

**‘Votre clef de secours’:
Bâtir un Plan de Continuité des affaires
au Service du Registraire**

**‘A spare key to emergencies’
Building a Business Continuity Program
for the Registrar’s office**

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Université d’Ottawa/University of Ottawa**

Présentation Générale

1. Qui sommes nous?
2. Qu'est-ce qu'un Plan de continuité des affaires (PCA)? Qu'est-ce qu'une menace?
3. Étapes du plan
4. PCA (BCP):
 - Tout un projet pour le Service du registraire
 - Ce que nous n'avions pas prévu
 - Le travail à faire avant de débiter
5. Analyse d'impact sur les opérations (BIA)
6. La structure du Plan
7. Mise à jour des informations et sa conservation
8. Leçons apprises
9. Exemples concrets d'un PCA
10. Appendices et Tableaux
11. Questions et réponses

Overview

1. Who are we?
2. What is Business continuity Planning (BCP)? What is considered a threat?
3. Plan Elements
4. PCA (BCP):
 - What does it mean for the Registrar's office?
 - What we didn't plan for
 - The work that needs to be done before you begin
5. Business Impact Analysis (BIA)
6. Organization of the plan
7. Updated Information and its conservation
8. Lessons learned
9. Concrete example of a BCP
10. Appendices & Tables
11. Questions & Answers



1. Qui sommes nous?

- Université bilingue établie en 1848
- 10 facultés (incluant une Faculté de médecine, deux Écoles de droit et une Faculté d'éducation);
- Plus de 68 départements;
- 22 services;
- Plus de 120 édifices;
- Située au centre-ville d'Ottawa près;
 - de la Défense national
 - du Parlement
 - de l'Ambassade des États-Unis
 - de l'autoroute 417
- Inscriptions 1999 = 23,843
2006 = 33,000
- Plus de 6,000 membres du personnel (professeurs et personnel de soutien)



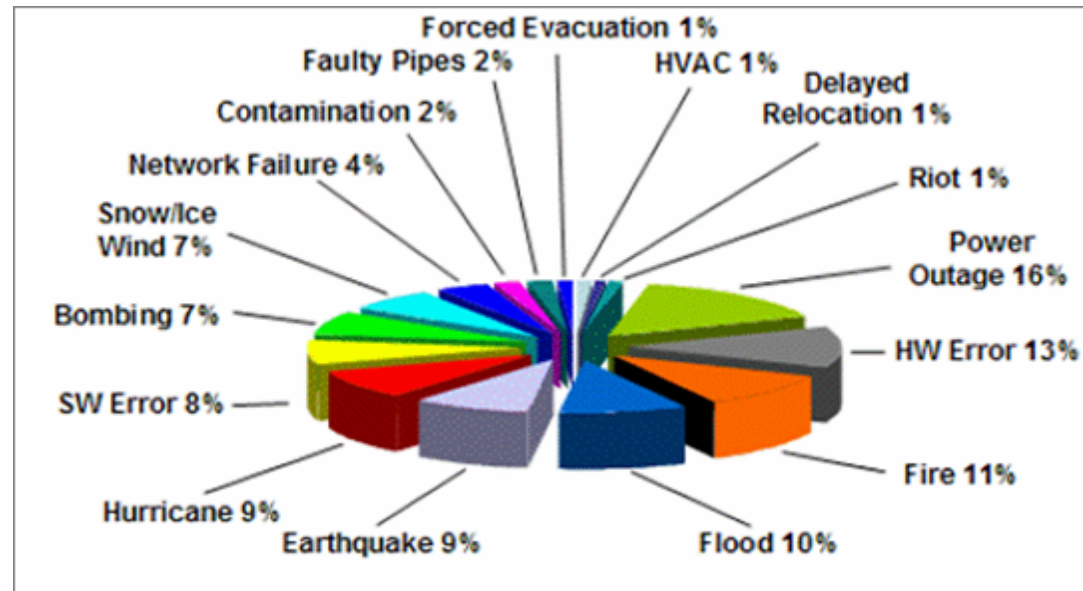
2. What is Business Continuity Planning? What is considered a threat?

- What is BCP?
 - **'Business Continuity Planning'**: A business process, which 'helps to ensure continuation of critical services regardless of any event that may occur.'⁽¹⁾
 - **The goal of BCP** is to not leave things to chance or improvisation, but to have as complete a recovery plan and advance tools available through this plan.
- What is considered a threat?
 - 'A threat event is any event whose occurrence would cause harm to the business functions in the form of disclosure, modification, destruction of data and/or denial of service. Threat events can occur naturally, accidentally or deliberately by either internal or external individuals. Considering these threat events will assist in identifying and evaluating vulnerabilities and risks.'⁽¹⁾

⁽¹⁾ Cinnabar Networks inc.



