to provide essential services including, but not limited to bank accounts, p-cards, staff, building space, etc.

D. Business Services shall:

1. Reimburse UWSA for the amount of disbursements made via those mechanisms on behalf of UW-Madison.
2. Provide expertise and assistance to UWSA with specific situations.

E. It is mutually understood and agreed by and between the parties that:

1. Modification. Modifications within the scope of the instrument shall be made by mutual consent of the parties by issuance of a written modification signed and dated by all parties prior to any changes being promulgated.
2. Termination. Any of the parties, in writing, may terminate the instrument in whole, or in part, at any time.
3. Term of this MOU. This MOU shall remain in effect, unless terminated as specified above, for an indefinite period. If either party should, for any reason, become unable to fulfill the terms of this MOU, the party that is unable to fulfill the terms shall inform the other party in writing immediately.
4. PRINCIPAL CONTACTS:

**UWSA**  
TBD  
Room 221  
780 Regent St  
Madison, WI 53715  
Phone: 262-1803 (w)

**University of Wisconsin-Madison Business Services**  
Martha Kerner  
21 N Park St Suite 6101  
Madison, WI 53715  
Phone: 262-0063, 262-5873 (w)  
Fax: 262-4232

IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the last date written below.

TBD, UWSA

---

Signature

Date

Martha Kerner, UW-Madison Business Services

---

Signature

Date

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.3</b>
<b>FILES, RECORDS AND DATABASES</b>	<b>Sept. 2015</b>

The documents, files and other materials vital to the Division of Business Services' COOP Plan can be found in the following locations:

- Business Services' COOP Plan
  - Laptop/Projector Cabinet, Cubicle 6143 (Suite 6101)
  - MDS/SWAP, Room 111 (IT Room)
  - UWPD
  - Chancellor's Office
  - Division Wide/Business Services Crisis Management Info/COOP Public Folder
- Check stock and Signature Stamp
  - Safe located in Room 6238
  - Safe located at MDS/SWAP
- High Limit Purchasing Card
  - 21 N. Park Street, Room 6165
  - MDS/SWAP, Room 111 (IT Room)

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.4</b>
<b>ACRONYM INDEX</b>	<b>Sept. 2015</b>

A complete list of acronyms used by Business Services is attached.

- (c) – Indicates cell phone number
- CIC – COOP Incident Commander
- CISI – Study Abroad Health Insurance
- COOP – Continuation of Operations
- CRP – Crisis Response Plan
- DoIT – Division of Information Technology
- EMT – Emergency Management Team
- EOC – Emergency Operations Center
- (h) – Indicates home phone number
- IT – Information Technology
- IRT – Incident Response Team
- MDS – Materials Distribution Services
- OWA – Outlook Web Access
- P-card – Purchasing Card
- SWAP – Surplus With a Purpose
- UWPD – University of Wisconsin Police Department
- UWSA – University of Wisconsin System Administration
- (w) – Indicates work phone number

<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.5</b>
<b>GLOSSARY OF TERMS</b>	<b>Sept. 2015</b>

**Activation Process:** Plans and procedures for implementing the COOP Plan. A COOP Plan can be fully or partially activated, depending on the emergency.

**After-Action Report (AAR):** A narrative report that presents issues found during an incident and recommendations on how those issues can be resolved.

**Alert and Notification Process:** Steps for notifying staff and other appropriate departments and offices that the department's COOP plan has been activated.

**Alternate Communications:** Communication methods that provide the capability to perform minimum essential department or office functions, in conjunction with other agencies, until normal operations can be resumed.

**Alternate Database/Records Access:** The safekeeping of vital resources, facilities, and records, and the ability to access such resources in the event that the COOP plan is put into effect.

**Alternate Facilities/Work Site:** A location, other than the normal facility, used to conduct critical functions/and or process data in the event that access to the primary facility is denied or the primary facility is damaged. The alternate site provides the capability to perform minimum essential department or office functions until normal operations can be resumed.

**Application Recovery:** The component of IT Disaster Recovery which deals specifically with the restoration of business system software and data, after the processing platform has been restored or replaced.

**Assessment:** The act of assessing; appraisal.

**Assigned Personnel:** Employees will have responsibilities (notification, relocation, service recovery, etc.) during a COOP event.

**Backup:** The practice of copying information, regardless of the media (paper, microfilm, audio or video tape, computer disks, etc.) to provide a duplicate copy.

**Business Continuity Plan (BCP):** A plan to provide procedures to resume or restore critical business processes following a disruption. This plan must be coordinated with IT Disaster Recovery Plan to ensure the recovery time objective (RTO) is addressed and is consistent in each document, and that recovery strategies and supporting resources neither negate each other nor duplicate efforts. The program or business owners typically develop this plan as they are most familiar with their business processes. A BCP is essentially the same as a COOP plan. BCP is a term from private industry, and COOP is a government term. In North Carolina state government, they use the term COOP after that used by the Federal Government (specifically Department of Homeland Security).

**Business Impact Analysis (BIA):** An evaluation of the strengths and weaknesses of an agency's disaster preparedness and the impact an interruption would have on agency business. This is a management level analysis by which an organization assesses the quantitative (financial) and qualitative (non-financial) impact and loss.

**Business IT Recovery Process:** A BCP term for the common critical path that all companies follow during a recovery effort. There are major nodes along the path, which are followed regardless of the organization. The process has seven stages: 1) immediate response; 2) environmental restoration; 3) functional restoration; 4) data synchronization; 5) restoration of business functions; 6) interim site; and 7) return home.

**Chain of Communication:** A list of names of agency personnel in the order that they will be notified in the event of an emergency. Persons on the list may be responsible for communicating information to their subordinates in the agency and to those lower on the list.

**Cold Site:** A relocation site that is reserved for emergency use, but which requires the installation of equipment, etc., before it can support operations.

**Continuity of Government (COG):** The effort to ensure continued leadership, authorities, direction and control, and preservation of records, thereby maintaining a viable system of government. Developed and implemented in the event of a catastrophic emergency to ensure that our government continues to exist and function. Continuity of government is usually a matter of law — constitutional or general statute.

**Continuity of Operations:** A Federal initiative, required by Presidential Directive, to ensure that Executive Branch departments and agencies are able to continue their essential functions under a broad range of circumstances.

**Continuity of Operations Plan (COOP):** An internal effort within individual components of government to assure that capability exists to continue critical services across a wide range of potential emergencies.

**COOP Incident Commander (CIC) or Action Officer:** A designated individual with responsibility to ensure all actions required of his/her department/office are executed according to the COOP Plan.

**COOP Plan Maintenance:** Steps taken to ensure the COOP plan is reviewed annually and updated whenever major changes occur.

**Cooperative Agreement:** Any formal, legally binding contract between two or more parties whereby the parties to that agreement agree to share an alternate facility.

**Critical Services:** Processes and activities which could not be interrupted or unavailable without significantly jeopardizing operations of an organization.

**Deactivation Process:** Provides general guidance and policy on ending alternate operations and returning to a non-emergency status at the designated primary facility.

**Delegations of Authority:** Formal documents that specify who is authorized to make policy determinations and decisions and act on behalf of the agency or other key officials for specific purposes. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

**Departure Process:** Written procedures to guide staff deployment to the alternate facility.

**Development Team:** Group that writes the COOP plan.

**Devolution:** The capability to transfer statutory authority and responsibility for critical services from an agency's primary operating staff and facilities to other employees and facilities. It is also the ability to sustain that operational capability for an extended period.

**Disaster Recovery:** The methodical restoration and reconstitution of facilities, data, records, systems and equipment after a disruption to operations that has caused damage and/or destruction of these resources.

**Emergency:** A sudden, usually unexpected event that does or could do harm to people, resources, property, or the environment. Emergencies can range from localized events that affect a single office in a building, to human, natural, or technological events that damage, or threaten to damage, local operations. An emergency could require temporary evacuation of personnel or cause permanent displacement of personnel and equipment from an existing site to a new operating location.

**Emergency Operating Records:** Records (plans, and directives, orders of succession, and delegations of authority) essential to the continued functioning of an agency during and after an emergency to ensure continuity of operations.

**Essential Functions:** Those functions that enable an organization to provide vital services, exercise civil authority, maintain the safety of the general public, and sustain the industrial or economic base during an emergency. Essential functions must continue with no or minimal disruption. Same as critical services.

