Southside Virginia Community College

2014

Continuity Plan

Dr. John Cavan, President, Southside Virginia Community College

March 2014 – Version 4.0

This document contains sensitive and confidential information that is not subject to FOIA under Virginia Code §2.2-3705.2.

SECURITY AND PRIVACY STATEMENT

Public disclosure of this document would have a reasonable likelihood of threatening public safety by exposing vulnerabilities. It contains sensitive and confidential information that is not subject to FOIA under Virginia Code §2.2-3705.2. Accordingly, the Southside Virginia Community College is withholding this plan from full public disclosure. Refer any request for a copy of this document to Virginia Community College System legal counsel or the Virginia Attorney General's office.

Southside Virginia Community College
2014 Continuity Plan

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PROMULGATION STATEMENT

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The Southside VA Community College's mission is dedicated to the belief that all citizens should be given an opportunity to acquire an educational foundation that develops and extends their skills and knowledge. The college's goal is to provide diverse instructional programs ranging from developmental studies to associate degree curricula in academic, technical / vocational, lifelong education, and workforce development. Through various activities, to include distance learning, students will also have the opportunity to develop their roles and responsibilities as participants in a changing society.

To accomplish this mission, SVCC must ensure its operations are performed with minimal disruption during all-hazards emergencies or other situations that disrupt normal operations. This document provides planning and program guidance for implementing the SVCC Continuity Plan and Continuity Program to ensure the agency is capable of conducting its mission essential functions (MEFs) under all threats and conditions. The agency is committed to the safety and protection of its personnel, contractors, operations, and facilities. This Continuity Plan is a recovery plan that works as a companion plan with the SVCC Information Technology Disaster Recovery Plan (ITDRP), the Emergency Operations Plan (EOP) and Safety Plan and provides a framework to minimize potential impact and allow for rapid recovery from an incident that disrupts operations. This plan encompasses the magnitude of operations and a service performed by the agency, and is tailored to the agency's unique operations and MEFs.

This plan identifies key personnel that perform or manage the performance of MEFs. Upon plan activation, key personnel will be notified and assume responsibility for implementing the plan in accordance with the guidance provided by the Vice President of Finance & Administration or his/her designee. Key personnel should be prepared to implement the Continuity Plan, and perform MEFs within the established recovery time objectives for a period of up to 30 days or until normal operations can be resumed.

This Continuity Plan was prepared by Southside Virginia Community College to develop, implement and maintain a viable continuity capability. This plan complies with applicable internal agency policy, state regulations and supports recommendations provided in FEMA's Continuity Guidance Circular 1 (CGC 1) and Continuity Guidance Circular 2 (CGC 2). This Continuity Plan has been distributed internally to appropriate personnel within the Southside Virginia Community College and with external organizations that might be affected by its implementation.

I hereby appoint Vice President of Finance & Administration to serve as the Continuity Coordinator for the agency. This position shall assume the identified responsibilities outlined in the Continuity Plan and possess the authority necessary to carry out the duties delineated in this plan. When this plan is activated, a Reconstitution Manager will be appointed who shall have all of the authorities and responsibilities described herein. This promulgation shall also serve as official approval of the Orders of Succession and Delegations of Authority outlined herein.

John Cavan

President

Southside Virginia Community College

March 26, 2014

(Date)

RECORD OF CHANGES

Submit recommended changes to this document to Southside VA Community College, Peter Hunt, V.P. of Finance & Administration, peter.hunt@southside.edu

Table 1
Record of Changes

Change Number	Section and/or Page Number	Description of Change	Date of Change	Posted By
1	4-7	Update position titles	3-14-2013	ALJ
2	61	Added emergency Workforce numbers	6-19-2013	ALJ
3	8-10	Role change (Director of Counseling)	6-19-2013	ALJ
4	6-124	Plan Update	3-26-2014	ALJ

PUBLICATION AND DISSEMINATION

The agency Continuity Plan will be distributed to executive leadership and key personnel within the agency and to others as deemed appropriate. Requests for additional copies of this plan or notification of updates should be directed to the Continuity Coordinator.

Table 2

Continuity Plan Distribution List

Name	Title	Agency or Organization	Date Issued	Date Returned	Number of Copies
Gary Cifers	Coordinator of Off-Campus Instruction	SVCC	4-1-14	N/A	1
Natalie Coronas	Coordinator of Off-Campus Instruction	SVCC	4-1-14	N/A	1
Bonnie Gilliam	Director of Estes Community Center	SVCC	4-1-14	N/A	1
Rosa Hawkins	Coordinator of Off Campus Instruction – Christanna	SVCC	4-1-14	N/A	1
Freddie Reekes	Recruiter/Apprenticeship	SVCC	4-1-14	N/A	1
Bernadette Battle	Director of Counseling – Christanna Campus	SVCC	4-1-14	N/A	1
Debra Smiley	Director of Workforce Development – Christanna Campus	SVCC	4-1-14	N/A	1
Al Roberts	Provost – Christanna Campus	SVCC	4-1-14	N/A	1
Chad Patton	Dean of Instruction –	SVCC	4-1-14	N/A	1

	Christanna Campus				
Debra Andrews	Recruiter, Apprenticeship Coordinator	SVCC	4-1-14	N/A	1
Laurie Michaelson	Coordinator of Off-Campus Instruction – John H. Daniel Campus	SVCC	4-1-14	N/A	1
Elizabeth Elam	Dean of Instruction – John H. Daniel Campus	SVCC	4-1-14	N/A	1
Earl McDaniel	Director of Community College Programs	SVCC	4-1-14	N/A	1
Paula Gastenveld	Provost – John H. Daniel Campus	SVCC	4-1-14	N/A	1
Dorothea Sizemore	Director of Counseling, John H. Daniel Campus	SVCC	4-1-14	N/A	1
Dennis Smith	Director of Workforce Development – John H. Daniel campus	SVCC	4-1-14	N/A	1
Pam Taylor	Coordinator of Business & Industry Services	SVCC	4-1-14	N/A	1
Jack Ancell	Dean of IT and Learning Resources/Network Services & Library	SVCC	4-1-14	N/A	1
John Cavan	President	SVCC	4-1-14	N/A	1
Michelle Edmonds	Dean of Nursing	SVCC	4-1-14	N/A	1

Mary Jane Elkins	Dean of Institutional Advancement	SVCC	4-1-14	N/A	1
Shannon Feinman	Dean of Enrollment Management/Admissions	SVCC	4-1-14	N/A	1
Christie Hales	Director of Marketing & Public Relation	SVCC	4-1-14	N/A	1
Peter Hunt	Vice President of Finance and Administration	SVCC	4-1-14	N/A	1
Anne Hayes	Dean of Institutional Effectiveness & Assistant to the President	SVCC	4-1-14	N/A	1
Linda Sheffield	Vice President for Grants & Adult Education	SVCC	4-1-14	N/A	1
Sally Tharrington	Director of Financial Aid	SVCC	4-1-14	N/A	1
Gloria Westerman	Director, Middle College & Adult Education	SVCC	4-1-14	N/A	1
Eunice Wine	ODU Site Director	SVCC	4-1-14	N/A	1
Eddie Bennett	Buildings & Grounds Superintendent, John H. Daniel Campus	SVCC	4-1-14	N/A	1
Steve Capon	Buildings and Grounds, John H. Daniel	SVCC	4-1-14	N/A	1
Rhina Jones	Education Support Specialist II, Admissions, Christanna	SVCC	4-1-14	N/A	1

Juanita Grizzard	Business Manager	SVCC	4-1-14	N/A	1
Robin Daniel	Information Technology Specialist II, Network Services, both campuses	SVCC	4-1-14	N/A	1
Marysue Lewis	Information Technology Specialist I, Network Services, Christanna	SVCC	4-1-14	N/A	1
Wayne Talbert	Bookstore Manager, Christanna	SVCC	4-1-14	N/A	1
Rosa Towsend	College Librarian, John H. Daniel	SVCC	4-1-14	N/A	1
Wendy Ezell	Computer Operations Technician, Financial Aid, John H. Daniel	SVCC	4-1-14	N/A	1
Tim Jenkins	Buildings & Grounds, Christanna	SVCC	4-1-14	N/A	1
Roger Wray	Buildings & Grounds Superintendent - Christanna	SVCC	4-1-14	N/A	1
Buddy Hyde	Program Advisor/Assistant Professor, FST & EMS	SVCC	4-1-14	N/A	1
James Taylor	Administration of Justice-Faculty	SVCC	4-1-14	N/A	1
Ricky Lyles	Instructor/EMS & FST	SVCC	4-1-14	N/A	1

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Southside VA Community College has grown increasingly aware of how all types of events can disrupt operations and jeopardize the ability to perform agency mission essential functions (MEFs), the limited set of department and agency level government functions that must be continued throughout or resumed rapidly after a disruption of normal activities. As such, the agency has adopted an all-hazards approach to continuity planning to ensure that regardless of the event, MEFs will continue to operate and/or be provided in some capacity. This approach includes preparing for natural, man-made, or technological hazards.

PURPOSE

The purpose of this Continuity Plan is to provide the framework for SVCC to continue or rapidly restore MEFs in the event of an emergency that affects operations. This document establishes the SVCC's Continuity Program procedures for addressing three types of extended disruptions that could occur individually or in any combination:

- Loss of access to a facility or portion of a facility (as in a building fire);

- Loss of services due to equipment or systems failure (as in telephone, electrical power, or information technology system failures); and

- Loss of services due to a reduced workforce (as in pandemic influenza, incidents in which employees are victims or incidents that prohibit employees from reporting to the workplace).

This plan details procedures for implementing actions to continue the following MEFs:

Southside Virginia Community College MEF #_1__ Data Sheet **March 14, 2014**
Agency Name: Southside Virginia Community College
Agency Mission Essential Function (MEF) #1: Safety and security of students, staff, and visitors on campus.
Descriptive Narrative: Safety and security of students, staff, and visitors on campus is a basic responsibility. This includes safe facilities and grounds. In addition, it could relate to an environmentally safe workplace with reasonable protections from pandemics, exposure to hazardous materials or weather. Additional safety and security expectations include reasonable protection from crime and civil unrest. **Requisite Primary Business Function**

10. Deploy trained first responders
11. Maintain entrances, road, parking, and sidewalks
12. Maintain safe and functioning learning/work environment
13. First aid and shelters
14. Maintain communications technology
15. Violence Prevention Committee and Threat Assessment Team activated if needed
16. Emergency Operations Plan activated if needed
17. Procurement and vendor payment functions
18. Payroll backup plan
19. Case management backups activated
20. Contact vendors and contractors as needed

Implications If Not Conducted:
If this MEF were not conducted, a student, employee or visitor to campus could suffer injury, sickness, or death. All other MEFs cannot be conducted on a campus if safety and security were not sustainable. Thus, students could forfeit or delay some educational credit or certification with untold negative consequences for them. The college could be required to refund tuition to the point it could not fund continued operations. The college could suffer a loss of goodwill that would inhibit the accomplishment of its mission.

Associated Commonwealth Essential Function (CEF):
There is no required contribution to a Commonwealth Essential Function.

Recovery Time:
24 hours

Partners:
- Brunswick County Fire & Rescue, Emergency Manager
- Charlotte County Fire a& Rescue, Emergency Manager
- Alberta Town Police
- Charlotte County Sheriff
- Virginia State Police
- Virginia Department of Emergency Management Regional Coordinator
- Virginia Community College System
- Dominion Power
- Town of Alberta – Utilities
- Town of Keysville - Utilities
- Virginia Department of Health
. Verizon
. VDot

Point of Contact: Peter Hunt, VP of Finance & Administration, peter.hunt@southside.edu
434-949-1005

MEF Data Sheet Source: Adapted from FEMA's Continuity Guidance Circular 2, July 22, 2010

Southside Virginia Community College MEF #_2__ Data Sheet
March 14, 2014

Agency Name:
Southside Virginia Community College

Agency Mission Essential Function (MEF) #2:
Delivery of academic instruction for credit.

Descriptive Narrative:
Delivery of academic instruction could be provided face-to-face (F2F) instructor-to-student format, interactive video (IV), or in varies on-line formats. F2F delivery could be on campus or off-campus at the five (5) centers, partner high schools, and other sites. IV instruction would require working capability of IT equipment at two sites and could originate at either site or another site with capability. Online delivery could originate from a campus of other institution or site. Instruction includes clinical experiences for nursing and EMS students at partner hospitals and medical facilities. This would include tutoring and testing functions.

Requisite Primary Business Function

1. IT Infrastructure maintained (phones, email, intranet, internet, SIS)
2. Tutoring/Teaching
3. Textbook and resource materials thru bookstore
4. Internal communication with Faculty and staff to support instruction and related discipline, unit, and college functions.
5. Class Scheduling
6. Maintaining Delivery Modes of Instruction
7. Grades and Grade Rosters
8, Establish Virtual Library – Partnered other VCCS schools or colleges or public libraries.
9. Testing

Implications If Not Conducted:
If this MEF were not conducted, students could forfeit or delay some educational credit with many negative consequences for them. The college could be required to refund tuition to the point it could not fund continued operations. The college could suffer a loss of good will that would inhibit the accomplishment of its mission.

Associated Commonwealth Essential Function (CEF):
There is no required contribution to a Commonwealth Essential Function.

Recovery Time:
96 hours

Partners:
• 	Virginia Community College System
• 	All county high school dual enrollment programs
• 	Off –Campus Centers
• 	Online four year college partners
• 	Correctional Centers
• 	Governor's Schools (Christanna & John H. Daniel campuses)

- Old Dominion University (Christanna & John H. Daniel campuses)
- Local Hospitals & clinical sites
- Partner healthcare facilities

Point of Contact: Dr. Paula Gastenveld, Provost paula.gastenveld@southside.edu 434-736-2005; Dr. Al Roberts, Provost, Al.Roberts@southside.edul 434-949-1019

Southside Virginia Community College MEF #_3__ Data Sheet
March 14, 2014

Agency Name:
Southside Virginia Community College
Agency Mission Essential Function (MEF) #3:
Delivery of non-credit instruction and workforce training
Descriptive Narrative:
Delivery of instruction in a face-to-face (F2F) instructor-to-student format or in an online format. F2F delivery could be on campus or off campus at the Lake County Advanced Knowledge or Southern VA Higher Education Centers or within local public school classrooms or any other partner sites. Training and instruction could be at contracted client's site. Online delivery could originate from a campus or other institution or site. Additional instruction is included in the Middle College and Adult Basic Education programs. F2F instruction in these programs would occur at partnering local school division locations throughout the region. All essential WF personnel are cross-trained to process essential WF functions including enrollment, recruitment, registration, payroll functions, etc. **Requisite Primary Business Function** 1. **IT Infrastructure maintained (phones, email, intranet, internet, SIS)** 2. **Class scheduling** 3. **Maintaining delivery modes of instruction/training** 4. **Testing** 5. **Providing textbooks materials through bookstore** 6. **Managing authorized non-credit programs** 7. **Managing, supporting, and ensuring the safety of assigned faculty**
Implications If Not Conducted:
If this MEF were not conducted, students could forfeit or delay certifications. Workforce trainees may fall short of required training to continue work. Workforce populations may not attain important skills necessary to employee and economic well-being of the SVCC service region and the Commonwealth of Virginia.
Associated Commonwealth Essential Function (CEF):
There is no required contribution to a Commonwealth Essential Function.
Recovery Time:
96 hours
Partners:
•   LCAKC , Estes, SVHED offsite training locations—F2F instruction to occur offsite in close Proximity to employer. •   Summer Youth Program – Summer program would be postponed

This Continuity Plan is **not** an emergency response plan. It is a recovery plan that works as a companion plan with the SVCC's IT Disaster Recovery Plan and the Emergency Action Plan The Continuity Plan provides a framework designed to minimize potential impact to operations and allow for rapid recovery from an event which may or may not cause the activation of emergency response or incident action plans.

SCOPE AND APPLICABILITY

This plan applies to the operations, and resources necessary to ensure the continuation of the SVCC's MEFs. This plan applies to agency personnel (including faculty) in all departments and all locations where MEFs and their supporting functions are conducted.

This Continuity Plan supports the performance of MEFs from alternate locations, with a reduction in workforce, or during a loss of services resulting from equipment or systems failure. The Continuity Plan does not apply to temporary disruptions of service, including minor IT system or power outages or any other scenarios where MEFs can be readily restored in the primary facility. This plan provides for the resumption of MEFs, continuity of management, and decision-making authority if senior leadership is unavailable. This Continuity Plan can be activated during duty and non-duty hours, both with and without warning.

SITUATION OVERVIEW

The following situations impact SVCC's continuity planning efforts:

- SVCC has two campuses one located in Brunswick County and the other is located in Charlotte County Virginia, both are located in rural Southside Virginia.

- The college's primary facility houses multiple departments including classrooms, administration, human resources, operations, etc. There are approximately two-hundred (200) personnel, in addition to twenty (20) adjunct faculty, and typically four-hundred (400) students in the primary facility on a daily basis.

- The number of students and visitors on-site is reduced each Friday due to fewer classes that day.

- The college's two campuses are located adjacent to major highways that carry hazardous materials.

- The MEFs are also performed at off-site locations. Those locations are Lake Country Advance Knowledge Center (LAKC), South Hill; Estes Center, Chase City; Southside Education Center, Emporia; Southern VA Higher Education Center (SVHEC), South Boston and the Occupational Tech Center, Blackstone.

PLANNING ASSUMPTIONS

This plan has been developed based on the following assumptions:

- The SVCC has considered its mission, statutory requirements, and emergency support function roles outlined in the Commonwealth of Virginia Emergency Operations Plan (COVEOP), and has identified MEFs and appropriate recovery time objectives (RTOs) to support these functions.

- Agency MEFs are susceptible to a full range of hazards (man-made, natural and technological).

- The SVCC acknowledges that its MEFs may be disrupted by: the loss of access to a facility (or portion of a facility), the loss of services due to equipment or system failure, the loss of services due to a reduction in the workforce, or any combination thereof.

- A disruption of MEFs may occur during or after normal operating hours.

- The agency has identified key personnel and alternates required for the implementation of this plan.

- Agency leadership will exercise their authority to implement the Continuity Plan in a timely manner when confronted with events that disrupt the agency's MEFs.

- Executive leadership and key personnel may be required to relocate to an alternate facility during a continuity event.