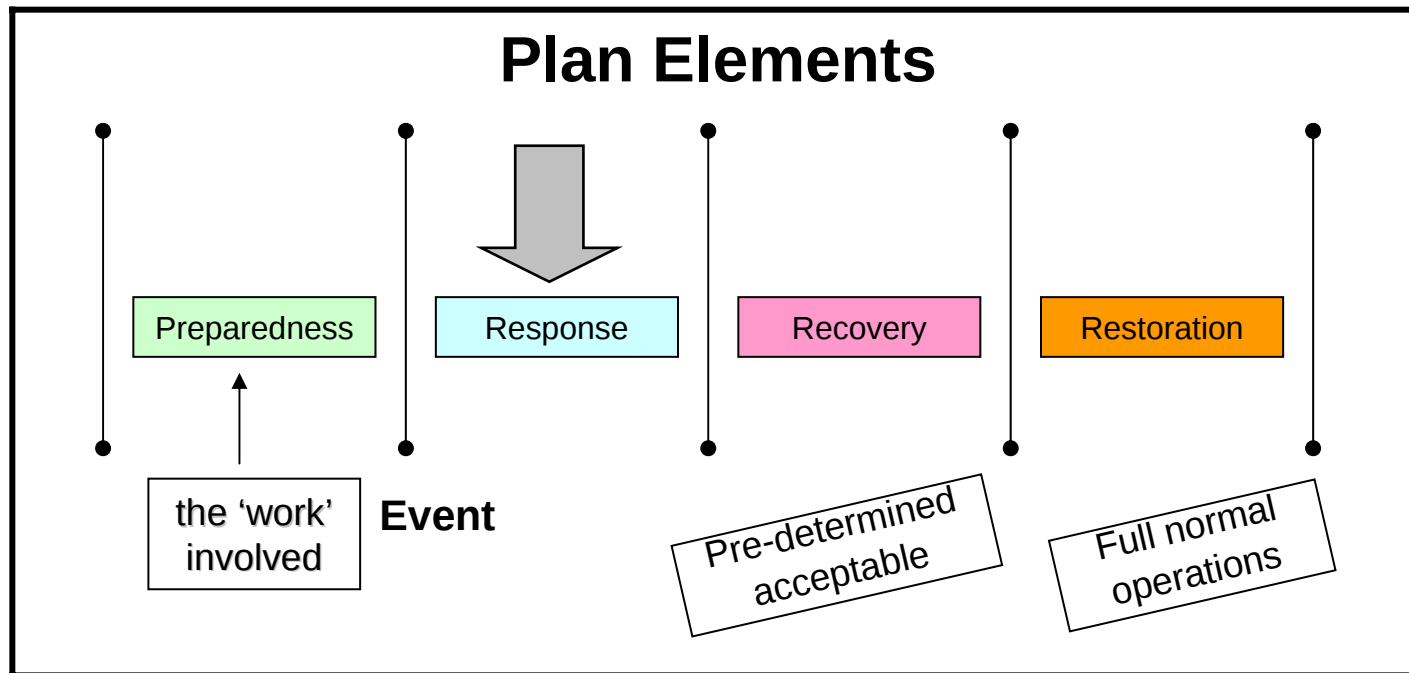
The following pie chart presents the percent probability of disruptions taken from documented incidents in North America. ⁽²⁾



(2) Disaster Recovery Journal reference, Spring 2001



3. Plan Elements



- **BCP Keys to Success**

- People
- Communication
- Access to information



- **What BCP does...**
 - Protects the employees
 - Protects the organization assets
 - Provides methods of communication
 - Identifies 'Predetermined Priorities'
 - Provides the tools for staff and services to continue their 'Critical Business' functions
 - Provides access to vital information
 - Provides options for access to dependent sources
 - Provides a clear definition of what to do, how to do it and who is to do it



- **Response (examples)**

- Initial shock, people issues, evacuation
- Damage assessment and security
- Notification and disaster declaration
- Accountability for staff
- Command and control
- Develop an incident management structure
- Determine authority levels

- **Recovery**

- Vital records/information acquisition
- Critical business services recovery
- Mobilization of essential personnel to alternate site, if required
- Recovery of critical business priorities
- Alternate site operating procedures
- Support/Administrative Plans
- Physical and Logical Security



- **Restoration**

- High level plan, no detail
- Develop detail during event
- Concurrent with recovery if resources allow
- Facilities restoration or reconstruction
- Restore and test infrastructure
- Resumption of normal functions
- Plan now to plan then
- Avoid a second disaster



4. PCA (BCP): Tout un projet pour le Service du registraire :

- Plan d'urgence versus un plan de continuité des affaires
- L'étendue du projet :
- Les intervenants indispensables:
 - La direction de l'institution
 - Des consultants comme « coach » pour:
 - Informations de base
 - Entrevues
 - Gabarits
 - Lignes directrices
 - Analyse d'impacts sur les opérations
 - Les gestionnaires du service
 - Les partenaires;
 - Facultés
 - Services: Informatique et communication, Marketing et communications
 - Un coordonnateur universitaire
- Les coûts: monétaires, les ressources humaines, le temps requis



PCA (BCP): Tout un projet (suite)

- Ce que nous n'avions pas prévu:
 - L'ampleur du projet:
 - Les divers scénarios
 - Les nombreuses opérations jugées critiques
 - Les outils/espaces/ressources requis
 - Le temps requis du personnel pour y travailler.
 - Les ressources requises:
 - Les responsables des opérations
 - La direction du service pour les décisions « de base »
 - Pour la mise à jour du 'PCA'
 - Pour les simulations
 - Pour les négociations et la coordination entre secteurs
 - La découverte de nos faiblesses:
 - Nous n'étions pas prêts en 2004
 - Nous n'avions pas de procédures « au cas où »
 - La communication
 - Nos systèmes et nos données.
 - L'évènement? Où les conséquences?



- **Le travail à faire avant de débiter**

- Trouver des consultants qui sont 'certifiés'. Vérifier leurs références:
 - Cinnabar et Paul Wright ⁽³⁾ dans le cas de l'Université d'Ottawa.
- Ne pas sous estimer ni le temps ni les ressources expertes requises.
- Travail préalable au projet :
 - l'inventaire de vos opérations et des informations nécessaires pour les faire (workflows et procédures)
 - l'identification des opérations critiques
- Qui pourra prendre des décisions?
- Établir les lignes de décisions et les lignes de communications. (Voir tableaux 1, 2, 3,)
- Définir les scénarios « potentiels » pour votre campus. Préparez-vous surtout pour les conséquences d'un problème et non selon le problème.
- Inclure, dans votre équipe de travail une personne IT.
- Déterminer la structure de votre plan.