**Executive Management Team (EMT):** Group made up of the department's leaders and managers. Its role is to advise and assist the COOP Incident Commander (CIC) by making emergency-related policy decisions. A principal responsibility for the EMT is to keep the COOP teams focused on the right set of priorities in a crisis situation.

**Executive Summary:** Briefly outlines your department and content of the COOP Plan and describe what it is, whom it affects, and the circumstances under which it should be executed.

**Exercises:** Events that allow participants to apply their skills and knowledge to improve operational readiness. Exercises also allow planners to evaluate the effectiveness of previously conducted tests, training, and exercises.

**Federal Preparedness Circular 65:** Issued by FEMA to provide specific and detailed guidance regarding COOP capabilities.

**Full-Scale Exercise:** Test the agency's total response capability for COOP situations. These exercises are as close to reality as possible, with personnel being deployed and systems and equipment being implemented.

**Functional Exercise:** Simulate a function (e.g., alert, notification) within a real incident. Functional exercises test a single part of COOP activation to be tested independently of other responders.

**Go Kit:** A kit that should be assembled by each employee and his or her family and should include personal items and necessities, financial and legal documents, and the name and phone number of an out-of-area contact.

**Hands-On Training:** Can provide practice in specialized skills (e.g., notification procedures), allow for practice of newly acquired skills, and help maintain proficiency at infrequently used skills.

**Hot Site:** A fully equipped facility, which includes stand-by computer equipment, environmental systems, communications capabilities, and other equipment necessary to fully support an organization's immediate work and data processing requirements in the event of an emergency or a disaster.

**Incident Response Team (IRT):** Group responsible for the execution of the COOP Plan during an emergency situation.

**Interoperability:** The ability of a system or a product to work with other systems or products without special effort on the part of the user.

**Interoperable Communications:** Available and redundant critical communication systems that are located at the alternate site.

**IT Disaster Recovery Plan:** A BCP term for a plan that provides recovery and restoration procedures for mission-critical information technology (IT) components/systems that are necessary to perform critical services. This plan does not provide contingency planning guidance for business processes. Business processes should be addressed in a business resumption or business continuity plan that is typically developed by non-IT staff.

**Key Positions or Personnel:** Those positions required to be filled by the local government or deemed essential by the State or individuals whose absence would jeopardize the continuation of an organization's critical services.

**Legal and Financial Records:** Records (personnel records, social security records, payroll records, insurance records, contracts etc.) essential to the protection of the legal and financial rights of an agency and of the individuals directly affected by the agency's activities.

**Letter of Agreement:** Formalizes the arrangements made with the manager of the alternate facility. Includes all points discussed and agreed upon, e.g. room numbers, furniture, equipment, supplies, etc.

**Logistics Team or Relocation Team:** A working group responsible for coordinating the activities associated with relocation planning and deployment of essential operations and positions during a COOP event.



**Memorandum of Understanding:** A signed letter of agreement between a department and the agency that will continue that department's most critical services if the department devolves.

**Multi-Year Strategy and Program Management Plan:** The long-term plan for keeping the COOP up to date.

**Mutual Aid Agreement:** An agreement between two or more entities, public and/or private, to document pre-arranged rendering of services in terms of human and material resources when essential resources of one party are not adequate to meet the needs of a disaster or other emergency. Financial aspects for post-disaster or post-emergency reimbursements may be incorporated into the agreement.

**Non-critical Processes:** Business processes or supporting information which could be interrupted or unavailable for a significant period of time (generally several weeks) without significantly jeopardizing the critical services of an organization.

**Non-vital Records:** Records or documents, which are important, but if irretrievably lost or damaged, will not materially, impair an organization's ability to conduct business.

**Occupant Emergency Plans (OEP):** Intended to ensure the safety of occupants of a facility. OEPs provide facility-level procedures for building occupants in the event an incident or situation, either inside or immediately surrounding a building, poses a potential threat to the health and safety of personnel, the environment, or property. This includes planning for personnel safety and evacuation.

**Orders of Succession:** Provide for the orderly and predefined assumption of senior agency offices during an emergency in the event that any officials are unavailable to execute their legal duties. All orders of succession should include the conditions under which succession will take place, the method of notification, and limitation on delegations of authority by successors.

**Orientations:** The first type of training conducted in an exercise program. Orientations are usually conducted as briefings and are a good way to introduce the general concepts of a COOP plan, announce staff assignments, roles, and responsibilities, present general procedures, and describe how the COOP plan will be tested and exercised and within what timeframes.

**Plan:** A systematic arrangement of elements or important parts.

**Point of Contact:** The coordinator of the COOP program and leader of the COOP team, who will implement COOP plan during an emergency.

**Presidential Decision Directive 67:** Issued by former-President Bill Clinton, requiring all Federal departments and agencies to develop plans in response to all hazards and a full spectrum of threats.

**Preventative Controls:** Measures in place to prevent loss of function of systems and of data critical to an agency's critical services.

**Primary Facility:** The site of normal, day-to-day operations.

**Rapid Recall List:** A cascading list of key agency personnel and outside emergency personnel in order of notification.

**Reconstitution:** The process by which surviving and/or replacement agency personnel resume normal agency operations from the original or replacement primary facility.

**Recovery Point Objective (RPO):** The period of time within which systems, applications, or services must be recovered after an outage. The point in time to which data must be restored in order to resume processing transactions. In an IT context, the amount of data that can be lost measured by a time index.

**Relocation:** Involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capability to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

**Relocation Site (Alternate Facility):** The site where all or designated employees will report for work if required to move from the primary facility.

**Risk Assessment/Analysis:** An evaluation of the probability that certain disruptions will occur and the controls to reduce organizational exposure to such risk.

**Standard Operating Procedures:** Protocol for the conduct of regular operations.

**Tabletop Exercise:** A simulation activity in which a scenario is presented and participants in the exercise respond as if the scenario was really happening.

**Test, Training, and Exercise Program (TT&E):** Includes measure to ensure that an agency's COOP program is capable of supporting the continued operation of its essential functions throughout the duration of a COOP situation. TT&E programs should be a blend of test, training, and exercise events to ensure that it is comprehensive in that it includes all three components and reflects lessons learned from previous TT&E events.

**Test:** An evaluation of a capability against an established and measurable standard.

**Test:** An evaluation of a capability against an established and measurable standard.

**Time Sensitive Functions/Services:** Have a recovery time objective (RTO) associated with them. Typically the options for RTOs are measured in hours or days. In essence they are your essential services or functions that are prioritized based on how critical they are to your agency's mission and just like the critical services/functions they must continue with minimal or no disruption.

**Training:** Instruction in core competencies and skills and is the principal means by which individuals achieve a level of proficiency.

**Unassigned Personnel:** Staff who are not on duty, but who should check in regularly for information regarding the COOP situation and instructions about when and where to report to work.

**Vital Files, Records and Databases:** Information items considered to be essential to the operation of your department. Records or documents, regardless of media (paper, microfilm, audio or video tape, computer disks, etc.) which, if damaged or destroyed, would disrupt business operations and information flows and cause considerable inconvenience and require placement or re-creation at

considerable expense. Vital records include emergency operating records and legal and financial records.

**Warm Site:** An alternate processing site which is only partially equipped (as compared to a hot site, which is fully equipped).