- Equipment and software systems may become unavailable. Key personnel and alternates responsible for performing MEFs have been trained on manual workaround procedures.

- Leadership has been cross trained so that more than one executive or manager can perform their continuity responsibilities if called upon to do so;

- The agency will implement teleworking as an alternate work arrangement, if appropriate.

- In the event of an emergency, the agency may need to rely on services of other agencies and/or organizations for recovery.

- When properly implemented, this Continuity Plan will reduce or prevent disaster-related losses and allow for timely recovery operations.

OBJECTIVES

The objectives of the SVCC Continuity Plan are outlined below.

- Ensure that SVCC can perform its MEFs under all conditions.

- Ensure that SVCC can perform its MEFs within established recovery time objectives for a period of up to 30 days or until normal operations can be resumed.

- Provide for the safety and well-being of SVCC's personnel, contractors, and visitors while enabling the agency has continued operations during any event or disruption to operations.

- Reduce or mitigate disruptions to operations.

- Minimize damage and loss to property, records, systems, and equipment.

- Achieve SVCC's timely and orderly recovery and reconstitution from an emergency.

- Ensure and validate continuity readiness through a dynamic and integrated continuity test, training, and exercise program.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Table 3
Continuity Implementation Responsibilities

Position	Responsibility
Agency Director VP of Finance & Administration	• Provide strategic leadership and overarching policy direction for the Continuity Program. • Implement the Continuity Plan when necessary, or when directed to by a higher authority. • Consult with and advise appropriate officials during implementation of the Continuity Plan. • Oversee and coordinate activities between the Continuity Coordinator and Reconstitution Manager.
Continuity Coordinator B & G Superintendent - CHR	• Coordinate the implementation of the Continuity Plan and initiate appropriate notifications to internal and external contacts. • Work closely with the Reconstitution Manager to ensure a smooth transition from continuity operations to reconstitution operations.
Key Personnel Administrative Counsel, Continuity Team Members	• Be prepared to deploy and support the performance of agency MEFs in the event of a Continuity Plan implementation. • Ensure that family members are prepared for and taken care of in an emergency.
Reconstitution Manager B & G Superintendent – JHD	• Coordinate and oversee the reconstitution process. • Ensure that the primary facility can support the performance of MEFs • Develop a time-phased plan to ensure that functions are restored in a manner, which minimizes downtime. • Work closely with the Continuity Coordinator to ensure a smooth transition from continuity operations to reconstitution operations.
Agency Employees and Faculty	• Monitor agency communications for guidance or instructions during the event. • Know and understand their roles in a continuity environment.

Position	Responsibility
	• Ensure that family members are prepared for and taken care of in an emergency.

Table 3-A
Crisis Management Team

Position	Notification Method
President	John.cavan@southside.edu 434-949-1003 Email / Work Phone
CHR Provost	Al.Roberts@southside.edu 434-949-1019 Email / Work Phone
JHD Provost	Paula.Gastenveld@southside.edu 434-736-2085 Email / Work Phone
Vice President of Finance & Administration	Peter.Hunt@southside.edu 434-949-1005 Email / Work Phone
Dean of Enrollment Management	Shannon.Feinman@southside.edu 434-949-1012 Email / Work Phone
Superintendent, Buildings & Grounds-JHD	Eddie.Bennett@southside.edu 434-736-2055 Email / Work Phone

Position	Notification Method
Superintendent, Buildings & Grounds - CHR	Roger.Wray@southside.edu 434-949-1040 Email / Work Phone
Director of Marketing & Public Relations	Christie.Hales@southside.edu 434-949-1068 Email/Work Phone
Marketing & Public Relations Specialist II	Jamie.Jones@southside.edu 434-949-1068 Email/Work Phone
Dean of Informational Technology & Learning Resource	Jack.Ancell@southside.edu 434-949-1066 Email/Work Phone

(See Appendix E for CMT duties)

ORDERS OF SUCCESSION

Pre-identifying orders of succession is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill his/her essential duties, successors have been identified to ensure there is no lapse in executive leadership. Authority shall return to the agency leader when the agency leader is capable of resuming essential duties or a permanent replacement has been chosen in accordance with agency policy. SVCC's orders of succession and method of notification to personnel are:

Table 4
Orders of Succession

Position	Notification Method	Successor #1	Successor #2	Successor #3
President	Email / Cell Phone	CHR Provost	JHD Provost	Vice President Finance & Administration

Position	Notification Method	Successor #1	Successor #2	Successor #3
CHR Provost	Email / Cell Phone	CHR Dean of Instruction	Director for Workforce Development & Continuing Education	CHR Director of Counseling
JHD Provost	Email / Cell Phone	JHD Dean of Instruction	Director of Workforce Development & Continuing Education	JHD Director of Counseling
Vice President of Finance & Administration	Email / Cell Phone	Financial Services Manager, II	JHD Cashier	CHR Cashier
Dean of Enrollment Management	Email / Cell Phone	CHR Director of Counseling	Director of Financial Aid	JHD Director of Counseling
Director of Workforce Development & Continuing Education	Email / Cell Phone	Coordinator of Off-Campus LCAKC-South Hill	CHR Coordinator of Off Campus Instruction	CHR Workforce Education Support Specialist II
Dean of Institutional Effectiveness & Assistant to the President	Email / Cell Phone	Dean of Enrollment Management	JHD Information Technology Specialist II	CHR Information Technology Specialist II
JHD Director of Financial Aid	Email / Cell Phone	CHR Financial Aid Coordinator	Computer Operations/PeopleSoft	CHR Education Support Specialist II
CHR Dean of Instruction	Email / Cell Phone	CHR Provost	JHD Dean of Instruction	Director of Workforce Development & Continuing Education

Position	Notification Method	Successor #1	Successor #2	Successor #3
CHR Dean of Instruction	Email / Cell Phone	CHR Provost	JHD Dean of Instruction	Director of Workforce Development & Continuing Education
JHD Dean of Instruction, JHD	Email / Cell Phone	JHD Provost	CHR Dean of Instruction	Director of Workforce Development & Continuing Education
CHR Buildings and Grounds Superintendent	Email / Cell Phone	CHR Trades Technician III,	CHR Trades Technician III	Vice President of Finance & Administration
JHD Building and Grounds Superintendent	Email / Cell Phone	JHD Trades Technician III	JHD Housekeeping Worker I,	Vice President of Finance & Administration

DELEGATIONS OF AUTHORITY

Generally, pre-determined delegations of authority will take effect when normal operations are disrupted and terminate when these have resumed. SVCC has identified the following delegations of authority:

Table 5
Delegations of Authority

Authority (Function)	Type of Authority	Position Holding Authority	Delegation to Position	Triggering Conditions	Limitations
Financial Documents	Signature Authority	President	Vice President of Finance and	Any	No limitations with the

Authority (Function)	Type of Authority	Position Holding Authority	Delegation to Position	Triggering Conditions	Limitations
			Administration and/or Financial Services Manager II		exception of grants that require the President's signature.
Checking Accounts	Signature Authority	Vice President of Finance & Administration	Financial Services Manager II, Financial Services Specialist I, Provost JHD	Any	No limitations.

CONCEPT OF OPERATIONS

A continuity plan must be maintained at a high level of preparedness and be ready to be implemented without prior warning. As such, the SVCC has developed a concept of operations, which describes the implementation of the Continuity Plan.

This plan can be fully implemented within established recovery time objectives and capable of sustaining operations for up to 30 days or until normal operations can be resumed.

Phase 1- Preparedness

- The agency has identified events or potential events that can adversely impact the agency's ability to continue to perform MEFs.

- Many of the agency's staff (including faculty) have been properly cross-trained.

- Some of the agency's personnel have received proper training regarding their role in plan implementation.

- The agency has established orders of succession at least three people deep.

- The agency has adopted teleworking or other alternate work arrangements at different sites.

- Steps have been taken to make essential records, databases and systems safeguarded and accessible to staff in a teleworking scenario.

- The agency has identified if interim processes (i.e. manual workaround procedures)exist and can be utilized if equipment or systems are unavailable

- Some Memoranda of Understanding (MOUs) or Mutual Aid Agreements have been developed for utilization of alternate systems, equipment, or facilities.

SVCC participates in the full spectrum of readiness and preparedness activities to ensure the agency can continue to perform MEFs in an all-hazard risk environment. This is accomplished through various means, including the use of professional go-kits by key personnel, regular training and exercises of the Continuity Plan (outlined in the Training and Exercise Section of this document), the development of human capital management policies that support agency staff, and monitoring of government intelligence reports or notices by executive leadership.

Professional Go-kits

SVCC's key personnel and executive leadership are provided Go-kits. These Go-kits should include standard operating procedures, emergency plans, operating orders or regulations, and

other relevant guidance. Other documents and materials that might be included in a go-kit include:

- Continuity Plan
- Current contact list of key personnel, external partners and vendors, human resource
- General office supplies
- Personal cell phones as back-up
- Manual work-around procedures for performing MEFs
- Compact discs or thumb drives
- Critical equipment inventory (to be determined)
- Directions to the alternate facility and current floor plans
- Alternate facility contact information and/or keys or access cards

Human Capital Management

SVCC's key personnel should cross-train back-up personnel capable of performing MEFs. Frequency of cross training shall be at the discretion of the Division or Section Manager, but should occur as often as necessary to ensure proficiency of MEF performance. All cross training should be documented.

Teleworking is recognized as an alternative method to perform some agency MEFs during a continuity event. Therefore, key personnel may be authorized to telework during activation of the Continuity Plan at the discretion of the department or division manager. Regulations outlined in the agency telework policy shall be adhered to at all times.

During activation of the Continuity Plan, the SVCC will attempt to contact and account for all agency staff. Additionally, the agency will provide human capital management guidance to employees (pay, leave, staffing, work expectations and other human resources policies) and assist the Continuity Coordinator with other staffing related matters.

Agency personnel should develop a family support plan to increase personal and family preparedness. To develop a family support plan, use the templates available at http://www.vaemergency.com/ReadyVirginia.

Phase 2- Activation and Notification

- President, Provosts and V. P. of Finance are responsible for assessing the situation.

- The V P of Finance & Administration is responsible for activating the plan.

- The VP of Finance & Administration is responsible for notifying key personnel.

- A telephone tree and pre-designated meeting places for key administrators are methods in place to contact key personnel. Refer to appendix A Table A-1.

- The college uses Southside Alert to notify staff and students of any emergency.

- This system has been evaluated for sustainability and interdependencies.

- Texted acknowledgments will be used to verity that executive leadership and key personnel have received the notification of Continuity Plan activation.

- The VP of Finance & Administration and Buildings & Grounds Superintendents are responsible for notifying and providing guidance to contractors, vendors, or interdependent agencies of the Continuity Plan activation.

The following matrices are intended to serve as an implementation guide.   It is important to note that while an effort has been made to outline implementation levels and notification guidelines in these matrices, they are a guide only and do not limit the ability of executive leadership to make decisions and take necessary actions in the event of an emergency.

Executive leadership will stay informed of the threat environment using all available means, including government intelligence reports or notices, national/local reporting channels, and media outlets. Activation decisions by executive leadership will be made after evaluating all available information relating to:

- Direction and guidance from higher authorities

- National Terrorism Advisory System (NTAS 202-282-8000) alerts, instructions, and guidance or similar communication from state or local authorities, including local emergency management agencies.

- National Weather Service Alerts

- The health and safety of personnel

- The ability to execute MEFs

- Intelligence reports

- The potential or actual effects on communication systems, information systems, office facilities, and other essential equipment

- The expected duration of the emergency situation

Table 6
Activation Decision Matrix

Level of Emergency	Category	Potential Event	Impact on the Ability to Perform MEFs	Decisions
I	Alert	An event with notice, such as a severe weather forecast to impact area; scheduled software upgrades to essential systems or essential equipment maintenance/upgrades.	An actual or anticipated event that might have an adverse impact on any portion of the agency, staff, or equipment/systems for a period of time that exceeds recovery time objectives, but does not require any specific response beyond what is normally available.	No Continuity Plan implementation required.
II	Stand-by	Coastal storm approaching the coastline where agency facilities are located; system or equipment failure expected to last less than 24 hours; possible public health emergency reported with minimal impact to staff.	An actual or anticipated event estimated to have minimal impact on operations that might require minimal assistance beyond what is normally available.	Limited Continuity Plan implementation depending on individual department requirements.
III	Partial Implementation	Small fire localized to one wing or floor of the building; system or equipment failure expected to last more	An actual event estimated to disrupt the operations of MEFs for more	Partial Implementation of the Continuity Plan.

Level of Emergency	Category	Potential Event	Impact on the Ability to Perform MEFs	Decisions
		than one day; public health emergency declared with moderate impact to staff.	than the established recovery time objectives or 24 hours.	
IV	Full Implementation	Tornado has caused extensive structural damage to the facility; system or equipment failure expected to last for an extended period of time; public health emergency declared with significant staff impact.	An actual event that significantly disrupts the operations of multiple MEFs for a period of time exceeding the MEF recovery time objectives.	Full implementation of the Continuity Plan approved by the executive leadership.

Table 7
Activation Notification Matrix

Level of Emergency	Category	Executive Leadership Notifications	Continuity Coordinator Notifications
I	Alert	Impacted department alerts executive leadership of situation and requests assistance as applicable. Executive leadership notifies: – Agency headquarters of the alert, if a subordinate agency, and – Continuity Coordinator	The Continuity Coordinator notifies: – Key personnel of the alert and that they are to ensure go-kits, emergency contact information, and manual workaround procedures are up to date, and/or ensure the availability and functionality of telework resources.

Level of Emergency	Category	Executive Leadership Notifications	Continuity Coordinator Notifications
II	Stand-by	Impacted department alerts executive leadership of situation and requests assistance as applicable. Executive leadership notifies: – Agency headquarters of the status, if a subordinate agency, and – Continuity Coordinator	The Continuity Coordinator notifies: – Key personnel that they are being placed on stand-by and that they are to ensure go-kits, emergency contact information, and manual workaround procedures are up to date, and/or ensure the availability and functionality of telework resources.
III	Partial Implementation	Impacted department alerts executive leadership of situation and requests assistance as applicable. Executive leadership notifies: – Agency headquarters of the partial implementation, if a subordinate agency, and – Continuity Coordinator	The Continuity Coordinator notifies: – Key personnel and provides partial implementation instructions.
IV	Full Implementation	• Impacted department alerts executive leadership. • Executive leadership notifies: – Agency headquarters of the full implementation, if a subordinate agency, and	• The Continuity Coordinator notifies: – Key personnel and provides instructions. – Human Resources (to provide guidance to agency personnel) – Public Affairs – Facility Management

Level of Emergency	Category	Executive Leadership Notifications	Continuity Coordinator Notifications
		– Continuity Coordinator – Subordinate or interdependent agencies.	– Security Manager – Others as appropriate

In addition to the notifications outlined in the matrices, the following notifications may need to be made by the Continuity Coordinator or designee(s) within 24 hours of activation:

- Notifying all current active vendors, contractors, and suppliers of the plan activation and providing direction on activities that will need to be initiated, altered, or suspended as a result.

- As appropriate and necessary, notifying the primary point of contact for surrounding organizations, jurisdictions, and interdependent agencies of the plan activation and any potential consequences or planned alternate actions that might be required until normal operations can be restored.

- Once the situation has been fully assessed, notifying agency personnel, contractors, suppliers, vendors, and interdependent agencies of the expected duration of the event.

Phase 3- Continuity Operations

- Email or telephone verification is in place to account for executive leadership and key personnel authorized to continue MEFs under the teleworking arrangement.

- There is no method currently in place to account for and track contractors who support the performance of MEFs. A template will be developed.

- Limited security protocols are already in place at the alternate facility.

- The agency can adjust or reduce operating hours, locations, or services if the event results in a workforce reduction.

- Interim processes or manual workarounds have been developed for MEFs or Primary Business Functions (PBFs). PBFs are the specific supporting activities that an organization must conduct in order to perform its MEFs.

Upon activation of the Continuity Plan during regular duty hours, key personnel will continue to perform MEFs if possible until ordered to cease operations by Continuity Coordinator. At that time, MEFs will transfer to the alternate facility(ies) and/or be performed in the manner prescribed by the Continuity Coordinator.

If, during non-duty hours, the decision to transfer MEFs to the alternate facility(ies) is made, previously designated key personnel may be required to arrive at the alternate facility(ies) first to prepare the site. Upon arrival at the alternate facility(ies), these key personnel will:

- Ensure infrastructure systems, such as power and HVAC are functional

- Implement pre-designated security protocols if required

- Prepare check-in duty stations for key personnel and executive leadership arrival

- Field telephone inquiries from agency staff

- Assess the number of classes to be covered

- Reschedule classes both online using Blackboard and at alternate sites

If the decision to perform MEFs via telework or using a reduced workforce scenario is made, key personnel will:

- Heed all applicable instructions

- Retrieve pre-positioned information and activate applicable systems or equipment

- Begin performing agency MEFs

- Keep the Continuity Coordinator or designee informed of MEF capability.

- Perform critical functions such as payroll, accounts payable/receivable, and class instruction.

During continuity operations, SVCC may need to acquire additional personnel, equipment, and supplies on an emergency basis to sustain operations for up to 30 days or until normal operations can be resumed. SVCC maintains the authority for emergency acquisition. Instructions for these actions are found in Annex 9-A.

Emergency Procurement Process (Code of VA 2.2-4303F)

Annex 9-A

EMERGENCY PROCUREMENT PROCESS (CODE OF VA 2.2-4303F)
For Goods and Services

START

Assess Nature Of Emergency

Step 2

a. **PERSONAL SAFETY/PROPERTY IN DANGER**
Locate a source, obtaining as much competition as is practicable and direct vendor to proceed. Agency may exceed delegated authority without DGS/DPS approval. Agency head, or designee, must document and approve basis for actions taken and rationale for vendor selection. Issue award document. If over $50,000 publicly post award notice on eVA web site (see Step 7)

b. **OTHER EMERGENCIES** - Proceed to Steps 2-8

Contact Vendors

Step 3

Competition should be sought to the maximum extent practicable. Call, fax, or electronically solicit. Fax back form may be used (Annex 5-I). If phone quote, keep record of item/service description, quote price, delivery terms & times, F.O.B. point, contact name, and quote date. Insure freight and delivery costs are included in determining total cost.