⁽³⁾ MBP Masters in Business Continuity Planning



5. Business Impact Analysis (BIA):

- **Support from consultants**
- **Business Impact Analysis** - Identify the impacts resulting from disruptions and disaster scenarios that can affect the organization and techniques that can be used to 'quantify' and 'qualify' such impacts. Establish critical functions, their recovery priorities, and interdependencies so that Recovery Time Objectives (RTO) can be set; ⁽⁴⁾
- **Risk Evaluation and Control** - Determine the events and environmental surroundings that can adversely affect the organization and its facilities with disruption as well as disasters, the damage such events can cause, and the controls needed to prevent or mitigate the effects of potential loss; ⁽⁴⁾

⁽⁴⁾ Drawn from the Business Continuity Analysis document prepared for the U of O by Cinnabar



6. La Structure du Plan

- Par scénario?
 - **Scénario 1:** Le campus est fermé possiblement la ville au complet, pour plusieurs jours, le SIS et WEB ne sont pas fonctionnels, le SIS et WEB sont fonctionnels
 - **Scénario 2:** Le campus est fermé partiellement mais le pavillon Tabaret est ouvert, le SIS et WEB ne sont pas fonctionnels, le SIS et WEB sont fonctionnels
 - **Scénario 3:** Le campus est fermé partiellement et le Pavillon Tabaret est fermé, le SIS et WEB ne sont pas fonctionnels, le SIS et WEB sont fonctionnels
- **Par secteur!**
 - Une introduction
 - Par secteur
 - mois
 - scénario
 - opération critique (inscription, examen etc.)
- Ce qu'il doit contenir
 - **QUAND**
 - **POURQUOI**
 - **QUOI**
 - **QUI/AVEC QUI**
 - **COMMENT**
 - **AVEC QUOI**
 - **OÙ**



La Structure du Plan (suite)

- Les personnes et leur «back up» et leurs informations personnelles
(Appendices A et U et Tableau 2)
- Les liens de communication et qui en est responsable
(Tableaux 1, 2, 3)
- La documentation requise
- Règlements de l'Université
- La formation du personnel



7. Updated information and its conservation

- Living document
- Document control management is required
- Development of processes to maintain the currency of continuity capabilities and the BCP documentation
- Who has the responsibility?
- Frequency
- Confirmation, validation: direction
- Planning and coordination of simulated exercises
- Conservation where?



8. Lessons Learned

- Know your critical processes
- Up to date office and SIS procedures (electronically)
- Consultant
- Coordinator position from the start
- Don't underestimate the time it will take to put this plan in place
- Good communication plan
- Upper management decision making
- Off site storage of data
- Off site space to house staff
- Assign a position in charge of updating all contact information on a regularly scheduled basis. (Make it part of their 'job description')
- Keep your employees informed plus hold monthly meetings



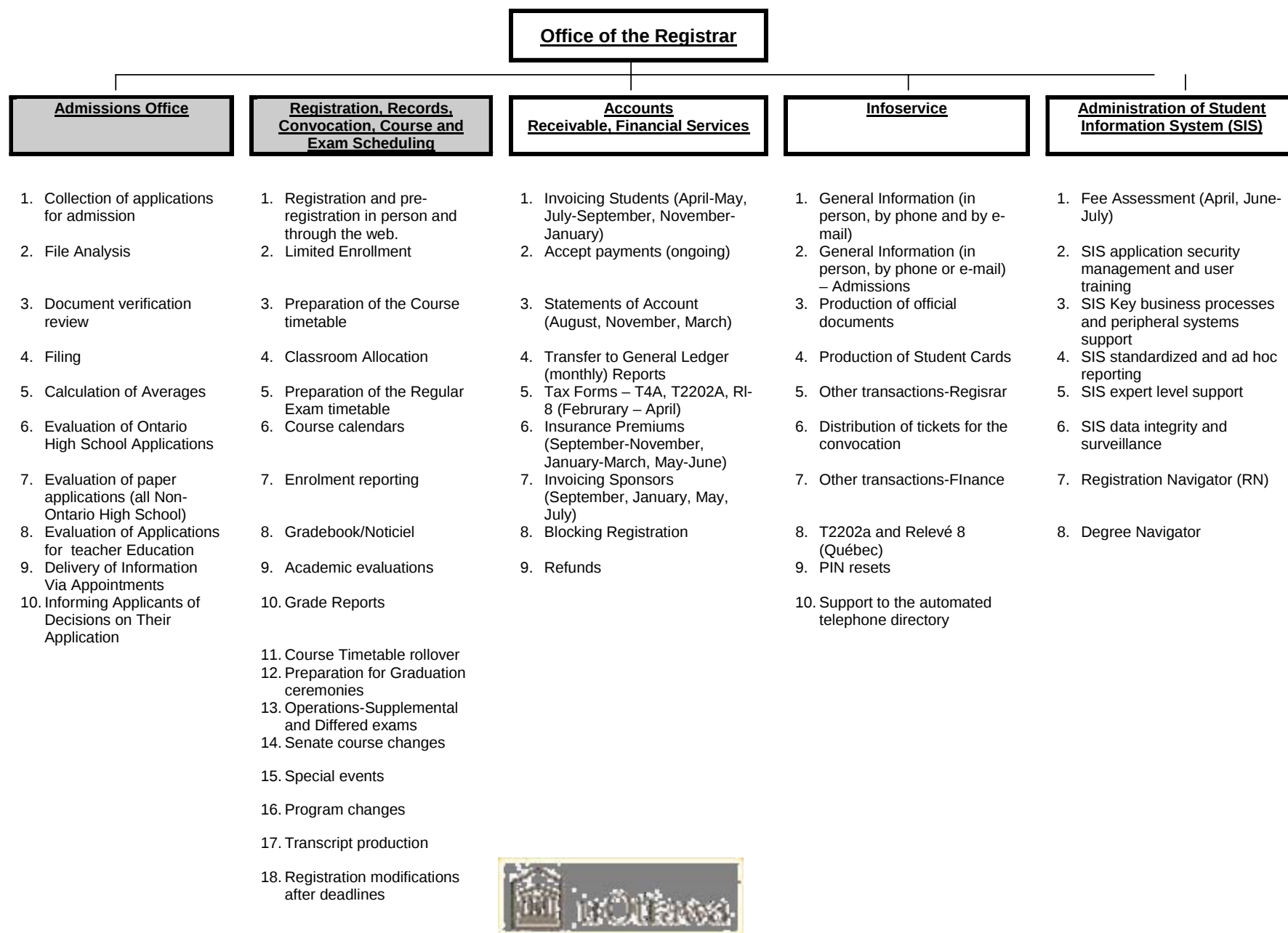
9. Concrete examples of parts of our BCP

- Admissions Office;
- Registration, Records, Convocation, Course and Exam Scheduling.