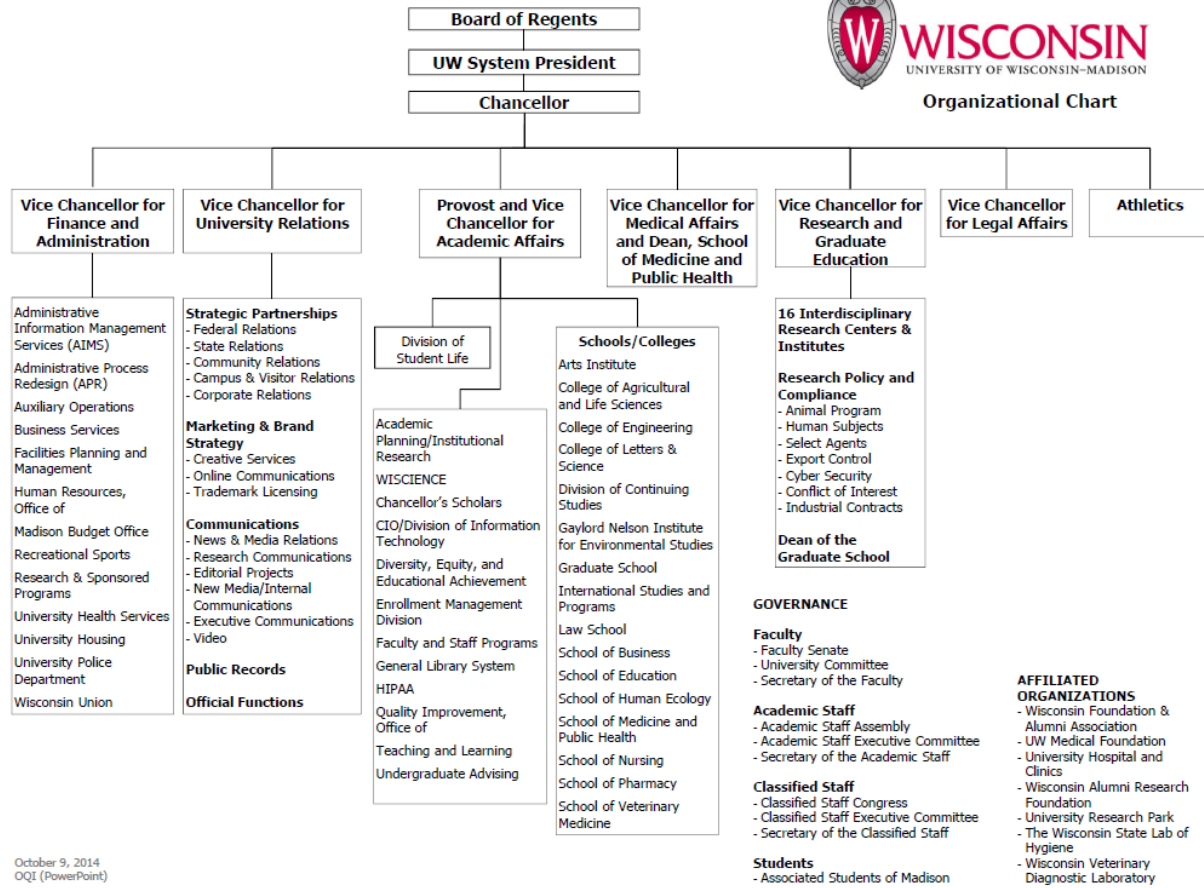
*Some of this glossary is from the Maryland Emergency Management Agency (MEMA) COOP Template, FEMA COOP Template, and Penn State's COOP Plan development guidelines. These are all documents we used to create our current COOP template.*

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>8.6</b>
<b>ORGANIZATIONAL CHARTS</b>	<b>Sept. 2015</b>

See Attached.