EVALUATE QUOTES

Step 4

Evaluate quotes. If only one price is received, price reasonableness should be determined (see 4.10)

IF PURCHASING SERVICE- OBTAIN INFO

Step 5

If a service purchase, then consider following:
a.) If unsure, verify vendor's liability insurance if work is to be performed on state owned/leased property
b.) Verify applicable contractor's license and note the license number on telephone quote sheet
c.) Conduct reference checks

AWARD

Step 6

Select contractor. Urgency may necessitate a verbal order followed by issuing an award document. Obtain all agreements in writing

DOCUMENT THE SELECTION

Step 7

Agency must document basis for emergency actions taken, and rationale for vendor selection. Document must be signed by Agency head, or designee. *(9.3a)*

POSTING REQUIREMENT

Step 8

Publicly post on eVA web site for 10 days stating that contract is being awarded on an emergency basis, identify what is being purchased, the contractor selected, and the date the contract was, or will be awarded *(9.3b)*

INVOICE APPROVAL

Research and challenge all charges appearing unreasonable. Hold challenged invoice in abeyance pending final settlement. When invoice is received without complete price agreement, inform vendor that final payment is contingent on determination of price reasonableness of all invoiced charges. If settlement is not reached, advise vendor to process claim in accordance with Vendors Manual procedures

END

Phase 4- Reconstitution

- It will take about one (1) workweek to transition essential records, systems, or equipment from the alternate facility to the primary or new facility.

- Employees, external partners, vendors, and students are notified by mass email of the action plan for reconstitution.

The Buildings and Grounds Superintendent on each campus is responsible for initiating and coordinating operations to salvage, restore, and recover the SVCC's primary operating facility, overseeing the repair or restoration of systems or equipment, and/or supervising the return to work of personnel. It should be noted that in certain circumstances, reconstitution to the primary operating facility may require approval from local, State, or Federal law enforcement or emergency service agencies.

During continuity operations, the Buildings and Grounds Superintendent or designee must obtain the status of the facilities, systems, and/or workforce affected by the event. Upon obtaining the status of the facility, systems, or workforce, the Reconstitution Manager will determine how much time is needed to repair the affected facility or systems, acquire a new facility or systems, or achieve workforce recovery. These determinations may be made in conjunction with the Virginia Community College System Office and the Department of General Services, SVCC Human Resource department, business office, financial aid and admissions office.

Reconstitution procedures will commence when the President or VP of Finance & Administration ascertains that the emergency or disruption has ended and is unlikely to reoCHRur. Once the appropriate authority has made this determination, in coordination with other applicable authorities, one or more of the following options may be implemented, depending on the situation:

- If the disruption was caused by a facility related event, the Reconstitution Manager may conduct security and safety assessments to determine building suitability.

- Executive leadership notifies agency personnel that the threat of, or actual emergency, no longer exists and provides instructions for resumption of normal operations. Announcement is disseminated via established notification procedures.

- Each business unit or subcomponent will designate a reconstitution point-of-contact to work with the Reconstitution Manager and to update personnel on developments regarding reconstitution.

- Key personnel continue to perform MEFs until notification of reconstitution implementation.

- The Building and Grounds Superintendent/Reconstitution Manager and/or the Continuity Coordinator communicates the reconstitution schedule to personnel, contractors, agency partners and other key contacts (local jurisdictions, vendors, etc.), as applicable.

- The Building and Grounds Superintendent/Reconstitution Manager coordinates with the Information Technology Manager, or other appropriate staff and/or contractors to verify that systems, communication, and other required capabilities are available and operational; and that the agency is fully capable of accomplishing all MEFs and operations at the new or restored facility, with the new or restored systems, or with a new or restored workforce.

- The action plan for reconstitution is implemented. The Building and Grounds Superintendent/Reconstitution Manager or designee will supervise the return of personnel, equipment, and documents to normal operations whether at the primary or a permanent alternate facility location. The phase-down and return of personnel, functions, and equipment will follow the priority-based plan and schedule outlined by the Reconstitution Manager. Transition and/or recovery of essential records, databases, or equipment, as well as other records not designated as essential will occur in a manner consistent with agency disaster recovery plans (including the Information Technology Disaster Recovery Plan).

- The Continuity Coordinator conducts a "hot wash" or review of its continuity operations and the effectiveness of its plans and procedures with executive leadership and key personnel. This information is used to complete an After Action Report (AAR) within three (3) months of the event as required by Executive Order #41 (2011). Information gathered during the AAR process should be used to develop an Improvement Plan (IP) to correct identified deficiencies.

MISSION ESSENTIAL FUNCTIONS (MEFs)

SVCC has identified mission essential functions (MEFs) and the Recovery Time Objective (RTO) required for each function.

The MEFs listed in the table below are prioritized by RTO to assist the agency and staff in knowing which functions must be recovered first. More information on the business processes identified for each MEF can be found in Appendix D – Business Process Analysis.

Table 8
Mission Essential Functions (MEFs)

Mission Essential Function	Description	RTO
Safety and security of students, staff, and visitors on campus	Safety and security of students, staff, and visitors on campus is a basic responsibility. This includes safe facilities and grounds. Also, it could relate to an environmentally safe workplace with reasonable protections from pandemics, exposure to hazardous materials or weather. Additional safety and security expectations include reasonable protection from crime and civil unrest.	12 to 72 hrs
Delivery of academic instruction for credit	Delivery of academic instruction could be provided face-to-face (F2F) instructor-to-student format, interactive video (IV), or in varies on-line formats. F2F delivery could be on campus or off-campus at the five (5) centers, partner high schools, and other sites. IV instruction would require working capability of IT equipment at two sites and could originate at either site or another site with capability. Online delivery could originate from a campus of other institution or site. Instruction includes clinical experiences for nursing and EMS students at partner hospitals and medical facilities. This would include tutoring and testing functions.	2 to 24 hrs

Delivery of non-credit instruction and workforce training	Delivery of instruction in a face-to-face (F2F) instructor-to-student format or in an online format. F2F delivery could be on campus or off campus at the Lake County Advanced Knowledge or Southern VA Higher Education Centers or within local public school classrooms or any other partner sites. Training and instruction could be at contracted client's site. Online delivery could originate from a campus or other institution or site. Additional instruction is included in the Middle College and Adult Basic Education programs. F2F instruction in these programs would occur at partnering local school division locations throughout the region. All essential WF personnel are cross-trained to process essential WF functions including enrollment, recruitment, registration, payroll functions, etc.	*8 hours*

PROGRAM MANAGEMENT AND MAINTENANCE

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Agency leadership and the Continuity Coordinator are responsible for managing and maintaining the Continuity Plan. While the Continuity Plan serves as the guide during activation and recovery, the Continuity Program provides the framework and structure to guide continuity planning.

Table 9
Program Management and Maintenance Responsibilities

Position	Responsibility
Agency Director	• Designate and authorize a Continuity Coordinator to manage the agency Continuity Program. • Designate a Reconstitution Manager to oversee and coordinate reconstitution efforts. • Coordinate the efforts and activities of the Continuity Coordinator and Reconstitution Manager. • Ensure that orders of succession and delegations of authority are kept up to date • Promulgate the Continuity Plan • Ensure all appropriate agency components participate in continuity exercises
Continuity Coordinator/ Vice President of Finance	• Coordinate the development and documentation of all activities required for the agency to perform its MEFs during an event or other situation that disrupts normal operations. • Create a planning schedule and milestones for developing or updating continuity capabilities and obtaining plan approval. • Ensure that the agency Continuity Plan conforms to the most recent Virginia Department of Emergency Management template as required under Executive Order #41 (2011). • Coordinate and/or administer continuity awareness training for all agency employees and applicable contractors responsible for supporting activation of the Continuity Plan.

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PROGRAM MANAGEMENT AND MAINTENANCE

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Continuity Coordinator/ Vice President of Finance	• Coordinate the development and documentation of all activities required for the agency to perform its MEFs during an event or other situation that disrupts normal operations. • Create a planning schedule and milestones for developing or updating continuity capabilities and obtaining plan approval. • Ensure that the agency Continuity Plan conforms to the most recent Virginia Department of Emergency Management template as required under Executive Order #41 (2011). • Coordinate and/or administer continuity awareness training for all agency employees and applicable contractors responsible for supporting activation of the Continuity Plan.

Position	Responsibility
	• Maintain and update the Continuity Plan as outlined in Table 9 – Continuity Plan Maintenance Schedule. • Coordinate an annual continuity exercise and complete an After Action Report (AAR). • Develop an Improvement Plan (IP) to correct deficiencies noted in the AAR and modify the Continuity Plan, if appropriate.
Reconstitution Manager/Building and Grounds Superintendent	• Initiate, coordinate, and oversee operations to salvage, restore, and recover the agency's primary operating facility, systems or equipment, and/or workforce, or locate and prepare a new facility for the organization. • Establish an action plan for reconstitution and notify the Continuity Coordinator of the plan.
Key Personnel	• Have an approved telework agreement, if applicable • Participate in continuity training and exercises as directed • Be aware of their role and capable of performing their responsibilities in the event of plan activation. • Update contact information with the Continuity Coordinator for inclusion in the Continuity Plan as appropriate.
Agency Employees and Contractors	• Know and understand their roles in a continuity environment. • Understand the communication protocols to be used during a continuity event.

The Continuity Coordinator or their designee is responsible for continuity plan maintenance.

Table 10
Continuity Plan Maintenance Schedule

Activity	Tasks	Frequency
Revise contact information for executive leadership and key personnel	• Confirm and update executive leadership and key personnel information	Semiannually
Plan update	• Review entire plan for accuracy and compliance with the most recent VDEM template as required by Executive Order #41, 2011. • Update plan to reflect organizational changes within the agency or changes to the MEFs or supporting activities performed by the agency, interdependent agencies, or contractors • Incorporate lessons learned and changes in policy and philosophy	Annually (prior to the April 1st annual submission to VDEM) or when organizational changes occur
Maintain orders of succession and delegations of authority	• Identify current incumbents • Update rosters and contact information	Semiannually
Maintain alternate facility readiness	• Check all systems • Verify accessibility • Cycle supplies and equipment, as necessary	Annually or at the agency's discretion
Verify the existence of an agency essential records program and identify the Program Manager	• Verify that essential records program includes provisions for monitoring the volume of materials, updating and/or removing materials, and materials distribution.	Annually or at the agency's discretion

TRAINING AND EXERCISES

To maintain the agency's continuity capability, an all-hazard continuity training and exercise program has been established. Major components of this program include training all staff in their continuity responsibilities and conducting periodic exercises to test and validate continuity plans and procedures, systems, and equipment.

TRAINING

SVCC is dedicated to maintaining a continuity capability and as such has developed the following training schedule:

Table 11
Continuity Plan Training Schedule

Individual or Group to Receive Training	Type of Training	Individual to Provide Training	Training Frequency
New Personnel	Continuity Awareness Briefing (or other means of orientation)	Human Resources and/or Continuity Coordinator	Within 60 days of hire
Executive Leadership and Key Personnel (Primary)	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	Annual awareness reminder or when plan changes occur
Key Personnel (Alternates)	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	Annual awareness reminder or when plan changes occur
	MEF Cross-training	Primary Key Personnel	At the agency's discretion
Pre-delegated Authorities and	Orders of Succession and Delegation of Authority Awareness	Continuity Coordinator	When delegations or successors

Individual or Group to Receive Training	Type of Training	Individual to Provide Training	Training Frequency
Successors			change
	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	Annual awareness reminder or when significant plan changes occur
Applicable Contractors	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	Annual awareness reminder or when significant plan changes occur
All Agency Personnel	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	Annual awareness reminder or when significant plan changes occur

EXERCISES

Exercises are conducted to validate elements of the Continuity Plan, both individually and collectively. SVCC is committed to ensuring that realistic exercises are conducted, during which individuals and business units perform the tasks that are expected of them in a real event. Exercises will be conducted annually in accordance with Executive Order #41 (2012).

Exercise or Activation Evaluation

Each exercise activity, as well as actual events will be evaluated and an AAR and IP shall be completed. The evaluation will identify systemic weaknesses and suggest corrective actions that will enhance the agency's preparedness. The results will be incorporated into a formal improvement plan. This information will be collected and prepared by the Continuity

Coordinator, and reviewed and approved by the agency head. Once approved, the Continuity Coordinator will incorporate applicable lessons learned into the plan.

ACRONYMS AND DEFINITIONS

ACRONYMS

AAR   After Action Report

BIA   Business Impact Analysis

BPA   Business Process Analysis

CHR   Christanna Campus

CEMP   Crisis and Emergency Management Plan

CMT   Crisis Management Team

COOP   Continuity of Operations

ECO   Emergency Coordination Officer

EMAC   Emergency Management Assistance Compact

EMAP   Emergency Management Accreditation Program

EAP   Emergency Action Plan

FEMA   Federal Emergency Management Agency

FOIA   Freedom of Information Act

HSEEP   Homeland Security Exercise and Evaluation Program

IP   Improvement Plan

ITDRP   Information Technology Disaster Recovery Plan

JHD   John H. Daniel Campus

LCAKC   Lake Country Advanced Knowledge Center

MEF   Mission Essential Function

MOU   Memorandum of Understanding

NIMS   National Incident Management System

NTAS   National Terrorism Advisory System

NWS   National Weather Service

PBF   Primary Business Function

RPO   Recovery Point Objective

RTO   Recovery Time Objective

SVAHS   Secretariat of Veterans' Affairs and Homeland Security

SVCC   Southside Virginia Community College

TSR   Tornado Safe Room

VCCS   Virginia Community College Systems

VDEM   Virginia Department of Emergency Management

VERT   Virginia Emergency Response Team

DEFINITIONS

Activation – When all or a portion of the COOP plan has been put into motion. Activation may be full or partial.

After Action Report (AAR) – A report that summarizes and analyzes performance in both exercises and actual events. The report includes lessons learned, best practices, and an Improvement Plan (IP). The reports for exercises may also evaluate achievement of the selected exercise objectives and demonstration of the overall capabilities being exercised.

Alternate Facility – A location, other than the normal facility, used to process data and/or conduct mission essential functions (MEFs) in the event of a disaster.

Business Impact Analysis (BIA) – A method of identifying the effects of failing to perform a function or requirement. A BIA may be a useful tool in helping an agency identify some of its primary business functions.

Business Process Analysis (BPA) – A systematic method of identifying and documenting all of the elements necessary to accomplish each organizational MEF. The BPA ensures that the right people, equipment, capabilities, records, and supplies are identified and available where needed during a disruption so that MEFs can be resumed quickly and performed as required. The BPA is a method of examining, identifying, and mapping the functional processes, workflows,

activities, personnel expertise, systems, data, partnerships, controls, interdependencies, and facilities inherent in the execution of the MEF.

Cold Site – An alternate site that is reserved for emergency use, but which requires the installation of equipment before it can support operations. Equipment and resources must be installed in such a facility to support the mission essential functions or primary business functions of an organization. Cold sites have many variations depending on their communication facilities, UPS systems, or mobility.

Continuity Coordinator – The individual that serves as the agency's manager for all continuity activities. The Coordinator has overall responsibility for developing, coordinating and managing all activities required for the agency to perform its mission essential functions during an event that disrupts normal operations. Selecting a Continuity Coordinator is the first step in the continuity planning process.

Continuity of Operations (Continuity) – The effort to ensure an organization can continue its mission essential functions across a wide range of potential events.

Continuity Plan – A set of documented procedures developed to provide for the continuance of mission essential functions during an emergency.

Continuity Program – An ongoing, cyclical model of planning, training, evaluating, and implementing corrective action for continuity capabilities.

Crisis and Emergency Management Plan (CEMP) – A plan normally utilized by colleges and universities that uses a systematic approach to respond to and manage emergencies or disasters that threaten the college or university's students, faculty, staff, and visitors. A CEMP does not encompass continuity planning and should be separate and distinct from the college or university's continuity plan. An emergency action plan (EAP) is the non-academic version of the CEMP.

Delegations of Authority – Identification of statutory or signatory authorities, those individuals holding the authority, and the alternate individuals responsible for assuming that authority should the primary be unavailable.

Emergency Action Plan (EAP) – The plan maintained by an agency or organization for responding to a wide variety of potential hazards. It describes how people and property will be protected, details who is responsible for carrying out specific actions, identifies available personnel, equipment, facilities, supplies, and resources, and outlines how all response actions will be coordinated. An agency or organization's EAP is separate and distinct from its continuity plan.

Emergency Coordination Officer (ECO) – The individual that serves as the communications liaison between the Secretariat of Veterans Affairs and Homeland Security (SVAHS), VDEM and their own agency pursuant to Executive Order #41 (2011).

Emergency Management Accreditation Program (EMAP) – An independent, non-profit organization with a standards-based voluntary assessment and peer review accreditation process for government programs responsible for coordinating prevention, mitigation, preparedness, response, and recovery activities for natural and human-caused disasters. Accreditation is based on compliance with collaboratively developed national standards and is open to all US states, territories, and local governments.

Emergency Management Assistance Compact (EMAC) – Congressionally ratified organization that provides form and structure to interstate mutual aid. During a disaster, it allows a state to request and receive assistance from other member states.

Emergency Preparedness – The discipline which ensures an organization or community's readiness to respond to an emergency or disaster in a coordinated, timely and effective manner.

Essential Records – Records, files, documents or databases, which, if damaged or destroyed, would cause considerable inconvenience and/or require replacement or re-creation at considerable expense. For legal, regulatory or operational reasons these records cannot be irretrievably lost or damaged without materially impairing the organization's ability to conduct business.

Facility – A location containing the equipment, supplies, and voice and data communication lines to conduct transactions required to conduct business under normal conditions.

Faculty – The teaching and administrative staff and those members of the administration having academic rank in an educational institution.

Federal Emergency Management Agency (FEMA) – The federal agency tasked with supporting citizens and first responders to ensure that as a nation, the United States works together to build, sustain, and improve its capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

Freedom of Information Act (FOIA) – A federal law, passed in 1966, which allows for the full or partial disclosure of previously unreleased information and documents under the control of government agencies.

Homeland Security Exercise and Evaluation Program (HSEEP) – A threat and performance-based exercise program developed by DHS that provides doctrine and policy for planning, conducting, and evaluating exercises. It was developed to enhance and assess terrorism prevention, response, and recovery capabilities at the federal, state and local levels.