Our Critical Activities

Université d'Ottawa / University of Ottawa
Service du Registraire / Registrarial Services



Liste des appendices du plan du PCA / BCP Plan Appendices

Lettre de l'appendice / Appendix	Titre de l'appendice / Title of Appendix	À qui appartient l'appendice / Owner
Appendix A –	Registrarial Services Contact List	Service du registraire
Appendix B –	Recovery Facilities and Emergency Operation Center (EOC)	
Appendix C –	Things to consider Registrarial Services Recovery Steps	Each different section of the Registrar's office
Appendix D –	Admissions Office Workaround Procedures	Michèle Dextras
Appendix E –		
Appendix F –	Registration section Workaround Procedures	Pauline Bélanger
Appendix G –	April1 – April 30 Registration Workaround	Pauline Bélanger
Appendix H –	April15 – May 15 Accounts Receivable and Financial services	Vivianne Khayat
Appendix I –		
Appendix J –	April15 – May 15 Infoservice Workaround	Bruno Castilloux
Appendix K –	Administration of the SIS Workaround Procedures	
Appendix L –	Recovery Staff Management	
Appendix M –	Vital Records	
Appendix N –	Critical Assets and Resources to be Retrieved	
Appendix O –	Recovery Box (Crash cart)	
Appendix P –	Supplies and Equipment	
Appendix Q –	Vendors and Suppliers	
Appendix R –	Emergency Procedures During Exams	
Appendix S –	Plan Maintenance	
Appendix T –	Plan Exercice Log	
Appendix U –	Faculty Contact List	Pauline Bélanger
Appendix V –	Forms	
Appendix W –	Alternate Facility options	
Appendix X –	Employee Location assignment	



Appendix A - Registrarial Services Contact List

Registrarial Services Contact List				
Name, Role or Responsibility	Contact Numbers	Home Address	Emergency Contact	Status*
Registration, Records, Convocation, Course and Exam Scheduling				
Pauline Bélanger	Téléphone au travail / Work Téléphone cellulaire / Cell Téléphone à la maison / Home	Adresse à la maison Home address	Contact d'urgence / Emergency Contact Relation / Relation Nom de la personne ressource Téléphone maison, cell / Home, Cell	
Francine Bélisle	Téléphone au travail / Work Téléphone cellulaire / Cell Téléphone à la maison / Home	Adresse à la maison Home address	Contact d'urgence / Emergency Contact Relation / Relation Nom de la personne ressource Téléphone maison, cell / Home, Cell	
Côté, Érik	Téléphone au travail / Work Téléphone cellulaire / Cell Téléphone à la maison / Home	Adresse à la maison Home address	Contact d'urgence / Emergency Contact Relation / Relation Nom de la personne ressource Téléphone maison, cell / Home, Cell	
Dupuis, Marc- André	Téléphone au travail / Work Téléphone cellulaire / Cell Téléphone à la maison / Home	Adresse à la maison Home address	Contact d'urgence / Emergency Contact Relation / Relation Nom de la personne ressource Téléphone maison, cell / Home, Cell	
Gagnon, Lynda	Téléphone au travail / Work Téléphone cellulaire / Cell Téléphone à la maison / Home	Adresse à la maison Home address	Contact d'urgence / Emergency Contact Relation / Relation Nom de la personne ressource Téléphone maison, cell / Home, Cell	
Giroux, Marc	Téléphone au travail / Work Téléphone cellulaire / Cell Téléphone à la maison / Home	Adresse à la maison Home address	Contact d'urgence / Emergency Contact Relation / Relation Nicole Giroux (mère / Mother) Téléphone maison, cell / Home, Cell	



APPENDIX C: THINGS TO CONSIDER ADMISSIONS OFFICE

- The Admissions Office is responsible for all applications for admission to undergraduate programs and professional programs of the Faculty of Education and the Civil Law section of the Faculty of Law and for select mailings to applicants to relay specific information about programs, opportunities or promotional materials
- BCP Admissions team: key staff from logistics & evaluation sections
- **The Admissions Office involves ten processes:**
 - Collection of applications for admission;
 - File analysis;
 - Document verification review;
 - Filing;
 - Calculation of averages;
 - Evaluation of Ontario high school applications;
 - Evaluation of other applications (all non-Ontario high school);
 - Evaluation of applications for teacher education;
 - Delivery of information via appointments;
 - Delivery of information via mass mailings;
 - Informing applicants of decisions on their application.



APPENDIX D: ADMISSIONS OFFICE RECOVERY STRATEGY

(work-around)

SITUATION

- No access to the Student Information System or Automated correspondence system;
- Access to offices and physical files;
- Date is May 15th – we still have 3,000 applications to determine admissibility.



RECOVERY STRATEGY

▪ **Contact of Major Partners**

- Inform Admissions staff of recovery plan
- With help of the Communications team inform UO services of recovery plan
- Inform OUAC of the situation and proposed recovery strategy
- Post information to inform partners and clients of situation via UO website and OUAC website
- Retrieve back-up database of all students and applicants
- Retrieve off site documentation



RECOVERY STRATEGY (Cont'd)

- **Communicate with OUAC to initiate planned transmission of data;**
 - Transmission via e-mail of new applications data sheet;
 - Transmission via e-mail to OUAC of decisions.
- **Access Database created to record all transactions;**
 - New applications submitted;
 - Documents received;
 - Decisions recorded.
- **Train staff to use the Access Database;**
- **Review Word process documents that will replace automated correspondence;**



- **New applications submitted;**

- Add new applications to database and assign student numbers;
- Send e-mails to applicants to acknowledge receipt of applications and request documents;
- Open paper file;
- Add checklist for documents required and received.

- **Evaluation of applications;**

- Ensure sufficient copies of a paper form to record decisions and required messages; (VERY IMPORTANT)
- Ensure sufficient copies of codes and coded messages normally used for staff referral;
- Admissions officers enter their decision on pre-printed paper forms;
- A fully trained and dedicated person updates the database.



- **Communicating the decision.**

- Send e-mails to inform applicants of decisions;
- Prepare offers of admission with word processing using macros and merges to batch and include proper messages;
- Send via e-mail, a list of admitted applicants to OUAC on a regular basis to feed the Online Response System.