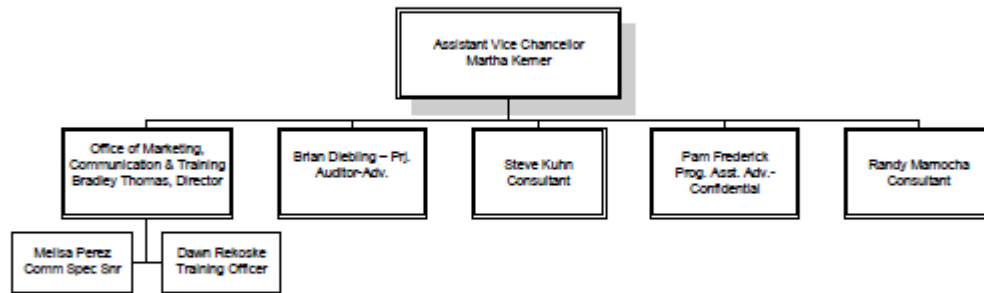


## Organizational Chart



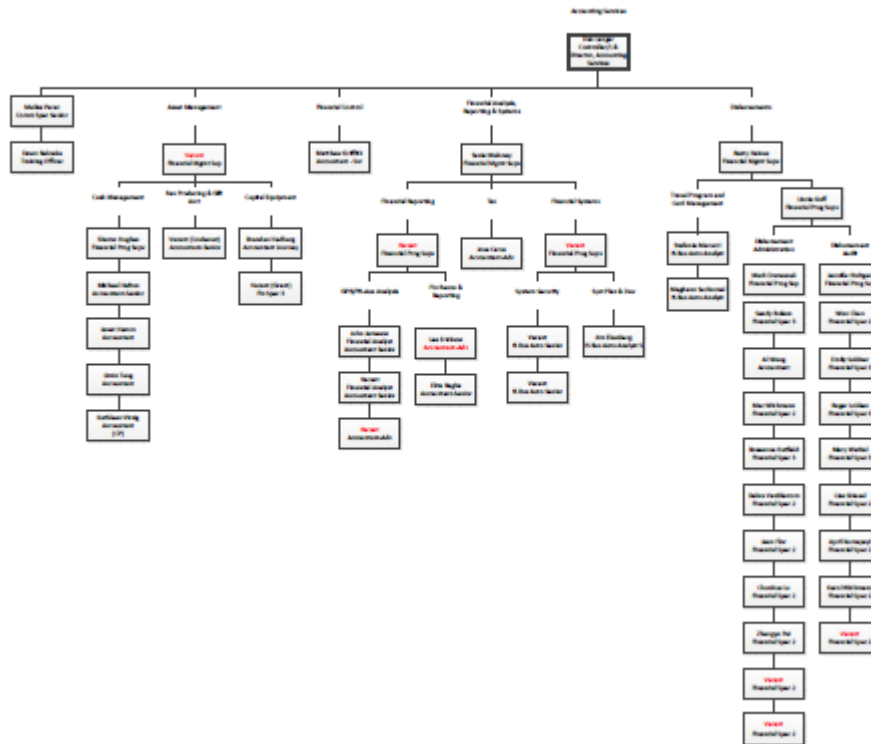
# DIVISION OF BUSINESS SERVICES

## ADMINISTRATION

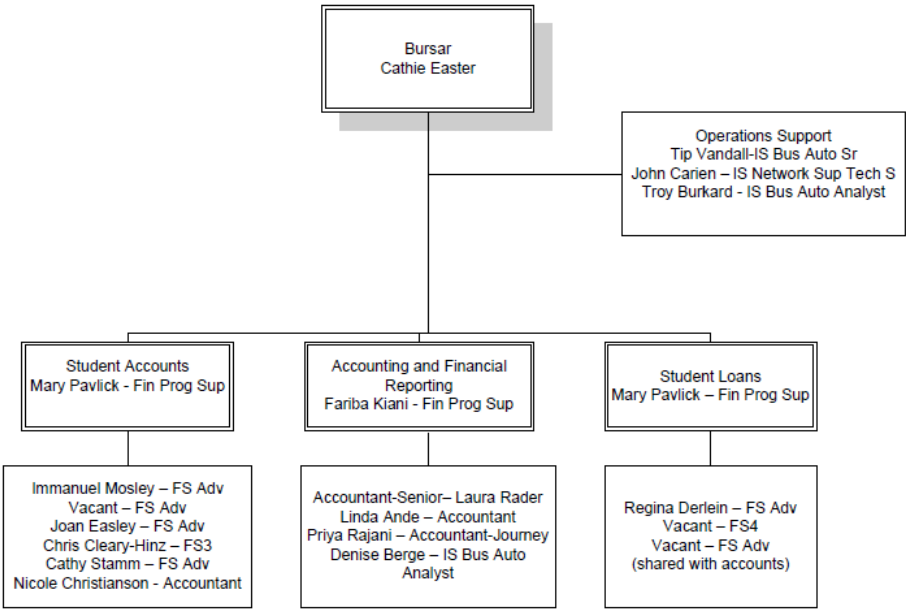


Updated August 2015

## Accounting Services

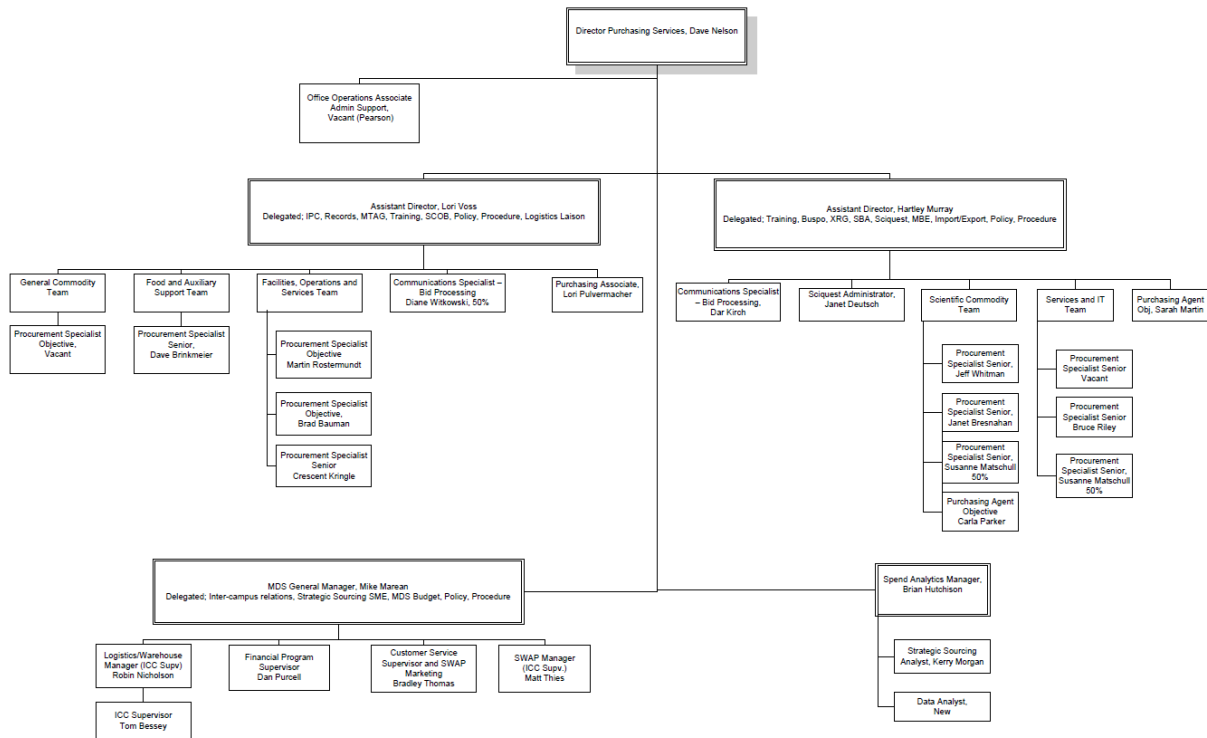


Bursar's Office



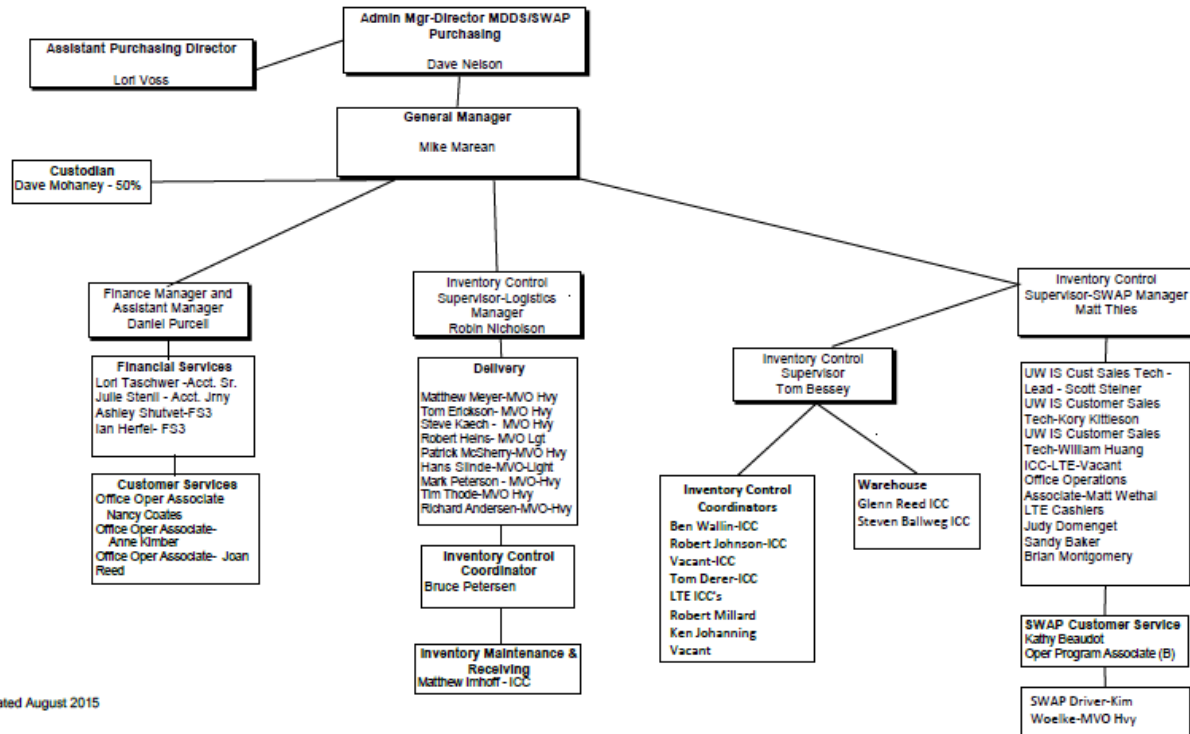
August 2015





Updated July 2015

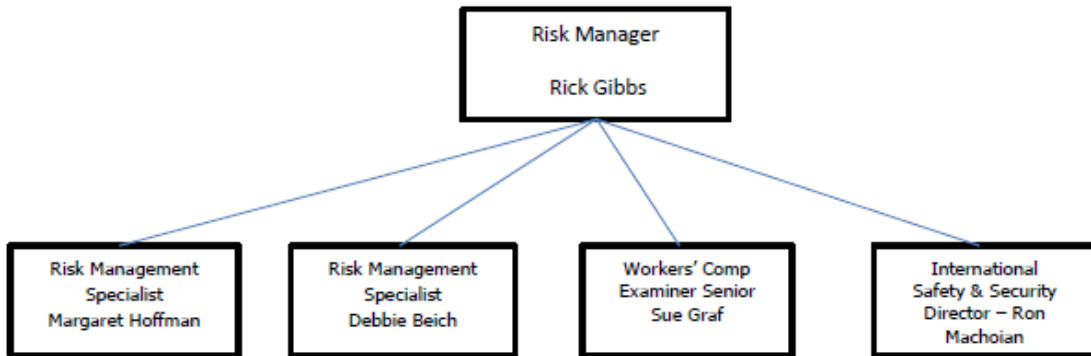
**BUSINESS SERVICES  
MATERIALS DISTRIBUTION SERVICES/SWAP**



Updated August 2015

# Division of Business Services

## Risk Management



Updated July 2015

## 8.7

**Sept. 2015**

Business Services Management Contact List		Dept	Office Phone	Home Phone	Cell Phone	Alternative E-mail address
Name	Title					
Martha Kerner	Asst Vice Chancellor, Bus Svcs	Admin	262-0063	608-219-4610	608-219-1184	<a href="mailto:mark2039@att.net">mark2039@att.net</a>
Pam Frederick	Program Asst Adv Conf	Admin	262-1096	849-9434	577-1049	<a href="mailto:pbfreder@tds.net">pbfreder@tds.net</a>
Dan Langer	Controller	Acctg	262-4766	414-467-5613 (Spouse)	414-915-4087	<a href="mailto:dblanger4@gmail.com">dblanger4@gmail.com</a>
Rusty Haines	Financial Mgmt. Supervisor	Acctg	890-1864	none	608-217-1392	<a href="mailto:rustyhaines@gmail.com">rustyhaines@gmail.com</a>
Sharon Hughes	Fin Program Supv	Acctg	262-1305	832-1506	577-8675	<a href="mailto:sbhau@wisc.edu">sbhau@wisc.edu</a>
Susie Maloney	Fin Management Supv	Acctg	890-3220	none	608-234-2137	<a href="mailto:susie_kuntz@yahoo.com">susie_kuntz@yahoo.com</a>
Liv Goff	Fin Management Supv	Acctg	890-3120	none	608-837-4202	<a href="mailto:lvgoft@gmail.com">lvgoft@gmail.com</a>
Janet Hamm	Accountant	Acctg	265-2909	241-4876	445-6712	<a href="mailto:janethamm59@gmail.com">janethamm59@gmail.com</a>
Meghann Suchomel	IS Bus Auto Analyst	Acctg	262-3300	none	608-770-6347	<a href="mailto:mlsuchomel@wisc.edu">mlsuchomel@wisc.edu</a>
David Nelson	Director, Purchasing Services	Purch	890-1341	608-834-9684	608-347-2913	<a href="mailto:dl_nelson@charter.net">dl_nelson@charter.net</a>
Mike Marean	MDS/SWAP Manager	Purch	497-4401	862-2699	438-1467	<a href="mailto:marean@wisc.edu">marean@wisc.edu</a>
Hartley Murray	Purchasing Agent Program Supv	Purch	262-4562	608-849-7720	608-849-7720	<a href="mailto:murrhd03@gmail.com">murrhd03@gmail.com</a>
Lori Voss	Purchasing Agent Program Supv	Purch	262-5936	848-0671	235-7735	<a href="mailto:voss@gmail.com">voss@gmail.com</a>
Hutchinson, Brian	Purchasing Agent Program Supv	Purch	265-9506	None	608-719-9320	<a href="mailto:hutch@uwalumni.com">hutch@uwalumni.com</a>
Purcell, Dan	Financial Program Supervisor	MDS	497-4403	none	608-214-2039	<a href="mailto:purce_1@hotmail.com">purce_1@hotmail.com</a>
Matt Thies	UW Program Specialist Supervisor	MDS	497-4436	608-220-3386	608-220-3386	<a href="mailto:matties74@gmail.com">matties74@gmail.com</a>
Tom Bessey	Inventory Control Supervisor	MDS	497-4422	none	608-695-7659	<a href="mailto:BesseyT@gmail.com">BesseyT@gmail.com</a>
Cathie Easter	Bursar	Bursar	262-8927	442-9566	575-9619	<a href="mailto:CathieEaster@gmail.com">CathieEaster@gmail.com</a>
Mary Pavlick	Assistant Bursar-Student Accounts/Student Loans	Bursar	262-3334	none	920-539-3568	<a href="mailto:mpavlick@charter.net">mpavlick@charter.net</a>
Fariba Kiani	Acct. & Financial Reporting Manager	Bursar	265-9738	none	734-239-2888	<a href="mailto:anaraki@email.com">anaraki@email.com</a>
Rick Gibbs	Director, Risk Management	Risk	262-8925	262-796-1079	262-278-2313	<a href="mailto:rgibbs123@yahoo.com">rgibbs123@yahoo.com</a>
Margaret Hoffman	Risk Management Spec	Risk	262-0379	523-4409	608-695-2417	<a href="mailto:mhoffma@ymail.com">mhoffma@ymail.com</a>
Debbie Beich	Risk Management Spec	Risk	262-8926	none	608-279-7301	<a href="mailto:beichd@yahoo.com">beichd@yahoo.com</a>
Updated 7/28/15						

<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>9.1</b>
<b>COOP PURCHASING CARD INCREASED LIMITS LOG</b>	<b>Sept. 2015</b>

See Attached.

## COOP PURCHASING CARD INCREASED LIMITS LOG

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Page 1

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>9.2</b>