Hot Site – An alternate facility that already has in place the computer, telecommunications, and environmental infrastructure to recover the mission essential functions disrupted by an emergency or disaster.

Hot Wash – A post-event meeting where executive leadership and key personnel discuss best practices of and potential improvements to the agency's overall preparedness.

Implementation Procedure Checklist – A list of the immediate actions to take once the continuity plan is implemented.

Improvement Plan (IP) – A list of action steps and resources required to correct a deficiency identified in an After Action Report, including the individual responsible for the actions and an estimated timeline for completion.

Information Technology Disaster Recovery Plan (ITDRP) – A set of documented procedures that identify the steps to restore organizations' IT systems and resources that support its primary business functions.

Key Personnel – Personnel designated by their division as critical to the resumption of mission essential functions.

Memorandum of Understanding (MOU) – A document that expresses mutual accord between two parties. To be legally operative, a memorandum of understanding must identify the contracting parties, spell out the subject matter of the agreement and its objectives, summarize the essential terms of the agreement, and are signed by the contracting parties.

Mission Essential Functions (MEFs) – The limited set of department and agency level government functions that must be continued throughout or resumed rapidly after a disruption of normal activities.

National Terrorism Advisory System (NTAS) – The system that replaces the color-coded Homeland Security Advisory System and provides timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. NTAS Alerts will only be issued when credible information is available. More information about NTAS may be found at http://www.dhs.gov/files/publications/ntas-public-guide.shtm. (202-282-8000)

National Weather Service (NWS) – A division of the National Oceanic and Atmospheric Administration (NOAA) that provides weather, hydrologic, and climate forecasts and warnings for the United States, its territories, and its adjacent waters and ocean areas, for the protection of life and property and the enhancement of the national economy. http://www.noaa.gov/ (757-899-4200)

Orders of Succession – A list that specifies by position who will automatically fill a position once it is vacated. Orders of succession should be performed for positions of both executive leadership and key personnel.

Primary Business Function (PBF) – Specific supporting activities that an organization must conduct in order to perform its mission essential functions. Primary business functions are typically enablers that make it possible for an organization to perform its mission.

Promulgation – The process that officially announces/declares a plan and gives organizations both the authority and responsibility to perform their tasks.

Reconstitution – The process by which agency personnel resume normal business operations in a rehabilitated or new facility.

Reconstitution Manager – The individual responsible for all reconstitution activities. During an event, the Reconstitution Manager develops a plan and schedule for resuming normal operations and supervises the return of key personnel, essential records, and/or equipment.

Record Retention – Storage of historical documentation for a set period of time usually mandated by state or federal law or by the Internal Revenue Service.

Recovery – Recovery, in this document, includes all types of emergency actions dedicated to the resumption of mission essential functions and operational stability.

Recovery Point Objective (RPO) – The period of time between backups of essential electronic records in which data could be lost.

Recovery Time Objective (RTO) – The period of time in which systems, applications or mission essential functions must be recovered after a disruption of normal operations.

Risk – An ongoing or impending concern that has a significant probability of adversely affecting business continuity.

Risk Assessment/Analysis – A process or methodology for evaluating risk by determining: the probability and frequency of a hazard occurring, the level of exposure of people and property to the hazard, and the effects or costs, both direct and indirect, of mitigating or accepting this exposure.

Risk Management – The discipline which ensures that an organization does not assume an unacceptable level of risk.

Secretariat of Veterans' Affairs and Homeland Security (SVAHS) – The Commonwealth of Virginia's cabinet-level office that serves the Commonwealth's veterans, military, and military

families, and oversees the Commonwealth's Homeland Security and all-hazards preparedness efforts.

Vulnerability – The susceptibility of an agency or organization to a hazard. The degree of vulnerability to a hazard depends upon its risk and consequences.

Warm Site – An alternate facility that is only partially equipped.

AUTHORITIES

- Executive Order #41 (2012)

- Code of Virginia § 44-146.18

- Virginia Information Security Standard (SEC 501-06)

REFERENCES

_____

- Virginia Department of Emergency Management Continuity Plan Template, November 2011, Version 4.0

- Commonwealth of Virginia Emergency Operations Plan, September 2011

- Emergency Management Accreditation Program (EMAP) Standards, 2010

- FEMA's Continuity Guidance Circular 1 (CGC 1), January 21, 2009

- FEMA's Continuity Guidance Circular 2 (CGC 2), July 22, 2010

- Homeland Security Exercise Evaluation Program (HSEEP) guidelines found at *www.hseep.dhs.gov*.

- U. S. Department of Homeland Security Continuity of Operations Plan Template, May 2010

APPENDIX A – KEY PERSONNEL RAPID RECALL LIST

_____

This rapid recall list includes contact and telework information for key personnel tasked with responsibilities during a disruption to agency operations or services. Agency staff not included on this list should follow instructions provided by SVCC during an activation of the Continuity Plan.

Table A-1
Key Personnel Rapid Recall List

Employee Name	Title / Division	Email Address	Work Telephone #	Approved Telework Agreement	Mission Essential Function (MEF)
Dr. John Cavan	President	John.Cavan@southside.edu	434-949-1003	Yes	Credit Instruction
Peter G. Hunt	Continuity Plan Coordinator	Peter.Hunt@southside.edu	434-949-1005	Yes	Safety & Security
Roger Wray	Buildings & Grounds Superintendent - CHR	Roger.Wray@southside.edu	434-949-1040	Yes	Safety & Security

Employee Name	Title / Division	Email Address	Work Telephone #	Approved Telework Agreement	Mission Essential Function (MEF)
Dr. Al Roberts	Provost - CHR	Al.Roberts@southside.edu	434-949-1012	Yes	Credit Instruction
Shannon Feinman	Dean of Enrollment Management	Shannon.Feinman@southside.edu	434-949-1012	Yes	Credit Instruction
Chad Patton	Dean of Instruction - CHR	Chad Patton@southside.edu	434-949-1038	Yes	Credit Instruction
Jack Ancell	Dean of IT and Learning Resources Informational Technology	Jack.Ancell@southside.edu	434-949-1066	Yes	Credit Instruction

Employee Name	Title / Division	Email Address	Work Telephone #	Approved Telework Agreement	Mission Essential Function (MEF)
Anne Hayes	Dean of Institutional Effectiveness & Assistant to the President	Anne.Hayes@southside.edu	434-949-1045	Yes	Safety
Debra Smiley	Director of Workforce Development & Continuing Education	Debra.Smiley@southside.edu	434-955-2252 ext. 5502	Yes	Non-credit Instruction
Bethany Harris	Human Resource Manager	Bethany.Harris@southside.edu	434-949-1007	Yes	Safety
Christie Hales	Director of Marketing & Public Relations	Christie.Hales@southside.edu	434-949-1068	Yes	Safety

Employee Name	Title / Division	Email Address	Work Telephone #	Approved Telework Agreement	Mission Essential Function (MEF)
Linda Allen	IT Specialist, Network Service	Linda.Allen@southside.edu	434-949-1098	Yes	Safety
Dr. Paula Gastenveld	Provost-JHD	Paula.Gastenveld@southside.edu	434-736-2005	Yes	Credit Instruction
Eddie Bennett	Buildings & Grounds Superintendent - JHD	Eddie.Bennett@southside.edu	434-736-2055	Yes	Safety
				Yes	Non-Credit Instruction
				Yes	Non-Credit Instruction
Dennis Smith	Director of Workforce Development-JHD	Dennis.Smith@southside.edu	434-736-2008		

Employee Name	Title / Division	Email Address	Work Telephone #	Approved Telework Agreement	Mission Essential Function (MEF)
Elizabeth Elam	Dean of Instruction - JHD	Elizabeth.Elam@southside.edu	434-736-2085	Yes	Credit Instruction
Wendy Ezell	Computer Operations Technician, PeopleSoft Support	Wendy.Ezell@southside.edu	434-736-2059	Yes	Safety

Table A-2
Continuity Team Roster

Employee Name	Title / Division	Email Address	Work Telephone #
Peter G. Hunt	Continuity Plan Coordinator	Peter.Hunt@southside.edu	434-949-1005
Roger Wray	Buildings & Grounds Superintendent- CHR	Roger.Wray@southside.edu	434-949-1040
Eddie Bennett	Buildings & Grounds Superintendent-JHD	Eddie.Bennett@southside.edu	434-736-2055

Employee Name	Title / Division	Email Address	Work Telephone #
Jack Ancell	Dean of Informational & Learning Resource	Jack.Ancell@southside.edu	434-949-1066
Chad Patton	Dean of Instruction - CHR	Chad.Patton@southside.edu	434-949-1038
Michelle Edmonds	Dean of Nursing	Michelle.Edmonds@southside.edu	434-949-1006
James Taylor	Faculty-Administration of Justice	James.Taylor@southside.edu	434-949-1092
Buddy Hyde	Program Advisor/Assistant Profession, FST & EMS	Buddy.Hyde@southside.edu	434-949-1084
Rick Lyles	Instructor/EMS & FST	Rick.Lyles@southside.edu	434-736-2097

APPENDIX B - ALTERNATE FACILITIES

SVCC has designated alternate facilities as part of its continuity planning and has prepared key personnel for the possibility of unannounced relocation to the site(s) to continue the performance of MEFs.

Table B-1
Alternate Facility Locations

Alternate Facility Number	Alternate Facility Name	Address	Date MOU / MOA was executed	Capacity	Equipment / Systems Already on-site
434-736-8785	John H. Daniel Campus Workforce Dev. Center	200 Daniel Road, Keysville, VA 23947	3/13/2011	1,000	Computers, phones, overhead projectors, smart board
	Business Units, MEFs, and PBFs: Safety and security of students, staff & visitors on campus; delivery of academic instruction for credit; delivery of non-credit instruction and workforce training; maintenance of IT infrastructure; Business units: Student Services, Counseling, Admissions, Dean of Instruction, Business Office and Information Technology.				
	Directions: Leaving the Christanna Campus, take a left onto Highway 47 and continue on 46 until you reach Route 137. Turn left on Route 137. Continue on Route 137 until you reach Route 138. Turn right onto 138 and go to Kenbridge. Take a left at the first traffic light and a right at the second traffic light onto Highway 49. Take 49 to Victoria. In Victoria turn left at the light and follow Route 49 to Lunenburg Court House. In Lunenburg Court House, turn right onto Route 40. Route 40 will take you to the John H. Daniel Campus on your right. (42 miles)				

Table B-1
Alternate Facility Locations

Alternate Facility Number	Alternate Facility Name	Address	Date MOU / MOA was executed	Capacity	Equipment / Systems Already on-site
434-949-6831	Christanna Campus Workforce Dev. Center	109 Campus Drive, Alberta, VA 23821	3/13/2011	1,000	Computers, phones, overhead projectors, smart board
	Business Units, MEFs, and PBFs: Safety and security of students, staff & visitors on campus; delivery of academic instruction for credit; delivery of non-credit instruction and workforce training; maintenance of IT infrastructure; Business units: Student Services, Counseling, Admissions, Dean of Instruction, Business Office and Information Technology.				
	Directions: Leaving the John H. Daniel Campus, turn left on Highway 40. Follow Highway 40 to Lunenburg Court House, Turn left onto Highway 49 and remain on 49 until you get to Victoria. At the light in Victoria, turn right onto Highway 49 and go to the first light in Kenbridge. Take a left on to Highway 40. At the next light, turn right onto Highway 138/137. Follow Highway 138 until 137 turns to the left. Take a left onto 137 and continue until you reach Highway 46. Turn right onto Highway 46. After your cross over I-85, you will turn right onto Campus Drive at Southside Virginia Community College.				

REQUIREMENTS: ALTERNATE WORK SITES

Alternate work sites will need the following:

HVAC

Generator

Internet Access

Telephone access

First Aid Kits

AED Device

Secure Files

Minimum of twenty-four (24) computer stations

Parking for a minimum of forty (40) cars

ALTERNATE FACILITY/WORK SITE OPTIONS

- Southside VA Education Center, 1300 Greensville County Circle, Emporia, VA; 434-634-9358
- Occupational Technical Center, 1041 W. 10th Street, Blackstone, VA 23824; 434-292-3101
- Estes Center, 316 N. Main Street, Chase City, VA; 434-372-0194
- Lake Country Advance Knowledge Center, 118 E. Danville Street, South Hill, VA 23970; 434-955-2252

TRANSPORTATION, FOOD AND LODGING

Transportation

1 College Bus

5 College Vans

8 College Pool Cars

Food

Farley's Restaurant, LLC   434-949-1024; 804-636-9166

Sheldon's Motel & Restaurant   434-736-8434

Brian's Steak House   434-447-3169

Wilson's Restaurant   434-447-7440

Lodging

Christanna Campus – Holiday Inn Express

John H. Daniel Campus – Sheldon's

ALTERNATE FACILITY MOUs

SVCC has established the following MOUs for alternate facility locations:

The college owns campus facilities for Emporia center, Estes center, South Hill center and Blackstone Center.

A Memorandum Understanding (MOU) will be developed. Reviews of the MOU(s) are completed annually and updated periodically or as needed. The attached MOU) are maintained by SVCC/Vice President of Finance & Administration.

MEMORANDUM OF UNDERSTANDING
BETWEEN

Southside Virginia Community College

AND

Charlotte County, Virginia

This Memorandum of Understanding is made and entered into this __4th__ day of __March, 2011__, by and between __Charlotte County__ and __Southside Virginia Community College__ .

It is necessary that all of the resources and facilities of cooperating agencies be made available to prevent and combat the effect of disasters which may result from such calamities as flood, fire, earthquake, pestilence, war, sabotage, and riot.

The parties hereto desire to coordinate a program of disaster relief to ensure preservation of human life and to protect public health and welfare by providing emergency shelter by means of this Memorandum of Understanding.

Therefore, it is mutually agreed and understood as follows:

1. Each party shall develop a mutually compatible plan providing for the effective mobilization of all its resources and facilities to cope with any type of disaster.

2. Southside Virginia Community College will accept the responsibility for coordinating shelter relief efforts in cooperation with the Charlotte County _____ and to assist members of the public needing shelter-related services. These efforts are limited to housing in the Workforce Development Center. In a local emergency, Southside Virginia Community College will coordinate sheltering with _Charlotte County and reserves the right to deny assistance from any human rescue group or individual. In a local emergency Brunswick County will provide food, cots, bedding and emergency medical supplies and assistance.

3. In the event of any situation requiring regional or statewide disaster response, Southside Virginia Community College acknowledges they must provide shelter assistance through the direction of the Standardized Emergency Management System (SEMS). All actions of Southside Virginia Community College will be coordinated with the State Department of Social Services, the Red Cross and other participating agencies during a disaster. These outside agencies will provide food, bedding, emergency supplies and medical care.

4. Each party agrees to participate without assurance of cost recovery.

5. Southside Virginia Community College agrees to respond to requests for mutual aid in other counties pursuant to the Emergency Services Act, Article 10, Sections 8610 et seq.

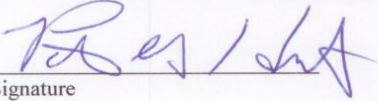6. Each party agrees to participate in meetings and drills related to disaster relief.

RECEIVED

MOU Charlotte County, VA

VP FINANCE

7.   Southside Virginia Community College agrees to furnish educational materials and appropriate training relating to dealing with emergency disaster to its students and staff.

8.   Each party to this Memorandum of Understanding agrees to provide the other party with emergency phone numbers of designated personnel responsible for disaster relief.

9.   This Memorandum of Understanding is valid until revoked. The agreement may be revoked upon the request of either of the parties signed hereto. This understanding shall not be modified, unless the parties first agree to and approve such modification in writing.

10.   Liability for response pursuant to mutual aid and declarations of emergency pursuant to the Emergency Services Act, Article 9.5, Section 8607; Article 10, Section 8610; Article 11, Sections 8615-8618 et seq.; Article 13, Section 8625 et seq.; Article 15, Section 8630 et seq. are potentially subject to the Emergency Services Act, Article 17, Section 8655 et seq.

11.   To the extent that the equipment and/or facilities of any other governmental agency outside Charlotte County are utilized or employed in any relief efforts covered by this memorandum of understanding, such equipment and/or facilities will remain under the control and supervision of the State Department of Social Services and other outside agencies for the duration of the relief effort. Southside Virginia Community College may exercise control and supervision of such equipment and/or facilities with the consent of the originating governmental agency.

12.   In the event an emergency/disaster requires aid outside the jurisdiction of the operational area coordination shall be obtained through the County Emergency Operations Center according to the Standardized Emergency Management System (SEMS).

13.   In the event that a major emergency on the campus of Southside Virginia Community College occurs such as a shooting, the _Charlotte County_ Sheriff office will be the lead agency with assistance from state and local authorizes as needed.

MOU Charlotte County, VA
Page 3

IN WITNESS THEREOF, this Memorandum of Understanding has been executed by and in behalf of the parties hereto as to the day and year first written.

_____
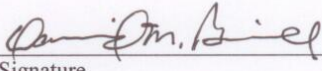Signature

Peter G. Hunt, VP of Finance
Printed Name and Title

Southside VA Community College
Agency

200 Daniel Road
Address

Keysville, VA 23947
City, State, Zip

434-736-2015
Telephone

3/8/11
Date

_____
Signature

DAVID COVILL, CHAIRMAN
Printed Name and Title

Charlotte County Boo Sup-
Agency

250 LECORANDE AUE
Address

Charlotte Courthouse, VA 23127
City, State, Zip

434 542-5117
Telephone

03/13/2011
Date

** To ensure protection under Government Code §8655 et seq., volunteers should register as Disaster Services Workers with their local Disaster Councils.

APPENDIX C - ESSENTIAL RECORDS, SYSTEMS, AND EQUIPMENT

_____

 SVCC realizes that essential records, systems, and equipment are critical to the agency's ability to perform MEFs. Therefore, the agency has taken safeguards to protect these essential records, systems, and equipment and to ensure their availability in a continuity environment.

This Continuity Plan works to safeguard electronic essential records in combination with the SVCC Information Technology Disaster Recovery Plan (ITDRP). The following essential records, systems, and equipment have been identified as directly supporting the performance of SVCC MEFs.