RESTORATION PHASE

- **Contact major partners**
 - Inform admissions staff of migration plans
 - Inform collaborating UO services (InfoService, faculties, Financial Aid, Financial Services, etc.)
 - Contact OUAC to prepare for transmission of electronic data missed during the recovery phase
 - Inform partners and clients of normalization of business
- **Data entry from Access database to the SIS; (temporary staff);**
- **Normal operations ongoing in parallel;**
- **Regular check of data in SIS to ensure integrity of inputted data from Access database;**
- **Post-mortem meeting.**



APPENDIX C: REGISTRATION: THINGS TO CONSIDER

- Two areas:
 - Registration and Records section;
 - Graduation and Scheduling section.
- There are eighteen processes involved in Registration:
 - Registration and pre-registration in person and through the web;
 - Limited enrolment;
 - Course timetable rollover;
 - Preparation of the course timetable;
 - Classroom allocation;
 - Preparation of the regular exam timetable;
 - Course calendars;
 - Enrolment reporting;
 - Gradebook;
 - Academic evaluations;
 - Grade reports;
 - Preparation for graduation ceremonies;
 - Operations - supplemental and deferred exams;
 - Senate course changes;
 - Special events;
 - Program changes;
 - Registration modifications after deadlines;
 - Transcript production.



Registration: Things to consider (Cont'd)

Registration	
BCP Team Members	
Business Unit BCP Coordinator	Arlette Henry (Associate Registrar)
BCP Team Lead	Pauline Bélanger (Manager, Registration, Records and Scheduling)
BCP Team Member	Francine Belisle (Assistant to the Manager of Registration, Records, Scheduling, Examinations and responsible for Graduation)
BCP Team Member	Lynda Gagnon (Registration and Records Co-ordinator)
BCP Team Member	Mélanie Marcil (Administrative Secretary)

▪ **Options/ Strategies to consider:**

- **Option 1: Utilize offsite Web Server fail over.**
- **Option 2: Postpone/delay certain activities.**
- **Option 3: Postpone/cancel convocation ceremonies.**

Refer to Appendix C: Registrarial Services Recovery Steps

Refer to Appendix F: Registration Workaround Procedures.



Scenario # 2: The campus is partially closed but Tabaret Hall is open and Student Information System (SIS) (CICS) is not available for an undetermined period of time.

Step 1:

- The Assistant Vice-President of Strategic Enrollment Management (S.E.M.) & Registrar and/or the Associate Registrar obtain (from the Emergency Response Team) information regarding the anticipated length of time (part of) the campus will not be accessible;

Step 2:

- The Assistant Vice-President of S.E.M. & Registrar and/or the Associate Registrar enquire about SIS functionality and the anticipated duration of the SIS failure;
- **Urgent site meeting is necessary.**



Step 3:

- The Assistant Vice-President of S.E.M. & Registrar and/or the Associate Registrar will communicate with the S.E.M Coordination Team either by telephone or by cell phone and will inform them of a meeting place, in one of two rooms either TBT110 or TBT 104;

See Appendix A: Registrar Services Contact Lists

- The meeting is to define the strategy, which must be put in place to continue the registration process;
- Members of the S.E.M Coordination Team are:
 - Assistant Vice-President and Registrar;
 - Associate Registrar;
 - Manager of Registration;
 - Manager of Infoservice;
 - Manager of Admissions;
 - Manager of Finance;
 - Executive assistant (SEM);
 - SIS Administrator;
 - Etc.



Step 4:

- The S.E.M. Coordination Team, along with its business partners, will make business decisions based on the aforementioned items;
- The following questions (non exhaustive list) will be addressed:
 - Identify the critical functions that need to be maintained and/or suspended; See processes for month in question;
 - Determine if it is necessary to share available space (rooms in Tabaret Hall) with other business units;

If so see appendix V – Equipment Resources

- Communication with S.E.M. employees; and
- Communication with faculties, staff, services, students, general public, other universities/colleges in Ottawa etc.

See Appendix U – Faculty Contact List



Step 5:

- Communication - Other Universities in Ontario (done by the Associate Vice-President):
 - Depending on the situation we may have to contact the other universities in Ontario to advise them of the situation and what operations could be affected;
 - Note: If needed, an up-to-date list of Ontario Colleges and Universities (addresses) could be retrieved from the InfoService recovery box (crash cart). The Manager-InfoService has also secured an electronic version of the list on his personal computer at home. If e-mail is functional we could send a message via listserv. The managers of Registration and Admissions are linked to the listserv.



Step 6:

Work around procedures (See documentation provided for details)

- Registration:
 - If students can and do submit paper forms, these forms are verified by faculty and/or approved and are then accumulated for data entry into the SIS at a later date.
- Backup Tools – Inventory of forms
- Backup Tools – Delivery of forms
- Required Registration forms:
 - Declaration of Registration to an honours program (web only)
 - Exchange program - University of Ottawa/Carleton University*
 - Letter of Permission*
 - Modification/Cancellation of Registration
 - Professional Development Programs
 - Registration for degree and request for diploma
 - Registration form (co-op students)
 - Registration form (regular students)
 - Registration form (special students)
 - Request for Prior-Learning Recognition
 - Registration for examinations - Undergraduate (supplemental, deferred)

See Appendix V – Equipment Resources and Forms
See Appendix K - Administration of the SIS Workaround Procedures
- Retrieval of critical assets and records information from secure area.
- Data Backup
 - Smyth Campus



Recovery Period

- SIS returns and a procedure is in place to enter data depending on period of time SIS was not available;
- Resumption of normal functions;
- Review meeting with team members.



Appendix G: Monthly BCP Organization Registration, Records and Scheduling

Specific Example

Procedures for the Manager

- **April:**
- **Scenario #2:** The campus is partially closed but Tabaret Hall is open and the SIS is not fonctionnal:
 - **Registration:** The official pre-registration period starts in early April. Students are invited to make their course selection for the following year. Without the web and SIS this process is not possible.
 - A **decision** needs to be made concerning the **pre-registration process** and whether it is **postponed and if so until when**.
 - **Copies of Registration forms** as well as a plan prepared for the availability of these forms will be used to continue the **operations manually** in the Registrar's Office, InfoService and in the faculties.
 - We would need to make **arrangements for more** equipment, PC connections, tables and chairs to be installed in Tabaret.
 - There may still be **questions** concerning T2202 Income Tax receipts. Although we are not responsible to produce the receipts, we are responsible for part of the information which appears on the receipts. Questions cannot be answered without access to the SIS. Submission of these receipts is not obligatory for Income Tax purposes, therefore students could do without, if necessary.