<b>COOP CAMPUS DIVISIONAL CONTACT LIST</b>	<b>Sept. 2015</b>

See Attached.

## COOP Campus Divisional Contact List

DIVISION	CONTACT	PHONE	EMAIL
A01 - GENERAL EDUCATIONAL ADMINISTRATION	Sarah Mangelsdorf	(608) 262-1304	<a href="mailto:provost@provost.wisc.edu">provost@provost.wisc.edu</a>
A02 - GENERAL SERVICES	Lisa Walters	(608) 263-2467	<a href="mailto:lwalters@vc.wisc.edu">lwalters@vc.wisc.edu</a>
A03 - BUSINESS SERVICES	Rick Gibbs	(608) 262-8925	<a href="mailto:rgibbs@bussc.wisc.edu">rgibbs@bussc.wisc.edu</a>
A04 - DEAN OF STUDENTS	Lori Berquam	(608) 263-5700	<a href="mailto:lori.berquam@wisc.edu">lori.berquam@wisc.edu</a>
A05 - ENROLLMENT MANAGEMENT	Steve Hahn	(608) 262-3964	<a href="mailto:smhahn@wisc.edu">smhahn@wisc.edu</a>
A06 - DIVISION OF INFORMATION TECHNOLOGY (DoIT)	Bruce Maas	(608) 262-5381	<a href="mailto:bruce.maas@wisc.edu">bruce.maas@wisc.edu</a>
A07 - COLLEGE OF AGRICULTURE & LIFE SCIENCES	Kathryn Vandenbosch	(608) 262-4930	<a href="mailto:kate.vandenbosch@wisc.edu">kate.vandenbosch@wisc.edu</a>
A10 - DIVISION OF INTERNATIONAL STUDIES	Marianne Bird Bear	(608) 262-8967	<a href="mailto:marianne.birdbear@wisc.edu">marianne.birdbear@wisc.edu</a>
A12 - SCHOOL OF BUSINESS	Francois Ortalo-Magne	(608) 262-7867	<a href="mailto:f.ortalo@wisc.edu">f.ortalo@wisc.edu</a>
A17 - SCHOOL OF EDUCATION	Diana Hess	(608) 263-4571	<a href="mailto:dhess@education.wisc.edu">dhess@education.wisc.edu</a>
A19 - COLLEGE OF ENGINEERING	Dennis Manthey	(608) 262-1647	<a href="mailto:manthey@engr.wisc.edu">manthey@engr.wisc.edu</a>
A27 - SCHOOL OF HUMAN ECOLOGY	Soyeon Shim	(608) 262-4847	<a href="mailto:soyeon.shim@wisc.edu">soyeon.shim@wisc.edu</a>
A34 - GRADUATE SCHOOL	Marsha Mailick	(608) 262-1044	<a href="mailto:marsha.mailick@wisc.edu">marsha.mailick@wisc.edu</a>
A40 - GAYLORD NELSON INSTITUTE	Hope Simon	(608) 262-6435	<a href="mailto:hope.simon@wisc.edu">hope.simon@wisc.edu</a>
A42 - INTERCOLLEGIATE ATHLETICS	Mario Morris	n/a	<a href="mailto:mgm@athletics.wisc.edu">mgm@athletics.wisc.edu</a>
A45 - LAW SCHOOL	Margaret Raymond	(608) 265-3750	<a href="mailto:margaret.raymond@wisc.edu">margaret.raymond@wisc.edu</a>
A48 - COLLEGE OF LETTERS & SCIENCE	Mehdi Rezai	(608) 263-2317	<a href="mailto:mehdi.rezai@wisc.edu">mehdi.rezai@wisc.edu</a>
A49 - GENERAL LIBRARY	Ed Van Gemert	(608) 262-2600	<a href="mailto:ed.vangemert@wisc.edu">ed.vangemert@wisc.edu</a>
A52 - WISCONSIN STATE LAB OF HYGIENE	Charles Brokopp	(608) 890-1569	<a href="mailto:charles.brokopp@slh.wisc.edu">charles.brokopp@slh.wisc.edu</a>
A53 - SCHOOL OF MEDICINE & PUBLIC HEALTH	Mark McClintock	(608) 262-3925	<a href="mailto:mrmmcllin@uwcarbone.wisc.edu">mrmmcllin@uwcarbone.wisc.edu</a>
A54 - SCHOOL OF NURSING	Kathryn May	(608) 263-9725	<a href="mailto:kamay@wisc.edu">kamay@wisc.edu</a>
A55 - PSYCHIATRIC INSTITUTE	Mark McClintock	(608) 262-3925	<a href="mailto:mrmmcllin@uwcarbone.wisc.edu">mrmmcllin@uwcarbone.wisc.edu</a>
A56 - SCHOOL OF PHARMACY	Steve Swanson	n/a	<a href="mailto:steve.swanson@wisc.edu">steve.swanson@wisc.edu</a>
A63 - OFFICER EDUCATION	Donna Bucholtz	(608) 890-1161	<a href="mailto:donna.bucholtz@wisc.edu">donna.bucholtz@wisc.edu</a>
A71 - FACILITIES PLANNING & MANAGEMENT	Bill Elvey	(608) 262-3488	<a href="mailto:belvey@fpm.wisc.edu">belvey@fpm.wisc.edu</a>
A77 - UNIVERSITY POLICE DEPARTMENT	Sue Riseling	(608) 262-4527	<a href="mailto:riseling@wisc.edu">riseling@wisc.edu</a>
A80 - RECREATIONAL SPORTS	Jeff Dvorak	(608) 262-8809	<a href="mailto:jdvorak@recsports.wisc.edu">jdvorak@recsports.wisc.edu</a>
A85 - HOUSING	Bob Bolles	(608) 262-8706	<a href="mailto:robert.bolles@housing.wisc.edu">robert.bolles@housing.wisc.edu</a>
A87 - SCHOOL OF VETERINARY MEDICINE	Sue Dahmen	(608) 263-9801	<a href="mailto:dahmen@vetmed.wisc.edu">dahmen@vetmed.wisc.edu</a>
A88 - WISC VETERINARY DIAGNOSTIC LAB	Peter Vanderloo	(608) 262-5432	<a href="mailto:peter.vanderloo@wvdl.wisc.edu">peter.vanderloo@wvdl.wisc.edu</a>
A93 - DIVISION OF CONTINUING STUDIES	Laura Ingram	(608) 262-4619	<a href="mailto:lingram@dcs.wisc.edu">lingram@dcs.wisc.edu</a>
A96 - WISCONSIN UNION	Troy Suski	(608) 265-2446	<a href="mailto:troy.suski@wisc.edu">troy.suski@wisc.edu</a>