Table C-1
Essential Records, Systems, and Equipment

Mission Essential Function (MEF)	Recovery Time Objective (RTO)	Essential Record and Type	System(s) or Equipment	Networks or Servers that must be Operational to Support the System(s) or Equipment
Coordinate and/or administer emergency response and disaster preparedness programs	< 2 hours	Paper Contract Files	N/A	N/A
	< 24 hours	Situation reports and resource requests / electronic records on a VCCCS web-based application	Crisis Management System	Two (2) load balanced WebEOC production servers
Communicate with federal, state, local, and private sector partners as well as the public during emergencies	<1 hour	Contact information (distribution/notification lists) / electronic and hard copy	Microsoft Outlook / state global address list / Analog telephones	VDEM 1/users account on VDEM server

Table C-2

Essential Records, Systems, and Equipment Protection

Application	Description	Colleges/Departments Served	VCCS Contact	Vendor Name	Vendor Contact Name	Vendor Contact Email	Vendor Contact Phone(s)	Offsite DR Yes/No	Last DR Test (Date)
BES	Benefit Eligibility System (BES) is a subsystem of PMIS administered by the Department of Human Resource Management (DHRM). BES is used for maintaining and processing health benefits such as medical and dental benefits for state employees.	All	Julie Atkins	DHRM	Norman Christensen Brenda Farrish	norman.christensen@dhrm.virginia.gov brenda.farrish@dhrm.virginia.gov	(804) 371-6208 (804) 786-5789		Tested DR Plan through VITA on May 24, 2010
CARS	Commonwealth Accounting and Reporting System (CARS) is the financial reporting system that provides reports of financial records maintained by all state agencies. All internally prepared accounting records and data must be reconciled to reports produced by CARS and certified to the Department of Accounts (DOA) monthly, and at fiscal year-end.	All	Roy Smith	DOA	Dick Salkeld Melinda Pearson	dick.salkeld@doa.virginia.gov melinda.pearson@doa.virginia.gov	(804) 225-2371 (804) 225-2376	Yes	Tested DR Plan through VITA on May 24, 2010
CIPPS	Commonwealth Integrated Personnel and Payroll System (CIPPS). CIPPS is the statewide payroll system and is administered by DOA. CIPPS also contains a leave accounting subsystem, CIPPS-Leave, for processing and recording leave activity.	All	Carmelita Holmes	DOA	Dick Salkeld Denise Halderman	dick.salkeld@doa.virginia.gov denise.halderman@doa.virginia.gov	(804) 225-2371 (804) 371-8912	Yes	Tested DR Plan through VITA on May 24, 2010
CyberSource	Credit card processor for all SIS web payments through Self Service.	All	Darrell Scruggs	CyberSource Corporation www.cybersource.com	CyberSource Support must login to https://ebc.cybersource.com/ebc/logi n/Login.do. log in as user under NVCC with restricted access.	CyberSource is your Account Manager, Jennifer Peck. You may also contact CyberSource Support at 800-709-7779.	Jennifer Peck at (650) 965-6157 or CyberSource Support at 800-709-7779.	Yes	per cyber Source eTicket #: 1-19754531. CyberSource does have remote backup facilities that are tested regularly. I am not in the position to release information on the specifics on these facilities, but I can assure you that we maintain a Disaster Recovery Plan that includes multiple backup facilities for the services we provide.
DMV	VCCS specific users have access to DMV's Citizen Services System (CSS) for viewing and printing vehicle information for the purpose of obtaining vehicle owner name and address for parking violations at college campuses.	CVCC, ESCC, GCC, JTCC, MECC, NVCC, PHCC, PVCC, RCC, SVCC, VWCC	Imad Abi-Falah	DMV	Janet Williams	janet.williams@dmv.virginia.gov	(804) 367-2221 (804) 497-7191 (804) 497-7155		
eVA	eVA is a web-based purchasing system administered through DGS and used by Virginia government. State agencies, colleges, universities and many local governments use eVA to announce bid opportunities, invite bidders, receive quotes, and place orders for goods and services.	All	Emily Clements /Debra Smith	DGS	Maria Hatcher, Parvin Mirshahi, Anupama Gandra, Marion Lancaster	Parvin.Mirshahi@dgs.virginia.gov, Marion.Lancaster@dgs.virginia.gov, Anupama.Gandra@dgs.virginia.gov, Maria.Hatcher@dgs.virginia.gov	Maria Hatcher - 804 225-2796, Anu 804 786-3198, Parvin 804 225-2169, Marion Lancaster - (804) 786-2516	Yes	VITA and Northrop Grumman completed a successful 2010 disaster recovery test on May 24, 2010
Google Email & Apps	Student Email and some additional applications used by students and faculty have been outsourced to Google.	All	David Carter-Tod Alt: Carol Childress	Google	Jordan Pedraza	jordanpedraza@google.com	(877) 355-5787 Customer PIN 135844762 Support PIN 97501	Yes Herndon, VA	
IssueTrak	IssueTrak provides a secure means of escalating issues impacting enterprise systems to ITS. It is also used to submit work requests to System Office staff. IssueTrak is currently being hosted by the vendor.	All	Carol Childress	Issue Trak	Mike Messina support manager	support@issuetrak.com mike.messina@issuetrak.com	757-213-1351 (support) 757-213-1312 (Mike)		
NelNet	Student Payment Plan. SIS Self Service links and sends data to Nelnet's web site where a student may sign up for a payment plan managed by Nelnet.	Available to all colleges. Check table PS_VX_PP_TERM_TBL to see who is currently using this option.	Darrell Scruggs	Nelnet Business Solutions www.nelnetbusinesssolut ions.com	Paul Aries, regional VP Kevin J. Aldrich, Technical Integration Team Leader	PAries@Factsmgt.com Kevin.Aldrich@nelnet.net	Paul 800 811-1079 Kevin 866-315-1263 x 47116	Yes	last tested March 2011. per email from Paul to Darrell July 27, 2011 5:27 PM. #1 facility in Chicago. Redundant server is in Miami, FL.
Payline	Payline is a web-based service administered by the Department of Accounts (DOA). It is available to all Commonwealth of Virginia employees paid through the Commonwealth Integrated Personnel and Payroll System (CIPPS). Payline provides employees with the means to view and print personal earnings, benefits, and leave information (for CIPPS Leave Users) for each payday.	All	Carmelita Holmes	DOA			Payroll@doa.virginia.gov		

System	Description	Colleges/Campus Impacted	Business Owner	Vendor/Company	Vendor Contact	Contact Phone/Email	Contact Phone	Hosted Off Site	Tested DR Plan (date)
PMIS	Personnel Management Information System (PMIS) is a personnel management system administered by the Department of Human Resource Management (DHRM), and is used for processing and managing personnel, compensation, and health benefits data.	All	DHRM	Norman Christenson Joann Stamper	norman.christenson@dhrm.virginia.gov joann.stamper@dhrm.virginia.gov	(804) 371-6208 (804) 225-2256		Tested DR Plan through VITA on May 24, 2010
Report Line	Reportline is a web-based system that provides user access to an electronic version of all system reports. Reportline provides a means to view reports not printed remotely onsite for three (3) years past the report run date.	All	DOA	Michael E. Ihde	michael.ihde@doa.virginia.gov	(804) 225-3051		
Rethink vccs.edu	Rethink is an external website for the chancellor's reengineering taskforce challenged to examine and rethink every aspect of the VCCS organization and operations. The taskforce seeks to optimize the way community colleges operate.	All	EndGame Public Relations	Susan Hayden	smullen@gmail.com	(804) 372-7677	Yes, InMotion Hosting in VA Beach	
RSAN - Roam Secure Alert Network	RSAN alerts provide timely, accurate information to selected groups (large and small) about where to go, what to avoid, and other time-sensitive information to secure public and personnel safety during an emergency. RSAN leverages CAP compliant, text and voice-based technology to reach a wide range of devices, including pagers, cell and landline phones, PDAs, Blackberry, satellite phones, IM Satellite radio, instant messaging, e-mail, indoor and outdoor speakers and social networking systems.	All except for CVCC, GCC, MECC, PVCC, TNCC	Cooper	Shantek Woodson	caroline.waters@cooperindustries.com	703-294-6768 x9190 Direct 272-9190 732-	Yes	Confidential info
VITA Mainframe	VCCS uses VITA mainframe to access CARS, CIPPS, and DMV's CSS system.	All	VITA	Imad Abi-Falah	carol.kellogg@itp.vita.virginia.gov vickie.rash@itp.vita.virginia.gov	(804) 416-6020	Yes	VITA and Northrop Grumman completed a successful 2010 disaster recovery test on May 24, 2010
VOS	The VOS integrated applications suite from Geographic Solutions supports both Wagner-Peyser and WIA programs. VOS provides Web-based access to local workforce offices for entry and processing of benefit recipients, and provides additional information services and reporting.	Workforce/VEC	Geographic Solutions	Jeffrey Mitchell/George Tarahias / Paul Toomey President Geographic Solutions 1001 Omaha Circle Palm Harbor, FL 34683 www.Geographic-Solutions.com		727-786-7955 x268	Yes	

APPENDIX D – BUSINESS PROCESS ANALYSIS

_____

The Business Process Analysis (BPA) is a systematic method of identifying and documenting all of the elements necessary to accomplish each agency MEF. BPA's have also been performed on primary business functions that directly support MEF performance. The following BPAs represent the SVCC processes for performing each MEF and supporting primary business functions.

Table D-1
Mission Essential Function - Business Process Analysis

and

Table D-2
Primary Business Function - Business Process Analysis

PBF#1 - Business Process Analysis (BPA) _IT Infrastructure maintained (phones, email, intranet, internet, SIS)_ _March 14, 2014_
PBF Statement: IT infrastructure maintained (phones, email, intranet, internet, SIS)
PBF Narrative: The function and operation of the IT infrastructure is crucial to providing the primary business of delivering academic instruction and providing student services. This PBF provides services for all mission essential functions, some instructional delivery modes (including online and Interactive Video), security, and alert services (including Southside Alert). These services are essential for the well-being of students, faculty, and staff. Maintaining the access to SIS is necessary for tracking students, admissions, courses, programs, grades, and advising. This PBF would be essential for accomplishing the overall mission goals.
PBF Output: Blackboard, announcements, phone service, email, SIS, mySVCC, internet, and SVCC intranet.
PBF Input: Instruction and student services.
Leadership: College President, campus Provosts, Deans of Instruction, Dean of Technology and Distance Learning.

Staff:
IT staff members. (Staff listed in DR Plan)

Communications and IT:
Cell phone, email, telephones, computers, switches, routers, servers, and Southside Alert.

Facilities:
Network operation at the surviving site, along with telecom and VCCS.

Resources and Budgeting:
Depending on the emergency situation.

Partners and Interdependencies:
•   Virginia Community College System
•   VITA CISCO
•   Disys CISCO Smart Net
•   Dell
•   Whitlock Group
•   Microsoft
•   Telecom
•   Electronic Systems Inc. (HP)
•   Apple Link
•   DocStar
•   Netapp and Vmware
•   Celestix Networks

Process Details:
Refer to the IT DR Plan

Business Process Analysis Data Sheet for PBFs Source: FEMA's Continuity Guidance Circular 2, July 22, 2010

PBF#2 - Business Process Analysis (BPA)
Tutoring
March 14, 2014

PBF Statement:
Tutoring

PBF Narrative:
PBF Tutoring is provided by faculty members, student peer tutors, paid tutors with expertise in specific subject matter, volunteers with the skills and training necessary, or with on-line resources to tutor students who are experiencing academic difficulty. This service ideally should be offered in a face-to-face venue, but could be done through other means of electronic instruction. Faculty members recommend students to Student Development for tutoring, and students are would evaluated on case by case basis. Student Services arranges tutoring for students and Title III provides tutors and Bridge Directors.

PBF Output:
Academic assistance to students who require content-based tutoring in specific subjects.

PBF Input:
Tutors, quiet space, computers

Leadership:
Deans of Instruction, Title III Director, Student Counselors

Staff:
Faculty, students, volunteers, paid tutors, Title III tutoring centers

Communications and IT:
Computers, phones, Blackboard

Facilities:
Classroom or office space

Resources and Budgeting:
Paid tutors and online tutoring covered in Student Activities and Title III (grant) budgets

Partners and Interdependencies:
Student Support Services
Human Resources
Online tutoring services

Process Details:
Secure space, request volunteers (faculty and students), record tutoring time and students tutored/subject matter, once internet access restored notify students that online tutoring is available.

Business Process Analysis Data Sheet for PBFs Source: FEMA's Continuity Guidance Circular 2, July 22, 2010

PBF#3 - Business Process Analysis (BPA) Bookstore March 14, 2014
PBF Statement: Bookstore
PBF Narrative: This PBF is a vital service for students in order to purchase required textbooks and materials for classes. Students with financial aid awards would need this service available in order to be successful and for the college to achieve certain goals in its mission. This is primarily a finance department business function.
PBF Output: Textbook and materials for student learning and student success.
PBF Input: (A list describing information, authorizations, supplies, and services required to perform the PBF. Each input should briefly describe how the input supports the overall process).
Leadership: Vice President, Finance and Administration, Business Manager
Staff: Faculty, Financial Aid, Student Services, Business office, Bookstore Managers
Communications and IT: (A list identifying general and unique communications and IT requirements).
Facilities: Office Space, Store space
Resources and Budgeting: (Supplies, services, capabilities, and other essential resources required to perform the mission and supporting activities not already accounted for in the BPA process).

Partners and Interdependencies:
- Book Distributors
- Publishers

Process Details: (A detailed narrative or diagram that ties together all of the elements involved in the process of performing the PBF).

Business Process Analysis Data Sheet for PBFs Source: FEMA's Continuity Guidance Circular 2, July 22, 2010

<table>
<tr><td colspan="1" align="center">**PBF#4 - Business Process Analysis (BPA)**
Internal communication with Faculty and staff to support instruction and related discipline, unit, and college functions.
March 14, 2014</td></tr>
</table>

PBF Statement:
Internal communication with Faculty and staff to support instruction and related discipline, unit, and college functions

PBF Narrative:
This PBF would be necessary for faculty and staff to be knowledgeable of new DOE and VCCS policies to support instruction and related discipline, unit, and college functions. This would include professional development and the development of curriculum and programs.

PBF Output:
To be knowledgeable with current polices, process, curriculum and new programs

PBF Input:
SVCC website; intranet to access faculty handbook, catalog and student handbook, administrative procedures manual, VCCS website, VCCS master course file, VCCS policy manual; Southern Association of Colleges and Schools website and latest edition of standards booklet.

Leadership:
College President, Provosts and College Deans

Staff:
Faculty and Classified Staff

Communications and IT:
Computer access with internet and access to SVCC intranet; phone service; cell phone service; Blackboard access; web and phone conferencing software; email

Facilities:
Campus offices for conferencing; Meeting rooms for in person and connected meetings

Resources and Budgeting:
Budget and resources are included in other BPA processes.

Partners and Interdependencies:
- Academic & Student Affairs
- Administrative Council and President's Staff meetings
- Technology Council
- Southern Association of Colleges and School Commission on Colleges (SACSCOC)

Process Details:
Meeting agendas are developed; meetings and conferencing are scheduled using existing facilities and resources for others to join by web or phone; project are assigned during meetings; and minutes of meetings are posted and communicated.

PBF#5 - Business Process Analysis (BPA) Class Scheduling March 14, 2014

PBF Statement: Class Scheduling

PBF Narrative:
This function would be necessary for assigning instructors, classroom space, time, and location for instruction. It would be a priority for organization and information for students.

PBF Output:
A printed and/or electronic schedule that lists times, location, and instructors for classes and that would allow students to plan and continue their studies.

PBF Input:
Classes that allow students to meet degree requirements, qualified instructors who agree to teach at specific times, the location of classes, submission of information into SIS system, the creation of print and/or website class schedule.

Leadership:
Facilities Coordinator, Program and Systems Analyst, Provost, Academic Deans

Staff:
Faculty

Communications and IT:
Connection to VCCS PeopleSoft; Access to College Website; Phones and email to contact instructors

Facilities:
Classroom space, office space

Resources and Budgeting:
personnel, internet, SIS system, phones, and computer

Partners and Interdependencies:
The SIS system is a shared platform used by the VCCS.

Process Details:
The facilities coordinator, Provosts, Deans of Instruction and will meet at unaffected SVCC campus or site.   Their first step would be to access past semester schedules from the SIS system and to have the Program and System Analyst roll over past schedules. Provosts and the Academic Deans would determine from past schedules how much space would be needed and the college would lease space for classrooms. This space would be given room numbers by the facilities coordinator and the classes would be assigned to specific available space. Then instructors would be assigned to teach classes. Currently we have electronic and printed rosters of faculty with instructor's teaching credentials and the past classes that they have taught. The Academic Deans would use these rosters to staff classes and the email system at SVCC to contact and confirm instructor assignments. Once classes are assigned spaces and the instructors are selected, this information will be entered into the SIS system and posted on the college website. The information would also be given to the Public Information Officer who will arrange information and send to a printer to create a hard copy catalogue.

PBF#6 - Business Process Analysis (BPA) Maintaining Delivery Modes of Instruction March 14, 2014

PBF Statement: Maintaining Delivery Modes of Instruction

PBF Narrative:
This function would be primary goal to which the other functions contribute. The ability to convey information and conduct a class in either a synchronistic manner is necessary to the continuance of academic instruction.

PBF Output:
Traditional class meetings in which discussion, lecture, labs, and academic exercises are done. Internet class conveyance in which discussion, lecture, labs, and academic exercises are done.

PBF Input:
Location for classes to interchange information whether on-line or in-person; instructors' lessons; space for student submission of work; video and auditory aids to supplement instruction.

Leadership:
Facilities Coordinator, Provosts, Deans of Instruction; Dean of Technology and Distance Learning; Vice President of Finance and Administrative Services

Staff:
Faculty

Communications and IT:
Use of Internet; Use of Blackboard; Blackboard Collaborate, phones and email to contact students

Facilities:
Classroom space, access to computers and Internet, Blackboard LMS, Blackboard Collaborate, and Internet site.

Resources and Budgeting:
personnel, internet, sis system, phones, and computers

Partners and Interdependencies:
The Blackboard LMS is a shared platform hosted by the VCCS.