BCP organization (cont'd)

See Appendix V – Equipment resources for the list of forms and resources necessary.

See office procedures on USB key and in Appendix M – Vital Records

See SIS procedures

- **Exams:** By April, the exam schedule is completed and students are aware of their exam dates. Physical Resources Services and other partners must have access to do the exam set up in the gyms and arena.
- **Courses:** Winter session courses end in early April. Should a crisis arise before these courses end, they would need to be re-located off campus or cancelled.
- **Convocation:** Registration forms are flowing in and information needs to be entered into the SIS as quickly as possible.

Note: If SIS and Web are not available, information of a general nature remains inaccessible to the users. It may be possible for users to call or come in person to Tabaret Hall for certain enquiries.



Appendix U - Faculty Contact List

Faculté	Responsables	Téléphone	Courriel
École de gestion	John (Udvarhelyi)	Work phone # Personal phone #	Email address
	Peter (Koppel)	Work phone # Personal phone #	Email address
Arts	Gissane (Frigon)	Work phone # Personal phone #	Email address
	Nicole (Ouimette)	Work phone # Personal phone #	Email address

Appendix Q - Vendors and Suppliers

Registrarial Services Vendors and Suppliers Contact List			
Name of Vendor	Contact Numbers & Names	Address	Item
Identicam		Address / Work Phone # / Fax # / Email Address	Machine pour cartes étudiantes + matériel
DataCarte		Address / Work Phone # / Fax # / Email Address	Cartes étudiantes (vierges)
DKC ASSOCIATES		Address / Work Phone # / Fax # / Email Address	Machines pour cartes étudiantes + materiel + cartes vierges
Q-Matic		Address / Work Phone # / Fax # / Email Address	Système pour gestion de la file d'attente
Global Payments via MainTech		To be provided next iteration	Machines Interact + rouleaux
Comtext Services (IntelliResponse)		To be provided next iteration	IntelliRéponse



Appendix L - Recovery Staff Management

- Once the Plan has been activated, the staffing situation is not “business as normal” and will likely require increased demands on employees. The shift calendar is a tool to manage staff during the recovery periods.

Shift Calendar							
	Sun.	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.
Date ?							
<Name>	07:30 16:00	07:30 16:00	07:30 16:00	07:30 16:00	07:30 16:00	07:30 16:00	07:30 16:00
<Name>	15:30 24:00	15:30 24:00	15:30 24:00	15:30 24:00	15:30 24:00	15:30 24:00	15:30 24:00
<Name>	23:30 08:00	23:30 08:00	23:30 08:00	23:30 08:00	23:30 08:00	23:30 08:00	23:30 08:00

Appendix M - Vital Records

What vital record/information is required for each critical business function to meet its objective?

Registrarial Services Vital Records List			
Vital Record Description	Quantity	Location	Contact
Registration, Records, Convocation, Course and Exam Scheduling			
Classroom schedule	One paper list	TBT114	Pauline Bélanger
Back up of convocation data	To be provided next iteration	To be provided next iteration	SIS Admin/Coord Graduation
Back up of Registration data			SIS Admin/Coord Graduation
Back up of calendar data			SIS Admin/Coord Graduation
Back up of timetable data			To be provided next iteration



Appendix O - Recovery Box (Crash Cart)

Storage Location of Recovery Box:

Recommendation: Consider maintaining two Recovery Boxes: one could be kept off-site at the uOttawa General Hospital campus; and one at the home of a designated BCP team member.

Recovery Box Inventory	
Contents	Comments
Registration, Records, Convocation, Course and Exam	
Hard copy registration forms	One copy of each form
Official embossed seal	Purchased + Stored off campus
Transcript paper	
Diploma paper	
Signatures of Deans and President etc	
Diploma templates and dyes	
SIS and standing operational procedures for the section	
Office supplies, pencils, pens, erasers, scratch paper, envelopes large and small	Enough for 6 people
Paper for fax machine	
Letter Head Paper	
Calculator	
Copy of emergency guide, BCP,	
Dictionary	
Phone book, Contact lists, personnel home phone numbers and personnel family notification contact list	
List of Faculty phone and e-mail addresses	
Form to manage overtime and hours worked	
Masks and plastic gloves	



Appendix P - Supplies and Equipment

- The following table provides a list of minimum office supplies and equipment required to conduct business in an alternate site.

Equipment	Quantity
Computer / Lap tops	5
Desks	Min, de 5
Chairs	Min, de 5
Telephones / Cell	Min, de 3
Photocopy machine	1
Fax machine	1
Large printer for Docunet info sheets	1
Transcript printer	1
Internet and Telephone connections	1
Megaphone	1
Paper for fax and photocopier	1 case
Ink for printers	1

Appendix V - Forms

Forms	Quantity
Audio-Visual Requirements for possible room allocation INS002	15
Change of Address REGI-3067	15
Declaration of Registration to an Honours program (use copy on web)	15
Registration – Undergraduate REGI-3054 + Web	15
Registration for Degree and Request for Diploma REGI-3057 + Web	15
Registration for Examinations – Undergraduate (supplemental, deferred) REGI-3062 + Web	15



Appendix W - Alternate Facility Options

Registrarial Services Contact List			
Alternate Location Possibilities	Cost	Conditional Considerations	Administrative Considerations
Other Campus Buildings	Low		
General Hospital	Low		
Other University or college			
Hotel Conference rooms. (see example*)			
Convention Centers			
Sports Arenas			
Commercial Emergency Sites			



Appendix X - Employee Location Assignment

Primary Alternate Location	Secondary Alternate Location	Work From Home	Stay at Home Await Instructions	Miscellaneous Information
Name	Name	Name	Name	

a. Location directions, addresses and access information/requirements.