<p align="center"><b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b></p>	<p align="center"><b>9.3</b></p>
<p align="center"><b>PURCHASING CARDS TO AUTOMATICALLY INCREASE FOR COOP</b></p>	<p align="center"><b>Sept. 2015</b></p>

See Attached.

**CONTINUING OF OPERATIONS PLAN  
PURCHASING CARDS TO AUTOMATICALLY INCREASE IN EMERGENCY SITUATION  
(Updated 09/23/2014)**

In the event of a crisis situation, the cards below should be increased to the indicated limits by phoning US Bank at:

<b>Name</b>	<b>Role</b>	<b>e-mail</b>	<b>Phone</b>
Brandon Hespen	Account Coordinator	<a href="mailto:Brandon.hespen@usbank.com">Brandon.hespen@usbank.com</a>	(855) 250-6421, Extension: 156-6257
Claudia Nguyen	Back-Up	<a href="mailto:duong.nguyen2@uwsbank.com">duong.nguyen2@uwsbank.com</a>	(855) 250-6421, Extension: 156-6259
Timothy Grivna	Back-Up	<a href="mailto:Timothy.grivna@usbank.com">Timothy.grivna@usbank.com</a>	(855) 250-6421, Extension: 156-6288
Jack Hendershott	Back-Up	<a href="mailto:Jack.henershott@usbank.com">Jack.henershott@usbank.com</a>	(855) 250-6421, Extension: 156-6264
Amy Eubanks	Back-Up	<a href="mailto:Amy.Eubanks@usbank.com">Amy.Eubanks@usbank.com</a>	(855) 250-6421 Extension: 156-6252
Jennifer Educate	Back-Up	<a href="mailto:Jennifer.Educate@usbank.com">Jennifer.Educate@usbank.com</a>	(855) 250-6421 Extension: 156-6244
US Bank Customer Service	N/A	N/A	(800) 344-5696

**College of Agricultural and Life Sciences**

Division Contact: Judy Tonstad, (608) 262-8666  
 Cardholder Name: Angie Seitler, (608) 261-1432  
 Last 4 digits of card number: 4828  
 Cycle Limit: \$500,000

**College of Engineering**

Division Contact: Barbara McPherson, (608) 263-1605  
 Cardholder Name: Ginger Freitag, (608) 890-3679  
 Last 4 digits of card number: 7941  
 Cycle Limit: \$100,000

Cardholder Name: Jessica Nytes, (608) 262-3484  
 Last 4 digits of card number: 8626  
 Cycle Limit: \$100,000

**Department of Information Technology**

Division Contact: Dan Catlin, (608) 262-4300  
 Cardholder Name: Dan Catlin  
 Last 4 digits of card number: 9133  
 Cycle Limit: \$500,000  
 Single Purchase Limit: \$100,000

**Facilities Planning and Management**

Division Contact: Sally Hansen, (608) 265-4215

Cardholder Name: Donald Schwoerer, (608) 890-1150

Last 4 digits of card number: 7527

Cycle Limit: \$500,000

Cardholder Name: Daniel Minor, (608) 262-2210

Last 4 digits of card number: 7636

Cycle Limit: \$500,000

**Office of the Vice Chancellor for Research and Graduate Education**

Division Contact Name: Russell Schwalbe, (608) 262-8386

Cardholder Name: Albee Messing, (608) 263-9191

Last 4 digits of card number: 0048

Cycle Limit: \$50,000

Cardholder Name: Russell Schwalbe, (608) 262-8386

Last 4 digits of card number: 7804

Cycle Limit: \$50,000

**School of Medicine and Public Health**

Division Contact Name: Darlene Wood, (608) 263-4931

Cardholder Name: Mark McClintock, (608) 263-8138

Last 4 digits of card number: 9526

Cycle Limit: \$500,000

**School of Education**

Division Contact: Melissa Amos-Landgraf, (608) 262-4474

Cardholder Name: Toby Schellhase, (608) 262-1765

Last 4 digits of card number: 5943

Cycle Limit: \$250,000

<b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>9.4</b>
<b>WIRE FORM</b>	<b>Sept. 2015</b>

See Attached.

Section A	
Type of Transaction	Draft: <input type="checkbox"/> (fill out sections A & C) Draft fee = \$5.00
	Wire: <input type="checkbox"/> (fill out sections A, B & C) Wire Fee = \$35.00
Payable to:	_____
Vendor Address:	_____ City/State: _____
Country:	_____
Inv. Amt Only	_____ Currency Paid In: _____ (for drafts only)
Wire/Draft Fee	_____

Type of Wire:	International: <input type="checkbox"/>	Domestic: <input type="checkbox"/>
Bank Name:	<input type="text"/>	
Bank Address:	<input type="text"/> (city, state, country)	
Routing Transit No:	<input type="text"/>	Account No: <input type="text"/>
Message:	<input type="text"/> (25 characters)	

<b>For International Only</b> Payment made in: USA Dollars <input type="checkbox"/> EURO <input type="checkbox"/> Other <input type="checkbox"/> _____ (specify currency)	
International Bank Swift Code: _____	
Payments to Mexico (CLABE No): _____ (Required -11 digits)	
<b>For USA Dollars, list intermediate bank in USA</b> USA Bank Name: _____ USA Bank Swift Code: _____	
<b>For Euros</b> IBAN No: _____	

Preparer Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
(Printed)

Department Signat \_\_\_\_\_ Date: \_\_\_\_\_

Division Signature: \_\_\_\_\_ Date: \_\_\_\_\_

University of Wisconsin-Madison - Suite 6101 - 21 N. Park Street - Madison, WI 53715  
608/262-5980 - (Fax) 608/262-5060 - [www.bussvc.wisc.edu/acct/cashmot.html](http://www.bussvc.wisc.edu/acct/cashmot.html) | [jhamm@bussvc.wisc.edu](mailto:jhamm@bussvc.wisc.edu)

<p align="center"><b>UNIVERSITY OF WISCONSIN-MADISON DIVISION OF BUSINESS SERVICES CONTINUITY OF OPERATIONS PLAN (COOP)</b></p>	<p align="center"><b>9.5</b></p>
<p align="center"><b>WIRE LOG</b></p>	<p align="center"><b>Sept. 2015</b></p>

See Attached.

Accounting Services		
Wire Log		

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<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>9.6</b>
<b>CHECK LOG</b>	<b>Sept. 2015</b>

See Attached.