Process Details:
The delivery mode of class instruction will depend on the availability of space and the availability of the Blackboard LMS. If there is limited space for the delivery of class rooms, instructors will be asked to post lesson plans and classes on their Blackboard sites. Faculty are trained in the use of instruction through electronic means and know that the Blackboard LMS is used for emergency instruction. Instructors will post and/or email any class assignments to students and students will be asked to either complete assignments electronically. Students without internet access will be asked to go to libraries and colleges to access their courses.   They will submit their work via an electronic medium designated by the instructor or they may request to submit their work to a designated place at an alternate campus.   Many classes may be conducted in a hybrid manner with class time shortened but augmented by activities, electronic discussion boards, and electronic lectures. Space rented for classrooms may not have extensive electronic equipment; instructors should be able to convey their subject matter with non-electronic devices. The Dean of Technology and Distance Learning will inform President's Staff, faculty, and staff of available technologies. Have electronic and printed rosters of faculty with instructor's teaching credentials and the past classes that they have taught. The Academic Deans would use these rosters to staff classes and the email system at SVCC to contact and confirm instructor assignments. Once classes are assigned spaces and the instructors are selected, this information will be entered into the SIS system and posted on the college website.

The information would also be given to the Public Information Officer who will arrange information and send to a printer to create a hard copy catalogue.

PBF#7 - Business Process Analysis (BPA) Grades and Grade Rosters March 14, 2014
PBF Statement: Grades and Grade Rosters
PBF Narrative: The quality of performance in any academic course is reported by a letter grade, the assignment of which is the responsibility of the instructor. Final grades are entered by the instructor into the grade roster in the Student Information System at the end of each semester. Documentation for incomplete and mitigating withdraw forms are submitted to the Admissions and Records Office. Grade rosters are then posted by the Admissions and Records staff. Final grades are part of the student's permanent academic record and are recorded on the student's official transcript.
PBF Output: Incomplete forms, mitigating "W" forms, student information system, blackboard, faculty grade book, email.
PBF Input: Internet capability, SIS
Leadership: Provosts, Deans of Instruction, Dean of Student Development, Registrar, Dual Enrollment Coordinators.
Staff: Instructors, and A & R.
Communications and IT: Computer, phone, printer, internet access, and SIS.
Facilities: Office space.
Resources and Budgeting: Personnel, computers, phones, internet access, and printers.

Partners and Interdependencies:
Student Information System (PeopleSoft)
Virginia Community College System (VCCS)
Southern Association of Colleges and School Commission on Colleges (SACSCOC)

Process Details:
Secure space with computers and internet access if possible, if not, instructors can enter grades as soon as internet access is restored. Notify students and instructors, campus deans and site directors.

PBF#8 - Business Process Analysis (BPA)
Establish Virtual Library – Partnered other VCCS schools or colleges or public libraries.
March 14, 2014

PBF Statement:
Establish Virtual Library – Partnered other VCCS schools, colleges, or public libraries.

PBF Narrative:
This PBF would provide learning resources for students, the college and Richmond County public. Its function would provide the support necessary for students to be academically successful. This support includes computers, textbooks, books, articles, research materials, and internet service.

PBF Output:
To provide access to resources to students, faculty and staff in support of academic success.

PBF Input:
SVCC website, library website with access to resources online or to the VCCS learning resources web site, VIVA resources, physical collections if available, reserve materials, ILL services.

Leadership:
Dean of Technology and Learning Resources.

Staff:
LRC staff, and faculty

Communications and IT:
Computer access with internet, cell phone service, blackboard access, email, scanner, copier.

Facilities:
Library at alternative SVCC site, other VCCS libraries, other colleges in the State, public libraries in the state.

Resources and Budgeting:

Partners and Interdependencies:
•   VCCS   •   Virtual Library of Virginia (VIVA)   •   Other colleges in the state   •   Public libraries in the state

Process Details:
Alternative library established to provide space and resources to students, faculty and staff. Levels of service would be dependent on the estimated length of time access to the regular facilities is impacted. Partnerships could be developed with other VCCS schools, VIVA schools, colleges and other public libraries in the area.

PBF#9 - Business Process Analysis (BPA)   **Testing**   **March 14, 2014**
PBF Statement: Testing
PBF Narrative: This PBF would ensure the provision for testing services. Its function would provide the support necessary for students to take tests associated with academic instruction. This support includes internet access, computers, paper tests as needed, proctors, the ability to interact with faculty associated with the course.
PBF Output: Academic testing associated with specific courses.
PBF Input: Online tests, paper tests, process to ensure integrity of the testing environment, delivery of tests to the testing facility, delivery of completed tests to the faculty member.
Leadership: Provosts, Deans of Instruction, Dean of Learning Resources, Dean of Technology and Distance Learning
Staff: Faculty and Testing Staff
Communications and IT: Computers with internet access, access to email, blackboard, and software such as lockdown browser, backup paper tests, scanner, telephone or cell phone.

Facilities:
Classroom with appropriate spaces to ensure integrity of the testing process. Technology to deliver the testing processes.

Resources and Budgeting:
Proctors, computer equipment, and scanner.

Partners and Interdependencies:
- Other campus locations which have been unaffected
- Other community colleges
- Local schools or agencies in the community

Process Details:
A space would need to be procured with seating for students to take tests. The space would need a set up to ensure the academic integrity of the process, a proctor work station, computers, a secure method such as a lockable cabinet to store paper materials, a process set up to enable the intake of testing materials, the output of completed tests to faculty if the tests are paper and pencil. Sign in sheets for accountability, with appropriate ID check.

PBF#10 - Business Process Analysis (BPA)
Deploy Trained First Responders
March 14, 2014

PBF Statement: Have trained staff, contractors, or government agency personnel present to provide security and ensure the safety of students, faculty, staff, and visitors at college sites.

PBF Narrative: It is the responsibility of the college facilities department to deploy qualified staff, contractors, or government agency personnel present to provide security and ensure the safety of students, faculty, staff, and visitors at college sites. The facilities staff are trained to respond in accord with the college Emergency Operations Plan. They are also trained in various first aid procedures. The staff is augmented with contracted security officers who are certified campus security officers by the Virginia Department of Criminal Justice Services. County sheriffs, town police, and state police respond to criminal activity and civil disobedience.

PBF Output: College environment free of crime, violence, intimidation, and threats. Rapid response to security or safety event.

PBF Input: trained staff, contractors, or government agency personnel. Staff radio, cell phone, and internet communications.

Leadership: VP of Finance & Administrative Services, Building and Grounds Superintendents, Off-campus Site Directors.

Staff: Facilities staff: Housekeepers, groundskeepers, trade technicians.

Contracted Security Officers

Communications and IT: Two-way radios, cell phones, office phones, email, landline phones and fax. Interior and exterior camera systems. Fire alarms and fire suppression systems. Public emergency call boxes.

Facilities: office space and equipment storage space

Resources and Budgeting: E&G funds

Partners and Interdependencies:

Brunswick County Sheriff's Office

Charlotte County Sheriff's Office

Process Details:

PBF11# - Business Process Analysis (BPA)
Maintain entrances, road, parking, and sidewalks
March 14, 2014

PBF Statement: Safe and passable roadways, parking lots, fire lanes, and campus entrances are necessary for the continuing college operations, emergency response and recovery.

PBF Narrative: Weather events can block campus roads, driveways, and entrances. Emergency events can send panicked students and staff racing to leave the campus and blocking entrance to emergency responders. Darkened, unlighted parking lots can make the college community venerable to crime. Passable entrances and roadways are necessary for evacuations, emergency responders, deliveries, staff and commuter students.

PBF Output: Uninhibited access and egress to the campus and buildings. Removal of snow and ice, or storm debris, or hazardous materials. Controlled traffic. Adequate lighting. Security call boxes and officers on patrol.

PBF Input: Facilities staff, security officers

Leadership: Building and Grounds Superintendents

Staff: Facilities staff: groundskeepers, trade technicians, contract security officers

Communications and IT: telephone, cell phone, email, two-way radios.

Facilities: Equipment storage warehouse.

Resources and Budgeting: M& O funds

Partners and Interdependencies: N/A

Process Details:

PBF#12- Business Process Analysis (BPA)
Maintain Safe & Functioning Learning/Work Environment
March 14, 2014

PBF Statement:

PBF Narrative: It is necessary for college operations to continue in a safe and functional building. The building must be structurally sound and safe. The utilities must work and provide adequate lighting, sanitation, and water. The heating and air conditioning must temper the building so that the environment does not distract from learning or working. IT infrastructure has temperature requirements. The building must remain passable and meet ADA requirements. The

building must be free of unsafe environmental contaminants.

PBF Output: Access to offices and classrooms are clear and safe as defined by Commonwealth building and fire codes and ADA law. Temperatures maintain between 64 and 81 degrees. Adequate lighting. Functioning restrooms. Free of environmental hazards.

PBF Input: Public utilities. Facilities staff.

Leadership: Vice President of Finance and Administration, Building and Grounds Superintendents.

Staff: Facilities staff: housekeepers, trades technicians

Communications and IT: telephones, cell phones, email, two-radios

Facilities: Equipment storage warehouse and shop

Resources and Budgeting: M&O funds

Partners and Interdependencies: Dominion Power, Town of Alberta, Town of Keysville, State Fire Marshall, COV Bureau of Capital Outlay Management.

Process Details:

PBF#13 - Business Process Analysis (BPA)
First Aid and Shelters
March 14, 2014

PBF Statement: To provide the best level of safety and security the college must maintain and response to medical emergencies and imminent danger from emergent threats.

PBF Narrative: The college must continue to maintain designated shelter areas and emergency supplies. The college maintains first aid supplies and trains designated staff in first aid and CPR. The college first aid and shelters are basic in performance and it is expected that a professional response would be available in the near term.

PBF Output: Basic first aid for injuries and illness. Short duration shelter (less than 24 hours)

PBF Input: First aid supplies, first aid training, AEDs, designated shelter areas, sheltering supplies

Leadership: Vice President of Finance, Building and Grounds Superintendents.

Staff: Facilities staff: housekeepers, groundskeepers, trades technicians, Administrator on Duty

Communications and IT: two-way radios, public address system, networked computer alert, ENS, cell phones, telephones, and email

Facilities: Workforce Development Centers on each campus. *Christanna Campus, Alberta dedicated emergency line 434-949-6831; John H. Daniel Campus, Keysville dedicated emergency line 434-736-8785*

Resources and Budgeting: M&O funds

Partners and Interdependencies:

Process Details:

PBF#14 - Business Process Analysis (BPA)
Maintain Communications Technology
March 14, 2014

PBF Statement: Communication capabilities are critical to safety and security.

PBF Narrative: The college must maintain adequate communications to maintain safety, security and educational operations. This includes the various forms of notification and informational communication (one-way) and person to person communication. Because communication is critical, there are redundancies with a variety of modes, media, systems, and equipment.

PBF Output: Southside Alert (mass text and voice messaging), public address system, networked computer alert messaging system, telephone, email, cell phones, two-way radios, college website.

PBF Input:

Leadership: Dean of Information Technology, Network Manager

Staff: LANS/Computer Technicians, IT Security Officer, webmaster

Communications and IT: Southside Alert (mass text and voice messaging), public address system, networked computer alert messaging system, telephone, email, cell phones, two-way radios, college website.

Facilities: The two main instructional buildings.

Resources and Budgeting: M&O, student tech fees, Equipment Trust Fund

Partners and Interdependencies: Verizon, VCCS.

Process Details:

PBF#15 - Business Process Analysis (BPA) Violence Prevention Committee & Threat Assessment Team March 14, 2014
PBF Statement: To maintain a safe and secure environment the college must be able to manage threats. The Violence Prevention Committee and Threat Assessment Teams are required by law.
PBF Narrative: As a requirement of Virginia Code Section 23-9.2:10, the college shall have in place policies and procedures for the prevention of violence on campus. SVCC is committed to providing a safe campus environment that promotes student learning. As part of this commitment, SVCC has established the Threat Assessment Team (TAT), a multi-disciplinary group responsible for evaluating and managing risks associated with behaviors that may present a threat to the campus community's safety. The SVCC Threat Assessment Team, in collaboration with the SVCC Violence Prevention Committee, will help develop policies and procedures for violence prevention, including assessment and intervention with individuals whose behavior may pose a threat to campus safety.   The SVCC Threat Assessment Team members include the Vice President of Finance and Administration, Dean of Institutional Research, selected faculty, Buildings and Grounds Superintendents, Human Resource Manager, counselors and other College constituencies as needed.   All members of the Threat Assessment Team are considered to be school officials and will have complete access to student records when necessary to do their job. The Threat Assessment Team is responsible for addressing reported behavioral or mental health incidents involving students, faculty, staff, or visitors, which occur on a SVCC campus or site.
PBF Output: The Threat Assessment Team is responsible for addressing reported behavioral or mental health incidents involving students, faculty, staff or visitors, which occur on a SVCC campus or site.
PBF Input:
Leadership: Vice President of Finance and Administration and Human Resource Manager.

Staff: The SVCC Threat Assessment Team members include the Vice President of Finance and Administration, Dean of Institutional Research, Building and Grounds Superintendents, Human Resource Manager, Counselors and other College constituencies as needed.

Communications and IT: telephone and email

Facilities: a room to meet

Resources and Budgeting: E&G funds

Partners and Interdependencies: N/A

Process Details:

PBF# 16- Business Process Analysis (BPA) Emergency Operations Plan March 14, 2014

PBF Statement: Preparedness is essential to providing safety and security.

PBF Narrative: The college maintains and practices an Emergency Operations Plan (EOP). The plan is and all hazards approach to emergency preparedness, response, and recovery. The plan includes regular emergency exercises and plan maintenance.

PBF Output: the EOP and annual exercises

PBF Input: Southside Alert (mass text and voice messaging), public address system, networked computer alert messaging system, telephone, email, cell phones, two-way radios, college website. First aid and CPR training. Functional exercises.

Leadership: Vice President of Finance and Administration

Staff: Facilities Manager, Deans of Instruction, Directors of Student Services, Dean of IT, IT Network Manager, IT Security Officer, Facilities staff (all)

Communications and IT: Southside Alert (mass text and voice messaging), public address system, networked computer alert messaging system, telephone, email, cell phones, two-way radios, college website.

Facilities: N/A

Resources and Budgeting:

Partners and Interdependencies: Brunswick County Sheriff, fire, and EMS, Charlotte County Sheriff, fire and EMS;VDEM, State Police, Community Memorial Hospital and Centra Southside Community Hospital.

Process Details:

<table>
<tr><td colspan="1">PBF#17 - Business Process Analysis (BPA)
Procurement Administration
March 14, 2014</td></tr>
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PBF Statement: Purchasing

PBF Narrative: Purchasing goods and services

PBF Output: Timely processing of orders for goods and services needed during an emergency situation.

PBF Input: Area to place orders with vendors

Leadership: Vice President Finance & Administration; Business Manager

Staff: Accounts Payable Clerk, Division Administrative Assistants, users

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Communications and IT: Access to phone lines for orderings and DGS/AIS for placing orders.

Facilities: Office space to process payments, etc.

Resources and Budgeting: M & O Budget funding

Partners and Interdependencies: availability of VCCS PeopleSoft AIS and DGS eVA

Process Details: See attached.

PBF#18 - Business Process Analysis (BPA)   **Payroll**   **March 14, 2014**
PBF Statement: Payroll operations are essential for all Mission Essential Functions.
PBF Narrative: Administration of payroll and paying employees, benefits administration, leave accounting, recruitment (applicant tracking) is essential to continuity of operations across all MEFs.   Payroll functions include collecting current pay obligations and submitting them into the enterprise HRMS system and the Commonwealth Integrated Personnel and Payroll System (CIPPS) to facilitate timely pay to employees
PBF Output: Employee pay, leave accounting, personnel information maintenance, benefit updates
PBF Input: employment records, timesheets, leave absence requests
Leadership: Human Resources Manager, Business Manager

Staff: HR payroll specialist, college supervisors, full time and part time employees

Communications and IT: email, telephones, computers, HRMS, CIPPS

Facilities: : a workstation with networked computer and internet access

Resources and Budgeting: M&O funds

Partners and Interdependencies:

Process Details: Payroll is processed using HRMS and CIPPS. Leave accounting is processed through HRMS. Benefits administration and some personnel transactions are processed through PMIS. Recruitment activities utilize RMS, the state's online applicant tracking system. All of the above is handled by HR staff but includes the business office manager certifying all payrolls to be paid.

PBF#21 - Business Process Analysis (BPA) **Placement Testing** **March 14, 2014**
PBF Statement: Placement Testing
PBF Narrative: Placement testing of all new students is conducted to determine college readiness and the need, if any, for developmental coursework in reading, writing, and/or mathematics to ensure success in college level classes. Placement test results are utilized by counselors to advise students about academic program plans and course selection. Students must schedule a time to take the test, pay the fee for the test, and the test is administered and proctored in the college's testing centers at each campus and off-site locations. Placement testing is also required of students who wish to participate in dual enrollment course offerings; administration may take place at the high school site where administration and proctoring is performed by either high school or college staff, or at a campus location.

PBF Output:
Individualized placement test score reports of student performance on COMPASS and the Virginia Placement Test for mathematics. Aggregate reports by site or by high school. Query capability for demographics and other aspects of score reports.

PBF Input:
Internet capability, lockdown browser capability, computer labs, printers, paper, proctored environment, trained proctors, dedicated space for testing.

Leadership:
Provosts, Dean of Technology and Learning Resources, Deans of Instruction, Dual Enrollment Coordinators.

Staff:
Testing center staff/proctors, counselors, administrative assistants for scheduling, high school counselors, college recruiter, business office personnel (fee collection), IT staff (installation/upload of test)

Communications and IT:
Computer, phone, printer, internet access

Facilities:
Dedicated space to accommodate 5 or more computers plus space for one proctor, server capacity, internet access

Resources and Budgeting:
Test units, Student Development budget

Partners and Interdependencies:
 ACT/COMPASS
VCCS
Dual Enrollment Coordinator
High schools in service region
SVCC Testing Center staff at all locations

Process Details:
Suspend testing until internet access is restored, as all tests are online. Notify students, counselors, dual enrollment coordinator regarding suspension. Notify same when internet access is restored.