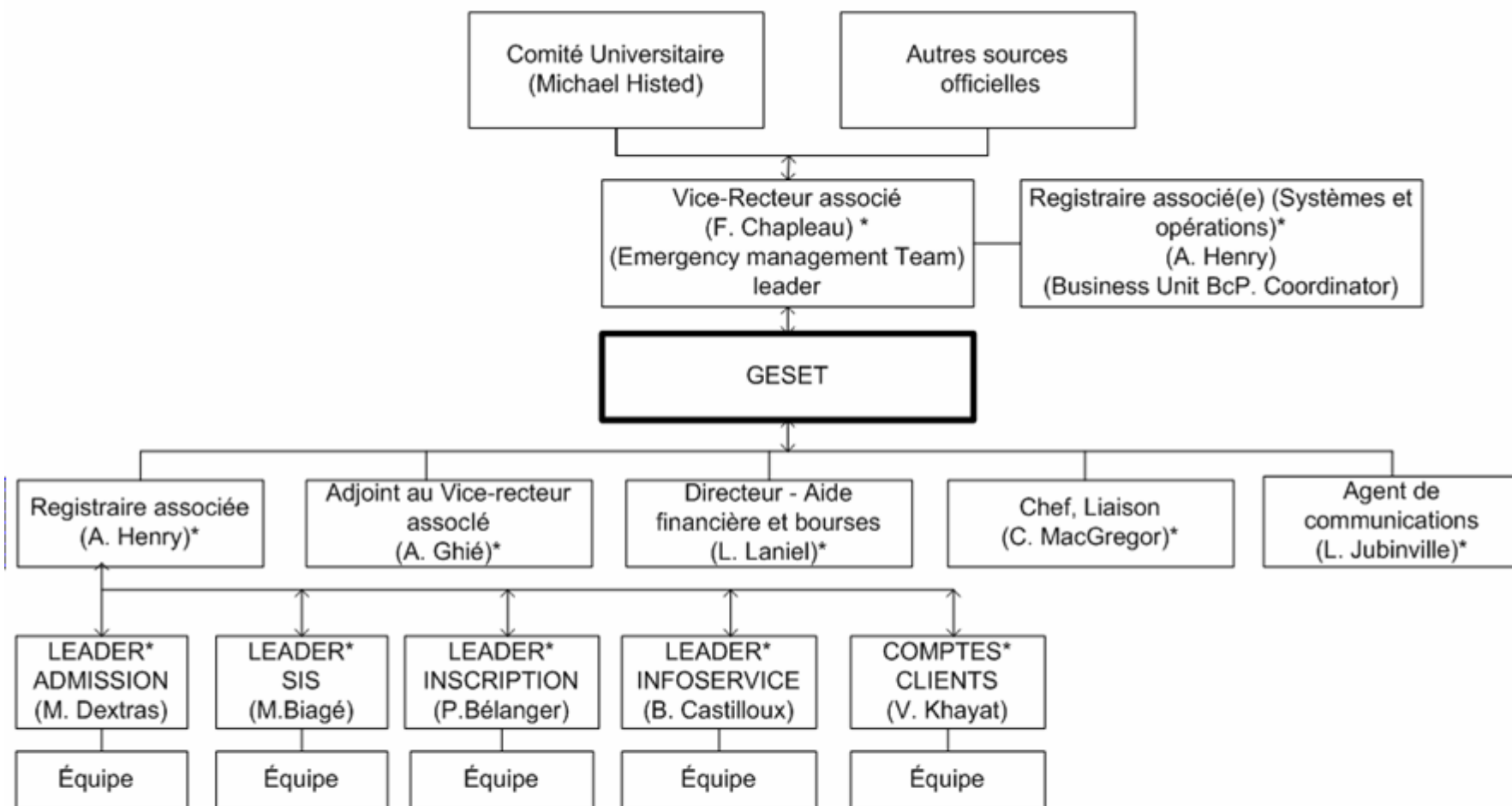
(Include such things as road maps, door codes, passwords, building names, expected security situations, access contact personnel, etc.)

b. Unavailability of assigned location instructions.

(Have a default set of instructions that may include a message to all employees stating “Stay at home and await further instructions”. Access a secure web address for instructions, Call a voice message recording. Also see: “Communicating during a Disruption”).



I. URGENCE UNIVERSITAIRE University emergency



BACKUP Voir II

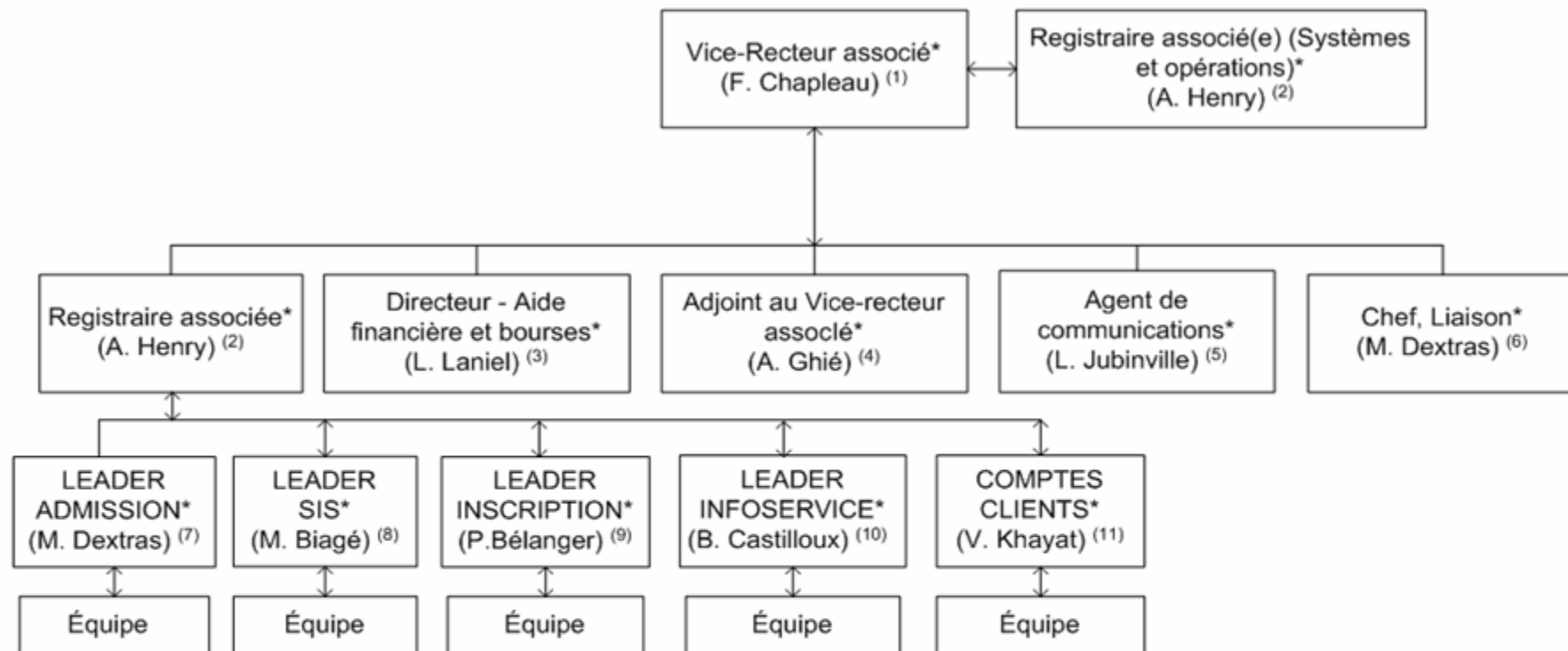
GES Emergency Team members (GESET)