Check Log

[illegible]

<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>10.1</b>
<b>PREPARING MAKES SENSE. GET READY NOW. (FEMA)</b>	<b>Sept. 2015</b>

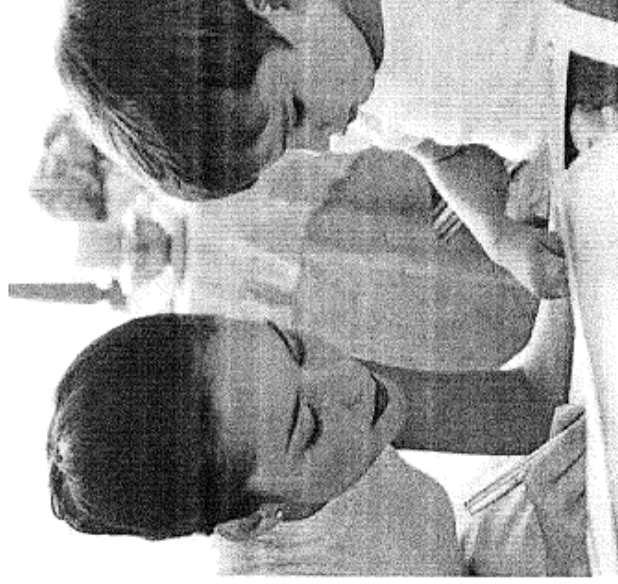
See Attached.

### Recommended Supplies to Include in a Basic Kit:

- ☐ **Water** one gallon per person per day, for drinking and sanitation
- ☐ **Food** at least a three-day supply of non-perishable food
- ☐ **Battery-powered radio** and **extra batteries**
- ☐ **Flashlight** and **extra batteries**
- ☐ **First Aid kit**
- ☐ **Whistle** to signal for help
- ☐ **Filter mask** or cotton t-shirt, to help filter the air
- ☐ **Moist towelettes** for sanitation
- ☐ **Wrench or pliers** to turn off utilities
- ☐ **Manual can opener** for food (if kit contains canned food)
- ☐ **Plastic sheeting and duct tape** to shelter-in-place
- ☐ **Garbage bags and plastic ties** for personal sanitation
- ☐ **Unique family needs**, such as daily prescription medications, infant formula or diapers, and important family documents

This common sense framework is designed to launch a process of learning about citizen preparedness. For the most current information and recommendations, go online to <http://www.ready.gov>.

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## Prepare for Emergencies Now: Information to Get Ready.



# FEMA

Federal Emergency Management Agency  
U.S. Department of Homeland Security  
Washington, D.C. 20472

FEMA R-3 / Catalog No. 09077-1



# FEMA

<http://www.ready.gov>

## Preparing Makes Sense.

The likelihood that you and your family will survive a house fire depends as much on having a working smoke detector and an exit strategy as on a well-trained fire department. The same is true for surviving a terrorist attack or other emergency. We must have the tools and plans in place to make it on our own, at least for a period of time, no matter where we are when disaster strikes. Just like having a working smoke detector, preparing for the unexpected makes sense.

**Get ready now.**

## 1 Get a Kit of Emergency Supplies.

Be prepared to improvise and use what you have on hand to make it on your own for at least three days, maybe longer. While there are many things that might make you more comfortable, think first about fresh water, food and clean air.

**Consider two kits.** In one, put everything you will need to stay where you are and make it on your own. The other should be a lightweight, smaller version you can take with you if you have to get away.

You'll need a gallon of **water** per person per day for drinking and sanitation. Include in the kit a three-day supply of non-perishable **foods** that are easy to store and prepare such as protein bars, dried fruit, or canned foods. If you live in a cold weather climate, include **warm clothes** and a sleeping bag for each member of the family.

Some potential terrorist attacks could send tiny microscopic "junk" into the air. Many of these materials can only hurt you if they get into your body, so think about creating a barrier between yourself and any contamination. It's smart to have something for each member of the family that covers **their mouth and nose**, such as two to three layers of a cotton t-shirt, handkerchief or towel or **filter masks**, readily available in hardware stores. It is very important that the mask or other material fit your face snugly so that most of the air you breathe comes through the mask, not around it. Do whatever you can to make the best fit possible for children.

Also, include **duct tape** and **heavyweight garbage bags** or **plastic sheeting** that can be used to seal windows and doors if you need to create a barrier between yourself and any potential contamination outside.

## 2 Make a Plan For What You Will Do in an Emergency.

Plan in advance what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and your loved ones.

**Develop a Family Communications Plan.** Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations. **Consider a plan where each family member calls, or e-mails, the same friend or relative in the event of an emergency.** It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members. Be sure each person knows the phone number and has coins or a prepaid phone card to call the emergency contact. You may have trouble getting through, or the phone system may be down altogether, but be patient.

Depending on your circumstances and the nature of the attack, the first important decision is whether you stay put or get away. You should understand and plan for both possibilities. Use common sense and the information you are learning here to determine if there is immediate danger. **Watch television and listen to the radio for official instructions as they become available.**

**Create a Plan to Shelter-in-Place.** There are circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside a process known as sheltering-in-place and sealing the room can be a matter of survival. **If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place and seal the room.** Consider precutting plastic sheeting to seal windows, doors and air vents. Each piece should be several inches larger than the space you want to cover so that you can duct tape it flat against the wall. Label each piece with the location of where it fits.

Use all available information to assess the situation. If you see large amounts of debris in the air or if local authorities say the air is badly contaminated, you may want to shelter-in-place. Quickly bring your family and pets inside, lock doors, and close windows, air vents and fireplace dampers. Immediately turn off air conditioning, forced air heating systems, exhaust fans and clothes dryers. Take your emergency supplies and go into the room you have designated. Seal all windows, doors and vents. Understand that sealing the room is a temporary measure to create a barrier between you and contaminated air. Watch TV, listen to the radio or check the Internet for instructions.

**Create a Plan to Get Away.** Plan in advance how you will assemble your family and anticipate where you will go. **Choose several destinations in different directions** so you have

options in an emergency. If you have a car, keep at least a half tank of gas in it at all times. **Become familiar with alternate routes as well as other means of transportation out of your area.** If you do not have a car, plan how you will leave if you have to. **Take your emergency supply kit, unless you have reason to believe it is contaminated and lock the door behind you.** Take pets with you if you are told to evacuate, however, if you are going to a public shelter, keep in mind they may not be allowed inside. If you believe the air may be contaminated, drive with your windows and vents closed and keep the air conditioning and heater turned off. Listen to the radio for instructions.

**Know Emergency Plans at School and Work.** Think about the places where your family spends time: school, work and other places your family frequents. **Talk to your children's schools and your employer about emergency plans.** Find out how they will communicate with families during an emergency. If you are an employer, be sure you have an emergency preparedness plan. Review and practice it with your employees. A community working together during an emergency also makes sense. **Talk to your neighbors about how you can work together.**

## 3 Be Informed About What Might Happen.

Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family communications plan, are the same for both a natural or man-made emergency. However there are significant differences among potential terrorist threats, such as biological, chemical, explosive, nuclear and radiological, which will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are **preparing yourself** to react in an emergency. Go to [www.ready.gov](http://www.ready.gov) to learn more about potential terrorist threats and other emergencies or call 1-800-BE-READY (1-800-237-3239) for a free brochure.

**Be prepared** to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. With these simple preparations, you can be ready for the unexpected. **Get ready now.**

## 4 Get Involved in Preparing Your Community.

After preparing yourself and your family for possible emergencies, take the next step and get involved in preparing your community. Join **Citizen Corps**, which actively involves citizens in making our communities and our nation safer, stronger and better prepared. We all have a role to play in keeping our hometowns secure from emergencies of all kinds. Citizen Corps works hard to help people prepare, train and volunteer in their communities. Go to [www.citizencorps.gov](http://www.citizencorps.gov) for more information and to get involved.

<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>10.2</b>
<b>FAMILY EMERGENCY PLAN (FEMA)</b>	<b>Sept. 2015</b>

See Attached.



Prepare. Plan. Stay Informed. ®

# Family Emergency Plan



FEMA



Make sure your family has a plan in case of an emergency. Before an emergency happens, sit down together and decide how you will get in contact with each other, where you will go and what you will do in an emergency. Keep a copy of this plan in your emergency supply kit or another safe place where you can access it in the event of a disaster.

Out-of-Town Contact Name:

Telephone Number:

Email:

Neighborhood Meeting Place:

Telephone Number:

Regional Meeting Place:

Telephone Number:

Evacuation Location:

Telephone Number:

Fill out the following information for each family member and keep it up to date.

Name:

Social Security Number:

Date of Birth:

Important Medical Information:

Name:

Social Security Number:

Date of Birth:

Important Medical Information:

Name:

Social Security Number:

Date of Birth:

Important Medical Information:

Name:

Social Security Number:

Date of Birth:

Important Medical Information:

Name:

Social Security Number:

Date of Birth:

Important Medical Information:

Name:

Social Security Number:

Date of Birth:

Important Medical Information:

Write down where your family spends the most time: work, school and other places you frequent. Schools, daycare providers, workplaces and apartment buildings should all have site-specific emergency plans that you and your family need to know about.