Business Process Analysis Data Sheet for PBFs Source: FEMA's Continuity Guidance Circular 2, July 22, 2010

PBF#22 - Business Process Analysis (BPA)
Intake advising
March 14, 2014

PBF Statement:
Intake advising

PBF Narrative:
Counselor meets with new student to provide an overview of the college, services, and resources. Advising includes a review of placement test scores, identification of the student's college/career goals/academic program plan (transfer or career/technical), identification of appropriate developmental course placement if applicable, provision of basic information relative to financial aid and scholarships (see next PBF), tuition payment plan, information about Student Support Services, and selection of courses for a given term. All students are provided with a New Student Information Packet that includes safety information, mySVCC, a copy of the printed schedule, an invitation to New Student Orientation, the FAFSA form, information about the First Year Experience and Plan for Success, a Virginia Wizard bookmark, and a faculty advisor card providing contact information for the student's faculty advisor.

PBF Output:
Information critical to new students (see above) who plan to enroll in classes for any given term.

PBF Input:
New Student Information packets, computer with internet access, phone

Leadership:
Counselors

Staff:
Student Development administrative assistants, Financial Aid staff, Counselors

Communications and IT:
Computer, SIS access, phone, printer, copier

Facilities:
Private office space for each counselor

Resources and Budgeting:
Printed materials, Student Development/Student Activities budget

Partners and Interdependencies:
Admissions and Records
Testing Center
Financial Aid
Career Services

Student Support Services
VCCS

Process Details:
Secure space for individual advising sessions and internet connectivity; if unable to connect, basic information can be provided to students, however full function intake advising cannot occur without SIS access. Should SIS be unavailable, notify public (intake advising is for new students-not the current population) and provide as much information as feasible for walk-ins; reschedule any impacted individuals following the projected recovery time. Notify public after recovery.

PBF#23 - Business Process Analysis (BPA)
Financial Aid Counseling
March 14, 2014

PBF Statement:
Financial Aid Counseling

PBF Narrative:
Provide counseling and advising to new and current students on the policies, requirements, and eligibility related to Financial Aid. Financial Aid counseling is made available to inform students of eligible financial aid programs/plans/ curriculum; students are advised of financial aid implications on adding/ dropping/withdrawing/ auditing; factors of Satisfactory Academic Progress (% of completion, GPA, 150% Maxed Rule, and Developmental/ESL credits.); types of financial aid and EFC.

PBF Output:
Current, accurate information regarding financial aid and scholarships is provided to students seeking financial assistance.

PBF Input:
 Technology access and PeopleSoft access to perform the PBF.

Leadership:
 Financial Aid and Veterans Affairs Officer, Vice President of Instruction and Student Development, Dean of Student Development, Campus Deans.

Staff:
 Financial Aid Technicians, Financial Aid Assistants, Counselors/Academic Advisors, Faculty, Business Office.

| **Communications and IT:** |
| Computer, phone, printer |

| **Facilities:** |
| Office space and copier |

| **Resources and Budgeting:** |
| Printed materials, FA budget |

| **Partners and Interdependencies:** |
| • VCCS
• NSLDS
• SCHEV
• Academic and Student Affairs Council |

| **Process Details:** |
| Secure space for individual advising sessions and internet connectivity; if unable to connect, basic information can be provided to students, however full function financial aid advising cannot occur without SIS access. Should SIS be unavailable, notify current students and the public, and provide as much information as feasible for walk-ins; reschedule any impacted individuals following the projected recovery time. Notify current students and the public after recovery. |

| **PBF#24 - Business Process Analysis (BPA)**
ADA aommodations
March 14, 2014 |
| **PBF Statement:** |
| ADA accommodations |
| **PBF Narrative:** |
| ADA/Disability Services Coordinators provides students with information regarding process for documenting and securing reasonable accommodations in the educational setting. Works with eligible students and with faculty to assist in identifying appropriate accommodations as needed. Maintains secure records. Communicates need for accommodations requiring budgetary expenditures to Dean of Student Development and assists in making arrangements as needed (interpreters, equipment, etc.). Students are referred to mental health and vocational rehabilitation agencies as appropriate. Works in collaboration with Student Support Services. |
| **PBF Output:** |
| Individual accommodations as indicated by documented disability |
| **PBF Input:** |
| SVCC documentation forms, external documentation of disability, participation in professional development activities to maintain currency with ADA/504 and OCR policies and requirements |

Leadership:
 Professional counselors, Dean of Student Development

Staff:
Faculty, Business Office if applicable

Communications and IT:
 Computer, SIS access, DOCSTAR access, SVCC intranet for documentation forms, phone, printer

Facilities:
 Private office space for counselors, secure and copier

Resources and Budgeting:
 ADA Coordinators at both campuses

Partners and Interdependencies:
 Student Support Services
Community Service Boards and other mental health resources
Area health care providers

Process Details:
 Secure space for ADA Coordinators. Notify students and faculty.

PBF#25 - Business Process Analysis (BPA)
Personal Counseling and Referrals
March 14, 2014

PBF Statement:
Personal counseling and referrals

PBF Narrative:
Student development personnel may provide information on topics such as career choices, time management, healthy life choices, financial planning, leadership development, etc. to students on an individual or group basis. Referrals may be made within the college for specific instruction or to Workforce Development, or to outside agencies or healthcare professionals for issues beyond the scope of the community college.

PBF Output:
Information provided to individuals or groups relative to an aspect of college life

PBF Input:
Print materials, websites, video/other media, guest speakers, service learning experiences

Leadership:
 Counselors (both campuses)

Staff:
 Counselors, Student Support Services staff, Career Services staff, Student Activities staff, Faculty

Communications and IT:
 In person, print communication, web-based communication

Facilities:
 Offices and/or classrooms

Resources and Budgeting:
 Counseling staff

Partners and Interdependencies:
VCCS
External agencies and healthcare providers

Process Details:
Suspend any scheduled group presentations/meetings during recovery and reschedule; notify students. Secure space for individual meetings with counselors; notify students.

PBF#26 - Business Process Analysis (BPA)
Career Services
March 14, 2014

PBF Statement:
Career Services

PBF Narrative:
Career services personnel provide information to students and potential students regarding careers, conduct skill assessments/inventories, discuss academic and Workforce training options, provide funding for cost of education/training, monitor student progress, collect and report program data.

PBF Output:
Information provided to individuals or groups regarding career choices and avenues for education and/or training to achieve appropriate credential for employment

PBF Input:
 Print materials, websites, video/other media,

Leadership:
 Academic & Workforce VP's, Director of Student Services

Staff:
 Career Services and OnRamp Grant personnel

Communications and IT:
 In person, print communication, web-based communication

Facilities:
 Office space, computers, printers, phones, internet access

Resources and Budgeting:
 Grant based

Partners and Interdependencies:
 Counselors, Student Support Services staff, Career Services staff, Financial Aid staff, Faculty
Workforce Services
WIBs
VEC
VCCS

Process Details:
 Suspend any scheduled group presentations/meetings during recovery and reschedule; notify students. Secure space for individual meetings with counselors; notify students.

PBF#27 - Business Process Analysis (BPA) **Apply for Admission** **March 14, 2014**
PBF Statement: Apply for Admission
PBF Narrative: New students apply to SVCC using the online application for admission. Students can apply

from any Internet accessible computer. Computers with Internet accesses are available in the A&R offices and student success centers. Individuals are eligible for admission to the college if they are high school graduates or the equivalent, or if they are eighteen years of age or older and able to benefit from study at the college. High school students (juniors and seniors) may enroll as non-curricular students with permission from their high school.

PBF Output:
Staff is knowledgeable on current SVCC processes and policies, and VCCS and SCHEV policies.

PBF Input:
Internet access and the online application, paper application, dual enrollment application, domicile determination forms

Leadership:
Dean of Admissions, College Registrar

Staff:
A&R Staff, College Recruiters and Career Counselors

Communications and IT:
Computer, phone, printer, and internet access

Facilities:
Dedicated office space for 3 employees and 5 student computers, printer, server capacity, internet access

Resources and Budgeting:
Personnel, computers, and Student Development budget

Partners and Interdependencies:
Online Application
High schools in service region
Testing Center
College Counselors
SIS
VCCS
SCHEV

Process Details:
Secure space, obtain computers and internet access. If unable to access internet, suspend applications for 3-day period until recovery and notify public of suspension and resumption dates.

PBF#28 - Business Process Analysis (BPA)
Registration
March 14, 2014

PBF Statement:
Registration

PBF Narrative:
Registration is conducted prior to the beginning of each semester. Information about the registration schedule and registration procedures is published each semester in the Schedule of Classes and on the SVCC website. Registration is conducted on campus and online. Students are responsible for complying with registration policies and procedures, and meeting established deadlines. Tuition and fees may be paid in person on campus or online via mySVCC. Registration is not complete until tuition and fees are paid.

PBF Output:
Staff is knowledgeable on current SVCC processes and policies, and VCCS and SCHEV policies.

PBF Input:
Internet access, SIS, online schedule of classes, print schedule of classes
registration forms

Leadership:
Dean of Admissions, Deans of Instruction, College Registrar, Business Office Manager, Dual Enrollment Coordinator

Staff:
  A&R Staff, Business Office Staff, Advisors, Counselors, Financial Aid Staff

Communications and IT:
 Computer, phone, printer, internet access, SIS

Facilities:
 Office Space

Resources and Budgeting:
 Counselors, computers with internet access, phones, printers, SD budget

Partners and Interdependencies:
Academic Deans
Academic Advisors
College Counselors
SIS
VCCS
SCHEV

Process Details:

Secure space with computers and internet access if feasible. Paper registration can be taken and processed once computer access is restored. Notify students.

PBF#29 - Business Process Analysis (BPA)
Add/Drop
March 14, 2014

PBF Statement:
Add/Drop

PBF Narrative:
Students may add a class or change class sections at the beginning of the semester according to the calendar published in the schedule of classes. The calendar is published with the online schedule of classes and in the printed schedule of classes. Students may not add a new class or change sections after the published deadline.

Students may withdraw from a course without academic penalty and receive a grade of "W" during the first 60% of the semester or session. The date published as the "Last day to withdraw from class with a grade of W" for each semester or session is published in the current Schedule of Classes both online and in print. Appropriate paperwork must be received and processed by the Admissions and Records Office on or before the published deadline.

PBF Output:
Add/drop forms, instructor drop and withdraw forms

PBF Input:
Internet capability, SIS, online schedule of classes, print schedule of classes

Leadership:
Dean of Admissions, Counselors, advisors, Deans of Instruction, Registrar, Business Office Manager, Dual Enrollment Coordinators

Staff:
 A&R Staff, Business Office Staff, Advisors, Counselors, Financial Aid Staff

Communications and IT:
Computer, phone, printer, internet access, SIS

Facilities:
 Office Space

Resources and Budgeting:
 Personnel, computers, phones, internet access, printers, SD budget

Partners and Interdependencies:
Academic Deans
Academic Advisors
College Counselors
SVCC
SIS
VCCS
SCHEV

Process Details:
Secure space with computers and internet access if feasible, process transactions on paper if not and then electronically once internet access is restored. Notify students and faculty, campus deans and site directors.

PBF#30 - Business Process Analysis (BPA)
Transfer Evaluations
March 14, 2014

PBF Statement:
Transfer Evaluations

PBF Narrative:
Previous college coursework is evaluated from official transcripts received for curricular students. Credit will be awarded for courses that are equivalent to SVCC courses and relevant to the student's curriculum/major at SVCC. Advanced standing is a student's administrative placement, which allows credit based upon previous academic study or occupational experience.

PBF Output:
Official College Transcripts, Online College Catalogs, ACE Book of Accredited Institutions of Postsecondary Education, VCCS Master Course List, Online Student Information System

PBF Input:
Internet capability, computer, transfer evaluation form, advanced standing form, student advisement report, and printer

Leadership:
 Dean of Admissions, College Registrar

Staff:
  College Registrar, A&R Staff

Communications and IT:
  Computer, phone, printer, internet access, scanner, access to DocSTAR/ImageNow, SIS

Facilities:
 Office Space

Resources and Budgeting:
 Personnel, computer, phone printer, internet, scanner

Partners and Interdependencies:
Academic Deans
Academic Advisors
College Counselors
DocSTAR/ImageNow
SVCC
SIS
VCCS
SCHEV

Process Details:
  If internet access is available, proceed as usual; if no internet access, suspend until functions restored.

PBF#31 - Business Process Analysis (BPA) Dual Enrollment March 14, 2014

PBF Statement:
Dual Enrollment

PBF Narrative:
SVCC has dual enrollment agreements with nine (9) local high schools to offer college-level courses that can be taken at the college or the high school location. Dual enrollment programs

are voluntary and enable students to take courses at SVCC while enrolled in high school and provide college level educational opportunities not otherwise available.

PBF Output:
 Staff is knowledgeable on current SVCC processes and policies, and VCCS, SCHEV, and SACS policies.

PBF Input:
 Internet access, shared drives, SIS access, remote access

Leadership:
 Dean of Admissions, Dual Enrollment Coordinators, College Registrar, College Recruiters, Career Counselors

Staff:
 A&R Staff, Business Office Staff, Dual Enrollment Coordinators, college recruiters, career coaches, programs/system analyst, IT staff

Communications and IT:
Computers, telephones, printers, internet access, fax machine, intercampus mail, U.S. mail, personal contact on campus, visits to high schools

Facilities:
 Permanent office space at one campus, occasional office space at the other campus

Resources and Budgeting:
SVCC personnel, office equipment and network access, dual enrollment travel budget

Partners and Interdependencies:
High schools in service region
College Counselors
SIS
VCCS
SCHEV

Process Details:
Office space with computers and internet access if possible. Paper and pencil may substitute if necessary and if available time permits.

PBF#32 - Business Process Analysis (BPA)
Payment Collections
March 14, 2014

PBF Statement:

Accounts Receivable

PBF Narrative:

Tuition/fee collections

PBF Output:

Collection of student tuition and fee payments for credit and non-credit instruction.

PBF Input:

Secure area for collection of funds, manual collection form, and cash box.

Leadership:

Vice President Finance & Administration; Business Manager

Staff:

Business Office Accounts Payable position and Date Entry Clerk

Communications and IT:

Access to internet to input daily collections to SIS and AIS

Facilities:

Office space to process payments, etc.

Resources and Budgeting:

M & O Budget funding

Partners and Interdependencies:

availability of VCCS PeopleSoft AIS and SIS

Process Details:
Cash Receipts

- Students wishing to pay outstanding tuition bills or other miscellaneous charges will go to the designated Business Office area and Business Office representative

> will collect the fees due
>
> - Payment Process:
>   - Payments will be manually recorded on the Off-Campus Registration Form. A manual receipt will be issued for each payment.
>   - Cash and checks will be deposited daily.
>   - Students wishing to pay by credit card will be encouraged to pay on-line if the capability is available to them. If not, the required information will be recorded for input when access is available.
>   - All amounts received will be keyed into SIS by the Business Office staff when available. Two receipts are automatically generated. One will be mailed to the customer; the other held at cash register to be used for the daily register total close out.
>   - Third Party tuition sponsorship will collected and linked in AIS as the system becomes available
>
> - Any manual deposits made will be reconciled to payments keyed to SIS as the system becomes available.

PBF#33 - Business Process Analysis (BPA)
Administer and distribute financial aid and scholarships
March 14, 2014

PBF Statement:

Administer and distribute financial aid and scholarships

PBF Narrative:

The Primary Business Function (PBF) is to administer, package/award, and disburse federal, state, and institutional funds following federal and college policies. To provide the student knowledge to:

- Apply for Financial Aid using FAFSA on the Web. Providing information to the student on the correct website and which academic year application to apply for.
- Verify enrollment status for financial aid packaging/Return of Title IV Aid
- Types and What is an EFC?
- NSLDS status
- Eligibility requirements
- Awarding of aid
- Bookstore charging
- Disbursement and check information to the student

PBF Output:
To be knowledgeable with current policies, types, processes, curriculum/new programs. Contact with external partners COD/CPS/USDOE/FAFSA/SCHEV/VCCS. .

PBF Input:
Technology and PeopleSoft access to perform the PBF. Training of personnel to make sure all students are given the correct forms/information to inform students correctly how to complete online financial aid application. Communication between offices on campus to ensure distribution of financial aid is provided.

Leadership:
Dean of Admissions, Director of Financial Aid & Veteran Affairs officer, College Registrar, Deans of Instruction, Business Manager.

Staff:
 Financial Aid Technicians, Financial Aid Assistants, A&R Staff, Counselors/Academic Advisors, Faculty, Business Office/Cashiers, Bookstore, Foundation.

Communications and IT:
 PeopleSoft access, Technology needs (computer/printer), Software and Technology requirements for specific DOE software, etc.

Facilities:
 Office space and computer and technology needs to specific requirements from the USDOE.

Resources and Budgeting:
 Personnel, computers, internet access

Partners and Interdependencies:
VCCS
NSLDS/COD/CPS
SCHEV
Academic and Student Affairs Council
Department of Education

Process Details:
Secure space with computers and internet access if feasible. If no internet access, provide services to the extent possible and restore full functions when access restored. Notify students, counselors, faculty, campus deans, and site directors.

Business Process Analysis Data Sheet for PBFs Source: FEMA's Continuity Guidance Circular 2, July 22, 2010

PBF# 34- Business Process Analysis (BPA)
Managing Authorized Non-Credit Programs
March 14, 2014

PBF Statement: Managing Authorized Non-Credit Programs

PBF Narrative: PBF1 is the process by which Workforce and Community Development Department manages, maintains, and supports authorized noncredit programs. The programs are developed by the Directors of Workforce Development, program coordinators, and managers and support staff in consultation with external partners representing business, economic development, and community development sectors.

PBF Output: Career Studies Certificates in HVAC, Truck Driving, and Welding; Diesel Tech, electricity, Certification and Licensure in ABE/GED, Basic Contractor Prep Course, Defensive Driving, Motorcycle Safety – Basic Rider Course, Para Professional, Serve Safe, and Tradesman Renewal; Career Readiness Certificate; Career training programs in Business Administration and Management, Commercial Driver's License, Early Child Development, Environmental Technology, Information Technology, Non-Profit Management; Learning programs in Digital Photography, Health and Fitness, Horticulture, Sailing; Education and Training programs in Adult Education/GED, Middle College, Youth Services, Summer Youth Employment, Regional Educational Consortium.

PBF Input: SIS and HR Management Systems, ability to process registrations, communicate and interact with prospective students.

Leadership: College President, Provosts, Deans of Instruction and College Workforce Development Coordinators.