Coordonnateur
BCP ?? *
?

AH
24/04/06



II. URGENCE GES SEM emergencies



Back up :

(1) Arlette Henry / Abdo Ghié

(2) Abdo Ghié / Pauline Bélanger

(3) ? / ?

(4) Madeleine Boisvert / Yolande Lebeuf

(5) Abdo Ghié / ?

(6) ? / ?

(7) Caroline Pharand / Claudette Vachon

(8) Claire Legault Duguay / Sylvain Lénard / Mohamed Gouiaa

(9) Francine Bélisle / Lynda Gagnon

(10) Jacinthe Pouliot /

(11) Alcide Gauvreau / Francine Charbonneau

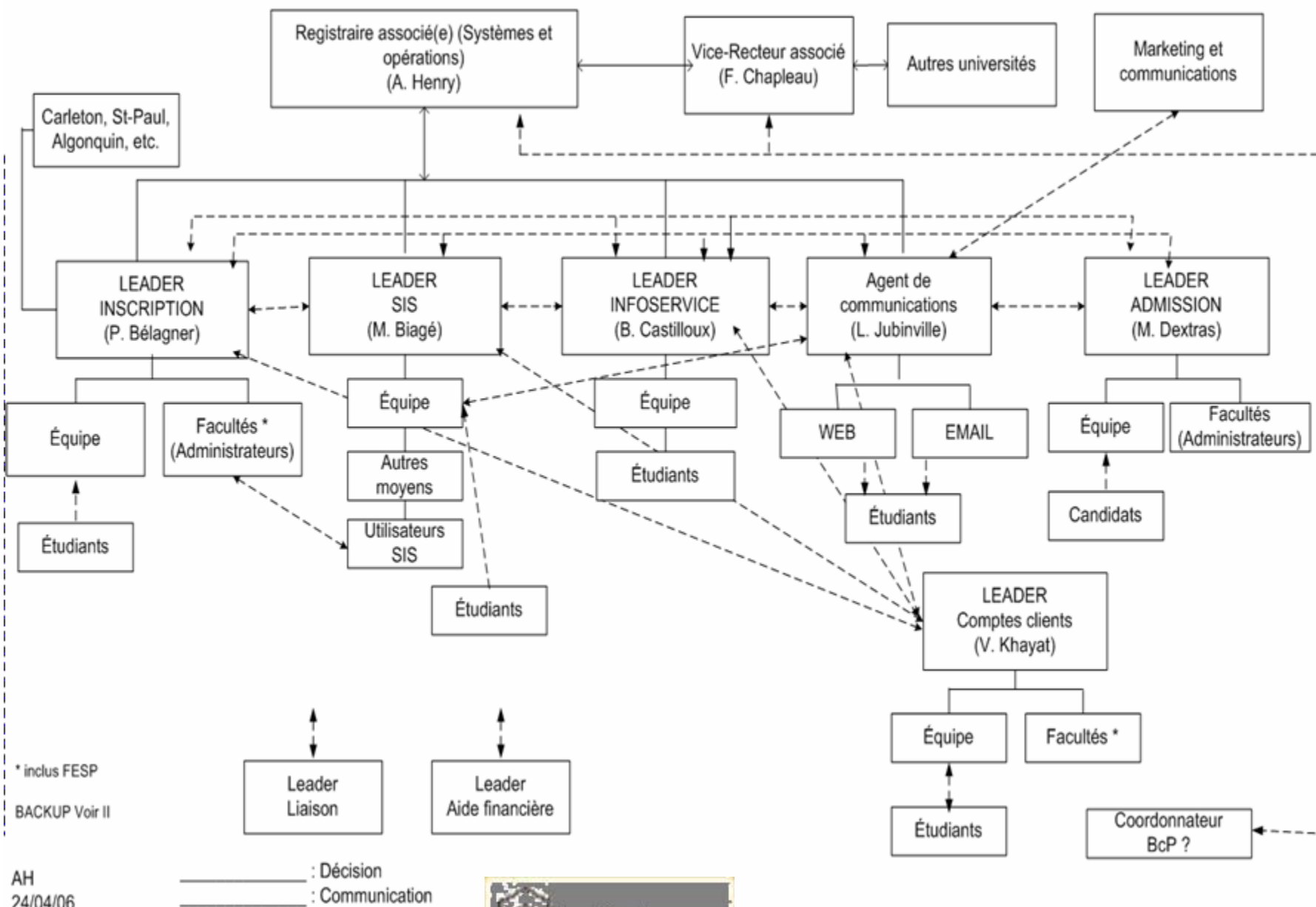
* BCP Team members (GESET)

Coordonnateur
BcP?

AH
24/04/06



III. URGENCE REGISTRAIRE (Problèmes) (Ex. Navigateur Avril) Liens de communication et de décision Emergencies at the Registrar's Office





Q & A

Merci!
Thank you!