Work Location One

School Location One

Address:

Address:

Phone Number:

Phone Number:

Evacuation Location:

Evacuation Location:

Work Location Two

School Location Two

Address:

Address:

Phone Number:

Phone Number:

Evacuation Location:

Evacuation Location:

Work Location Three

School Location Three

Address:

Address:

Phone Number:

Phone Number:

Evacuation Location:

Evacuation Location:

Other place you frequent

Other place you frequent

Address:

Address:

Phone Number:

Phone Number:

Evacuation Location:

Evacuation Location:

Important Information	Name	Telephone Number	Policy Number
Doctor(s):			
Other:			
Pharmacist:			
Medical Insurance:			
Homeowners/Rental Insurance:			
Veterinarian/Kennel (for pets):			

Dial 911 for Emergencies



Prepare. Plan. Stay Informed.

# Family Emergency Plan



Make sure your family has a plan in case of an emergency. Fill out these cards and give one to each member of your family to make sure they know who to call and where to meet in case of an emergency.

ADDITIONAL IMPORTANT PHONE NUMBERS & INFORMATION

**Family Emergency Plan**

EMERGENCY CONTACT NAME:  
TELEPHONE:

OUT-OF-TOWN CONTACT NAME:  
TELEPHONE:

NEIGHBORHOOD MEETING PLACE:  
TELEPHONE:

OTHER IMPORTANT INFORMATION:

DIAL 911 FOR EMERGENCIES

Ready ✓

< FOLD  
HERE >

ADDITIONAL IMPORTANT PHONE NUMBERS & INFORMATION

**Family Emergency Plan**

EMERGENCY CONTACT NAME:  
TELEPHONE:

OUT-OF-TOWN CONTACT NAME:  
TELEPHONE:

NEIGHBORHOOD MEETING PLACE:  
TELEPHONE:

OTHER IMPORTANT INFORMATION:

DIAL 911 FOR EMERGENCIES

Ready ✓

ADDITIONAL IMPORTANT PHONE NUMBERS & INFORMATION

**Family Emergency Plan**

EMERGENCY CONTACT NAME:  
TELEPHONE:

OUT-OF-TOWN CONTACT NAME:  
TELEPHONE:

NEIGHBORHOOD MEETING PLACE:  
TELEPHONE:

OTHER IMPORTANT INFORMATION:

DIAL 911 FOR EMERGENCIES

Ready ✓

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HERE >

ADDITIONAL IMPORTANT PHONE NUMBERS & INFORMATION

**Family Emergency Plan**

EMERGENCY CONTACT NAME:  
TELEPHONE:

OUT-OF-TOWN CONTACT NAME:  
TELEPHONE:

NEIGHBORHOOD MEETING PLACE:  
TELEPHONE:

OTHER IMPORTANT INFORMATION:

DIAL 911 FOR EMERGENCIES

Ready ✓

<b>UNIVERSITY OF WISCONSIN-MADISON</b> <b>DIVISION OF BUSINESS SERVICES</b> <b>CONTINUITY OF OPERATIONS PLAN (COOP)</b>	<b>10.3</b>
<b>PREPARING YOUR PETS FOR EMERGENCIES (FEMA)</b>	<b>Sept. 2015</b>

See Attached.





## Preparing Your Pets for Emergencies Makes Sense. Get Ready Now.

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### 1. Get a Kit of pet emergency supplies.

Just as you do with your family's emergency supply kit, think first about the basics for survival, particularly food and water.

- ✓ **Food:** Keep at least three days of food in an airtight, waterproof container.
- ✓ **Water:** Store at least three days of water specifically for your pets, in addition to water you need for yourself and your family.
- ✓ **Medicines and medical records:** Keep an extra supply of medicines your pet takes on a regular basis in a waterproof container.
- ✓ **First aid kit:** Talk to your veterinarian about what is most appropriate for your pet's emergency medical needs. Most kits should include cotton bandage rolls, bandage tape and scissors; antibiotic ointment; flea and tick prevention; latex gloves, isopropyl alcohol and saline solution. Include a pet first aid reference book.
- ✓ **Collar with ID tag, harness or leash:** Your pet should wear a collar with its rabies tag and identification at all times. Include a backup leash, collar and ID tag in your pet's emergency supply kit.
- ✓ **Important documents:** Place copies of your pet's registration information, adoption papers, vaccination documents and medical records in a clean plastic bag or waterproof container and also add them to your kit.
- ✓ **Crate or other pet carrier:** If you need to evacuate in an emergency situation take your pets and animals with you, provided that it is practical to do so.
- ✓ **Sanitation:** Include pet litter and litter box if appropriate, newspapers, paper towels, plastic trash bags and household chlorine bleach to provide for your pet's sanitation needs. You can use bleach as a disinfectant (dilute nine parts water to one part bleach), or in an emergency you can also use it to purify water. Use 8 drops of regular household liquid bleach per gallon of water, stir well and let it stand for 30 minutes before use. Do not use scented or color safe bleaches or those with added cleaners.
- ✓ **A picture of you and your pet together:** If you become separated from your pet during an emergency, a picture of you and your pet together will help you document ownership and allow others to assist you in identifying your pet. Include detailed information about species, breed, age, sex, color and distinguishing characteristics.
- ✓ **Familiar items:** Put favorite toys, treats or bedding in your kit. Familiar items can help reduce stress for your pet.

**Consider two kits.** In one, put everything your pets will need to stay where you are and make it on your own. The other should be a lightweight, smaller version you can take with you if you and your pets have to get away.

### 2. Make a Plan for what you will do in an emergency.

Plan in advance what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and ensure your pet's safety during an emergency.



## Preparing Your Pets for Emergencies Makes Sense. Get Ready Now.

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**Evacuate.** Plan how you will assemble your pets and anticipate where you will go. If you must evacuate, take your pets with you, if practical. If you go to a public shelter, keep in mind your pets may not be allowed inside. Secure appropriate lodging in advance depending on the number and type of animals in your care. Consider family or friends outside your immediate area who would be willing to take in you and your pets in an emergency. Other options may include: a hotel or motel that takes pets or some sort of boarding facility, such as a kennel or veterinary hospital that is near an evacuation facility or your family's meeting place. Find out before an emergency happens if any of these facilities in your area might be viable options for you and your pets.

**Develop a buddy system.** Plan with neighbors, friends or relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so. Talk with your pet care buddy about your evacuation plans and show them where you keep your pet's emergency supply kit. Also designate specific locations, one in your immediate neighborhood and other farther away, where you will meet in an emergency.

**Talk to your pet's veterinarian about emergency planning.** Discuss the types of things you should include in your pet's emergency first aid kit. Get the names of vets or veterinary hospitals in other cities where you might need to seek temporary shelter. Also talk with your veterinarian about microchipping. If you and your pet are separated, this permanent implant for your pet and corresponding enrollment in a recovery database can help a veterinarian or shelter identify your animal. If your pet is microchipped, keeping your emergency contact information up to date and listed with a reliable recovery database is essential to you and your pet being reunited.

**Gather contact information for emergency animal treatment.** Make a list of contact information and addresses of area animal control agencies including the Humane Society or ASPCA and emergency veterinary hospitals. Keep one copy of these phone numbers with you, and one in your pet's emergency supply kit. Obtain "Pets Inside" stickers and place them on your doors or windows, including information on the number and types of pets in your home to alert firefighters and rescue workers. Consider putting a phone number on the sticker where you could be reached in an emergency. And, if time permits, remember to write the words "Evacuated with Pets" across the stickers, should you evacuate your home with your pets.

### 3. Be Prepared for what might happen.

Some of the things you can do to prepare for the unexpected, such as assembling an emergency supply kit for yourself, your family and your pets, is the same regardless of the type of emergency. However, it's important to stay informed about what might happen and know what types of emergencies are likely to affect your region.

Be prepared to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. With these simple preparations, you can be ready for the unexpected. Those who take the time to prepare themselves and their pets will likely encounter less difficulty, stress and worry. Take the time now to get yourself and your pet ready.

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For more information, visit [ready.gov](http://ready.gov) or call 1-800-BE-READY