Staff: Workforce program coordinators, program managers, trainers, counselors and administrative staff

Communications and IT: Email, telephones, computers

Facilities: Office space

Resources and Budgeting: E&G funds

Partners and Interdependencies:
Process Details:

APPENDIX E – CRISIS MANAGEMENT TEAM DUTIES/GUIDELINES

_____

- ↓ Team Duties
  - ➢ Southside Virginia Community College is a small rural college so it will utilize only one team to handle all emergency preparedness situations. Each member of this team may also have key people on their staff, who they will call upon as needed.
- ↓ Individual Duties

  - ➢ **President**
    The President will preside over the team and will work in conjunction with the college's Director of Public Relations, to keep the public informed.

  - ➢ **Provost – John H. Daniel Campus**
    The Provost of the Daniel Campus and she will make any critical decisions involving his campus. She will also serve as a backup for the Christanna Campus should they be the one experiencing a problem requiring rescheduling of class space.

  - ➢ **Provost – Christanna Campus**
    The Provost of the Christanna Campus and he will make any critical decisions involving his campus and will serve as a backup for the Daniel Campus when the problem is there which requires rescheduling of class space.

  - ➢ **Vice President of Finance & Administration**
    The Vice President of Finance and Administration for the college will make decisions for the College regarding security, safety and the buildings. He will coordinate action on these issues with Buildings and Grounds Superintendent on the Daniel campus and Christanna campus Buildings and Grounds Superintendent.

➢ **Dean of Information Technology and Learning Resource**
The Dean of Information Technology & Learning Resources role is to work with his staff to implement back up network capability should one campus or an off campus center go down.

➢ **Building and Grounds Superintendent – John H. Daniel Campus**
The Superintendent is responsible for the safety, security and the buildings and grounds of the campus. He also assists with minor repairs and logistical services for the Southern Virginia Higher Education Center in South Boston, Amelia Nottoway Occupational Tech Center and all repairs at the Occupational Technical Center in Blackstone. The Superintendent coordinates emergency response actions and implements safety and security measures for the Daniel Campus and his assigned centers with the Provost and Vice President of Finance.

➢ **Building and Grounds Superintendent –Christanna Campus**
The Building and Grounds Superintendent for the Christanna Campus. The Superintendent is responsible for the safety, security and the buildings and grounds of the campus. He also assists with all the campus maintenance and also at the Southside VA Education Center in Emporia. He is also responsible for some repairs at the Lake Country Advanced Knowledge Center in South Hill and the Estes Center in Chase City. The Superintendent coordinates emergency response actions and implements safety and security measures for the Christanna Campus and his assigned centers with the Provost and Vice President of Finance & Administration.

➢ **Dean of Instruction – John H. Daniel Campus**
The Dean coordinates and schedules or rescheduling of John H. Daniel Campus classes with the Campus Provost. In case of part or all of the campus instructional buildings being closed, the Dean will work with the Provost, B & G Superintendent, and VP of Finance & Administration to shift classes to alternate locations. The Dean will also contact Workforce Director and Counselor should any non-credit classes be impacted. The Dean will coordinate any class changes for the off campus centers with the Provost.

➢ Dean of Instruction – Christanna Campus
The Dean coordinates the scheduling and rescheduling of classes with the Campus Provost. In case of part or all of the campus instructional buildings being closed, the Dean will coordinate with the Provost, B & G Superintendent and VP of Finance & Administration to shift classes to alternate locations. The Dean will coordinate any class changes for his off campus centers with the Provost, Director of Workforce and Coordinator of Off-Campus Instruction.

> ➢ Director of Marketing and Public Relations
> The college Director of Marking & Public Relations will also serve on the CMT and will work with the President and the Provosts to keep the public informed of the status of the College emergency or disruption of business.

Letters of Understanding for Back Up Sites

- The two main campuses are 42 miles apart so the likelihood of both sites being impacted by the same event is very unlikely. The campuses are also linked by compressed video to each other and to the off campus centers. This gives the college great flexibility to reschedule classes at other sites should one site be disrupted or closed. Since the college already has leases with the off campus centers there is no need for letters of understanding.

Immediate Response Procedures

- Immediate response procedures were reviewed and it was agreed that they were effective given the situation

Restoration of Application and Files

- The network service administrator will reviewed plans for switching the network and phone service over to the other campus and this worked.

Manual Process Procedures

- Manual procedures changes were minimal since most of these activities related to teaching and its support.

Documentation List

- A documentation list will be provided by each department and will be given to VP of Finance & Administration, who will compile a centralized list. Future department documentation will be assessed.

Critical Vendors and Suppliers

- The College has compiled a list of critical vendors which include, but are not limited to:
  - ➢ Emergency generator rental
  - ➢ Emergency lighting rental
  - ➢ Document restoration services
  - ➢ Smoke cleaning services

- ➢ Environmental cleaning services
- ➢ Document imaging services
- ➢ Emergency water supply

Supplies, Equipment, Software and Applications Listing

- Emergency first aid kits and locations
- Location of Defibrillators
  - **Workforce Development Building – Christanna Campus**
  - **Student Services B-Building – Christanna Campus**
  - **Lake Country Advanced Technology Center - South Hill, VA**
  - **Southside VA Education Center - Emporia, VA**

- Location of backup generators
  - **Between Instructional and ODU buildings – Christanna Campus**
  - **By the automotive shop – John H. Daniel Campus**
  - **Behind the LRC/Student Services Building – John H. Daniel Campus**
  - **Behind the Workforce Development Centers – Christanna and John H. Daniel Campuses**

- Location of flashlights
  - **Building and Grounds Department**

APPENDIX F – EMERGENCY VENDOR LIST

Table 1
Continuity Plan Emergency Vendor List

Type	Vendor Name & Address	Number
Fire and Smoke Recovery	Francisco's Cleaning Restoration 494 Union Grove Road Keysville, VA 23947	434-736-9300
Generator Rental	Pearson Equipment 3466 West 3rd Street Farmville, VA 23901	434-391-1112
	Pearson Equipment 3900 Harris Lane Lynchburg, VA	434-845-5981
	Bo's Hydraulics Inc. 1138 Huell Matthews Hwy, South Boston, VA 24592	434-575-7506
Emergency Water	Diamond Springs Water P. O. Box 38668 Richmond, VA 23231	1-800-350-0525
Roofing	Shaddeau Roofing & Construction, Inc. 522 West 25th Street Norfolk, VA	757-627-8584
	Roof Systems of Virginia 501 Jefferson Davis Hwy, Richmond, VA 23224	804-231-2875 804-283-7692 (emergency contact- Shawn Nunn)

Type	Vendor Name & Address	Number
Lumber & Building Supplies	Home Depot 1400 County Road South Hill, VA 23970	434-955-2477
	Lorene Building Supply Highway 58 West LaCrosse, VA 23950	434-757-4400 or 1-800-989-4400
	Lowe's 2644 Farmville Road Farmville, VA 23901	434-391-6300
	White's Building Center 255 Railroad Avenue Keysville, VA 23947	434-736-9000
	Lowe's of Henderson 166 Dabney Road Henderson, VA 27536	252-436-0050
Environmental Cleaning Services	Environmental Options, Inc. 720 Energy Boulevard P. O. Box 879 Rocky Mount, VA 24151	540-483-3920
	Francisco's 1156 Four Locust Hwy. Keysville, VA 23947	434-736-9300
	Servpro P. O. Box 15124 Lynchburg, VA 24502	434-525-9559 (Lynchburg) 866-751-2959 (Main)

Type	Vendor Name & Address	Number
		804-378-2323 (Chesterfield)
Emergency Lighting	Rent-E-Quip 710 West Danville Street South Hill, VA 23970	434-955-2381
Tree Removal Service	Wilson Tree Service 1030 Danieltown Road Dundas, VA 23938 Hard Times Tree Service 735 Luneburg County Road Keysville, VA 23947	434-676-3622
Direct Numbers to Fire Departments	Alberta Volunteer Fire Department South Hill Volunteer Fire Department Chase City Volunteer Fire Department Keysville Volunteer Fire Department Emporia Volunteer Fire Department	434-949-7541 434-447-8227 434-372-3395 434-736-9727 434-634-7340

APPENDIX G – CONTINUITY PLAN TORNADO SAFE ROOMS

Campus	Building Location	Room Number
CHR	A	22, 25
CHR	B	10, 11, 13, 33, 35, 36, 45
CHR	C Hall	12, 13, 14, 16, 18, 17B
CHR	Workforce Development Building	106, 107, 115, 120, 123
CHR	Maintenance Shop	107, 108
JHD	Main Building	21, 22, 25, 30, 33A, 33B
JHD	Student Services	32, 34, 35, 36, 37, 40, 41, 42, 43, 44, 48, 52, 54, 65, 66B, 67, 70
JHD	Workforce Development	106, 107, 120, 123
JHD	Maintenance Building	106, 107

Procedures for a Tornado Drill/Fire Drill--- Christanna Campus

(revised 3-10-2014)

All occupants of A Building will relocate as follows:

Wardens for this area are Nancy Turner and Louise Ogburn.

Occupants of A22, A25 and A29 will remain in place.
Occupants of offices A1 through A12 will relocate to the restrooms.

Occupants of offices A17 through A30 will relocate to A22, A25 and A29.

All occupants of B Building will relocate as follows:

Wardens for this area are Sabrina Williams and Krystal Patton
Occupants of rooms B10, B11, B13, B33, B34, B35, B36, and B45 will remain in place. Occupants of B-9, offices B37 through B44, Classrooms B46 and B47 will relocate to B hall restrooms, and Classrooms B10, B-11, and B45.

Wardens for this area are Marika Peterson and Ingrid Fogg.
Occupants of rooms B3, B4, B5A, B9, B14, B16, student lounge, library, and all the offices in the library will relocate to B10, B11 and B13.

Wardens for this area are Kellie Bishop and Bernadette Battle.
Occupants of offices B17 through B31 will relocate to B33, B34, B35 and B36.

C-Hall

Wardens for this area are Tim Jenkins and Misty Smiley.

Occupants of classrooms C-12, C-13, and C-14 will remain in place.

Occupants of classrooms C-2, C-11, and C-28 will relocate to classrooms C-12, C-13, and C-14. Occupants of offices C3 to C-11B will relocate to C-12, C-13, and C-14.

Wardens for this area are Kathy Pegram and Shannon Moore.

Occupants of classrooms C-16 and C18 will remain in place.

Occupants of offices C-15 to C17G will relocate to C16 and C18. Occupants of C-31 will relocate to C-16 and C-18. Occupants of offices of C-20 through C-26 will relocate to C-16 and C-18.

ODU

All occupants of ODU classroom and offices will relocate as follows:
Wardens for this area are Hannah Guarino and Gene Walker.
ODU classrooms and offices, C19 – C39, will relocate to C16 and C18.

John J. Cavan Workforce Development Center

All occupants of the John J. Cavan Workforce Development Center will relocate as follows:

Angela McClintock and Freddie Reekes are Wardens.
Occupants of rooms 103 and offices will relocate to rooms 106, 107 and the restrooms.
Occupants of 108 will relocate to the Men and Women's restroom in lobby.
Occupants of 127 (multi-purpose room0 will relocate to the stage area behind the curtains, rooms 110, 120, 123, with the overflow moving to the Men and Women's restroom.

Modular Trailers

All occupants of Trailers TT1, TT2, TT3, TT4, TT5 and TT6 will relocate as follows:

TT1 and TT2
Allen Fulks, and Governor's School Staff are Wardens.
Occupants of TT1 and TT2 will relocate to C18.

TT3, TT4, TT5, and TT6
Chad Rogers, Mashonda Macklin, and Governor's School Staff are Wardens.
Occupants of TT3 will relocate to B13.
Occupants of TT4 will relocate to B35.
Occupants of TT5 will relocate to B36.
 Occupants of TT6 will relocate to B34.

Tractor Shed

All occupants of the Tractor Shed will relocate as follows:
Officer on duty will be the Warden.
Occupants will relocate to B17, B35 and B36.

Public Safety Building

All occupants of the Public Safety Building will relocate as follows:

Bobby Lester will be the Warden.
All occupants will relocate to the Maintenance Building Men and Women's Restroom and the Hallway.

Maintenance Building

All occupants of the Maintenance Building will relocate as follows:

Sharon Martin will be the Warden.
All occupants will relocate to the Men and Women's Restroom and the Hallway.

OFF CAMPUS SITES

Estes Center:

Occupants of the Estes Center will relocate as follows:

Bonnie Gilliam and Melissa Gaulding are Wardens.

Occupants of the SIMS Lab, Nursing Lab and Classroom G will relocate to Classrooms C and D.

Occupants of Classroom B, Conference Room, Student Lounge and Science Classroom will relocate to Classrooms D and E.

Occupants of Classrooms C, D, E and F will remain in place.

LCAKC:

Occupants of the Lake Country Advanced Knowledge Center will relocate as follows:

Maki Malone and Natalie Coronas are Wardens.

Occupants of Classrooms C, G and F will relocate to Classroom E.

Occupants of Classroom H, Computer Labs A and B will relocate to Classroom D, the Computer Network Room and the Bookstore.

Occupants of the Cyber Café and the Concourse Area will relocate to Classrooms D and E and the Men and Women's Restrooms.

Occupants of the Industrial Arts Area will relocate to the Door area in the Industrial Arts Classroom and Classroom C.

Occupants of classrooms C, D and E will remain in place.

Southside Virginia Education Center:

Occupants of the Southside Virginia Education Center will relocate as follows:

Dawn Roberts and Gary Cifers are Wardens.

Occupants of classrooms 130, 131, 132, 133, 134, and 136 will remain in place.

Occupants of the Office Area and Room 101 will relocate to Room 116 and the Men and Women's Restroom.

Occupants of Classrooms 125, 126, 127, 128, 129 will relocate to Classrooms 131, 133, and 136.

Occupants of Classrooms 148, 149, 150 and 151 will relocate to the Men and Women's Restrooms and Classrooms 130, 131, 132 and 134.

JOHN H. DANIEL CAMPUS

PROCEDURES FOR TORNADO/FIRE DRILL – John H. Daniel Campus
(Revised 3-10-14)

All occupants of the **Main Instructional Building** will relocate as follows:

A-Section [Rooms 1-20] Cindy Mason and Lori Mitchum-Burns Wardens

Occupants of Rooms 3, 19a, 20, 20a, 20b, 20c will remain in place.
All other occupants of the Administration section will relocate to the Men and Women's restrooms in that section and Room 20 in the Admissions area.

West B- Section [Rooms 21-32g, 34b] Lydia Ramsey and Robert Blackwell Wardens

Occupants of Rooms 21, 22, 25, 32a-32g, 34b will remain in place.
Occupants of Room 28 will relocate to the Student Services area.
Occupants of Room 29 will relocate to the Women's handicapped accessible restroom.
Occupants of Room 31 will relocate to the Student Services area.
Occupants of the Student Lounge will relocate to Rooms 21 and 22.

East B-Section [Rooms 34c-45] Matt Dunn and Rodnita Blackwell Wardens

Occupants of Rooms 34c-35f [Student Services,] 36, 40, 41, 42-42f, 43, 44 will remain in place.
Occupants of Room 38a-38c will relocate to the Men's handicapped accessible restroom across the hall.
Occupants of Room 39 will relocate to Room 36.
Occupants of Room 45 will relocate to Room 44.
Occupants of Rooms 46a-47d will relocate to room 43.

C Section [Rooms 57-72] Will Hamilton and Dave Canning Wardens

Occupants of Rooms 65, 67 will remain in place.
Occupants of Rooms 57-60g will relocate to Rooms 65 and 67.
Occupants of Rooms 62-64 will relocate to Room 65.
Occupants of Room 66, 68-68d, 71-71b will relocate to Room 67.

D Section [Rooms 51-55] Rosa Townsend and Latrisha McCargo Wardens

Occupants of Rooms 52, 54-54e will remain in place.
Occupants of Room 51, 51a will relocate to Room 48 with overflow to Room 43.
Occupants of Rooms 53-53f will relocate to Room 52 with overflow to Room 41.
Occupants of Room 55 will relocate to Room 40 with overflow to the Men and Women's restrooms across the hall from Student Services.

Unassigned maintenance personnel will relocate to Room 70 and the maintenance restrooms.

All occupants of the **Temporary Modular Buildings** will relocate as follows:

Middle College Building [M4] Lois Hicks and Rock Mason Wardens

Occupants of this building will relocate to the Workforce Development Center, Room 127 [multi-purpose room] stage area behind the curtains.

Bookstore Building [M2] Debbie Lewis and Sue Cox Wardens

The occupants of this building will relocate to the Workforce Development Center, Room 127 [multi-purpose room] stage area behind the curtains.
.
Governors School Building [M1] Steve Capon Warden

The occupants of this building will relocate to the Workforce Development Center, Room 127 [multi-purpose room] stage area behind the curtains.

All occupants of the **Workforce Development Center** will relocate as follows:
Debbie Campbell and Dennis Smith Wardens

Occupants of Room 103 will relocate to the Men and Women's restrooms in the lobby.
Occupants of Room 108 will relocate to the Men and Women's restrooms in the lobby.
Occupants of Room 127 [multi-purpose room] will relocate to the stage area behind the curtains with overflow moving to the Men and Women's restrooms in the lobby.

All occupants of the **Maintenance Building** will relocate as follows:
Donnie Smith Warden

Occupants will relocate to the Men and Women's restrooms.
Bus drivers in parking lot will be notified to relocate to the Maintenance Building.

OFF CAMPUS SITES

Occupants of the **Occupational Technical Center** will relocate as follows:
LaTonya Fowlkes and Duncan Quicke Wardens

Diesel Technician occupants will relocate to the two restrooms and locker room in the shop area.
Truck Driving and Heavy Equipment occupants will relocate to the Men and Women's restrooms next to the break room.

Occupants of the **Cumberland Middle College Site** will relocate as follows:
Warden position vacant.

Occupants of this site will relocate to the Restroom.

Occupants of the **Farmville Practical Nursing Program** will relocate as follows:
Adrienne Blanks and Stacy Hines-Bentley Wardens

Occupants of the P.N. building will relocate to the Woodland Nursing Home.

Occupants of the **Truck Driver Training School in South Boston** will relocate as follows:
Detra Carr and Duncan Quicke Wardens

Occupants of the TDTS will relocate to the Lasco Plant.

TORNADO/FIRE DRILL LOG

DATE	TYPE OF DRILL	BEGIN TIME	END TIME	CAMPUS	HANDLED BY