

## **VII. RECOVERY**

### **A. Cost Recovery**

One of the final EOC actions may be to appoint an “Emergency Cost Recovery Work Group.” The composition of the work group will be related to the nature and magnitude of the emergency, but will include a core membership representing:

1. University President
2. Chief of Staff, General Counsel
3. Senior Vice President for Academic Affairs/Provost
4. Senior Vice President for Finance and Administration

All academic and administrative departments should have advance copies of internal cost and loss documentation forms in their Emergency Management Plans to help prepare them for the post-event claims process. Additional materials and guidance documents from external funding sources, such as the Federal Emergency Management Agency (FEMA), or other agencies will be distributed as needed.

### **B. Business Resumption**

Marshall University’s business contingency planning process will be focused on the following core activities:

1. Identification of local mission-critical processes, based on the primary mission(s) and business function(s) of each unit.
2. Development of procedures for recovering all or part of the highest priority functions giving specific failure scenarios and time horizons.
  - Determination of whether each process could be suspended or degraded, or whether it must be fully functional.
  - Identification of alternate work sites or other temporary facilities for the most critical functions.
  - Ongoing back-up of critical data and protection of critical equipment.
3. Assignment of local business resumption roles, responsibilities, and authority.
4. Procedures for recovering impact operations.
5. Criteria for returning to normal business.

Schools and departments are expected to continue to review and identify mission-critical functions, and maintain an updated plan that specifies how they will provide for those functions in the context of different emergency scenarios. The following questions have been distributed to each department to provide specific guidance for recovery planning on their constituent departments:

1. What are your department's business interdependencies? What do you need from other departments to perform critical functions? Which departments depend on you to perform their critical functions?
2. Are there days or weeks or months of the year when a major emergency would be even more disruptive than at other times?
3. Is your essential data backed up regularly? Would the information be accessible if your building was closed, or if the University network was down?
4. Do your department and its constituent departments have documented disaster recovery procedures in place?
5. Has your department and the constituent departments named a Disaster Recovery Team of key individuals who would coordinate the restoration of business operations?
  - Are the members of the Recovery Team aware of their disaster recovery roles and responsibilities?
  - Do these essential personnel live nearby? How would you notify them to come into work?
6. Is there a process for tracking the cost of business recovery (including funds spent on overtime, special materials/supplies, temporary personnel, etc.) and a mechanism for distinguishing emergency recovery costs from other business expenditures?
  - Are special vendor/contractor arrangements necessary for your department(s) to insure continuity of services?
  - Does your department have a Purchasing Card System account for emergency purchases?
  - If only 50% of your staff/faculty could return to work, could you open?
  - Can some employees telecommute during a disaster? What can you do now to plan for that?
  - If Marshall University had volunteer workers available after a disaster, what skills would be needed in your department?
7. What equipment is necessary for the department to perform its functions?
  - How would you replace equipment within hours or days to be able to resume normal business?
  - If your department couldn't use its office space to operate, how much space would you need to relocate? What kinds of equipment are essential for performing your unit's critical functions?

### **C. Plan Re-Assessment**

Immediately following the cessation of Level 2 or Level 3 emergency operations, a survey of EMT members, Field Operations Centers, and other campus constituents will be conducted to evaluate the effectiveness of the response. Survey results will help determine whether portions of the Emergency Plan should be modified as a result of the emergency experience. The Emergency Management Plan steering committee will prepare a written "Post-Emergency Summary Report" compiling post-event observation, and will coordinate appropriate Emergency Plan Revisions.

Strengthening the emergency recovery plan will ensure that Marshall University's Emergency Plans address all three phases of an emergency-Preparedness, Response, and Recovery – in order to protect both the safety and the program goals of the entire campus community.