GUIDELINES FOR MAINTAINING CRITICAL FUNCTIONS/SERVICES AT MSU

Fall 2015

TOOLKIT

PRE-EVENT PLANNING TOOLS:

Checklist for Supervisors/Unit Administrators:

- Know the critical functions/services in your department’s Continuity of Operations Plan (COOP)
- Notify all faculty, staff and student employees of the critical functions/services in your department and who is responsible for each one
- Ensure that employees who are required to report to work have access to the building in which they are required to work during a modification, even if the building is closed to the public or locked
- Notify non-critical employees of their responsibilities during modified or curtailed operations
  - Encourage working remotely to the fullest extent possible
  - Ensure employees have clear instructions as to the work they should be doing and the tools necessary to work remotely
  - Communicate with employees in advance so they know what is required
- Designate employees to maintain basic continuity of operations remotely for your department even if your department does not provide critical functions/services
- Review your departmental COOP communication plan to be used in the event of a modification or curtailment of normal operations/services
  - During staff meetings, new employee on-boarding programs, planning new departmental events, yearly evaluations, etc.
  - If you know something is coming that may cause the University to modify or curtail operations, remind your employees of the procedures you have in place for such events
- Obtain contact information from your employees (faculty, staff and student employees)
- Provide all employees with a copy of your department’s COOP
- Provide employees your contact information
- Remind employees of your communication plan when/if you know of something that might cause the University to modify or curtail operations
- Notify variable-shift employees when and if they are to report if the University re-opens in the middle of a work schedule
- Know the contact information for individuals making deliveries or attending meetings or appointments and for others scheduled to come to campus
- Request service from IPF Telecommunication Systems to review departmental phones and options that are available.
- Change your office voicemail from home and transfer your office phone to your cell phone, if necessary [http://ipf.msu.edu/services/emergency-resources-toolkit.html](http://ipf.msu.edu/services/emergency-resources-toolkit.html)
- Monitor [www.msu.edu](http://www.msu.edu) for the most up-to-date information when emergency conditions arise
- Sign-up for MSU Alert ([www.alert.msu.edu](http://www.alert.msu.edu))
- “Like” the MSU Facebook page or Twitter account
Checklist for Faculty, Staff and Student Employees:

- Know your department’s critical functions/services and who is responsible for each one
- Know the communication plan for your department if the University declares a modification or curtailment of normal operations
- Ensure you have the necessary tools to work remotely, if so required by your supervisor
- Know how to contact your supervisor/unit administrator to find out when and if you are to report if you are a variable shift employee and the University re-opens in the middle of a work schedule
- If you know something is coming that may cause the University to modify or curtail operations, contact your immediate supervisor to receive instruction about your responsibilities
- Provide your contact information to your immediate supervisor or unit administrator
- Know how to change your office voicemail from home and/or transfer your office phone to your cell phone, if necessary [http://ipf.msu.edu/services/emergency-resources-toolkit.html](http://ipf.msu.edu/services/emergency-resources-toolkit.html)
- Know the contact information for individuals making deliveries or attending meetings or appointments and for others scheduled to come to campus
- Monitor [www.msu.edu](http://www.msu.edu) for the most up-to-date information when emergency conditions arise
- Sign-up for MSU Alert ([www.alert.msu.edu](http://www.alert.msu.edu))
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Remember – it is the responsibility of the administrators in every MSU department to:

- Identify the critical functions/services that must be maintained during a modification or curtailment of normal operations in their departments
- Identify and inform employees that support critical functions or services
- Have a communication plan in place for all faculty, staff and student employees in their departments
- Know what procedures to follow if the University declares a modification or curtailment of normal operations

If you have additional questions relating to modified operations and maintaining critical services/functions, please contact the Office of Employee Relations at 517-353-5510.