UReady Interview Form

Step 3: Information Technology

Purpose. This is an interview form that may be of assistance if you choose to conduct any interviews to gather information for your continuity plan. The questions below are the same questions that are displayed in the on-line tool. This form will enable you to collect information for later entry into the on-line tool.

Asterisk. Questions marked with an asterisk (*) are mandatory/ required response.

Glossary. A Glossary of Terms can be printed separately (see the Printing Menu).

a. Applications (central)

> **GUIDANCE:**
> **Levels of Criticality of IT Systems**
>
> - **Critical 1**- Cannot pause. Necessary to life, health, security (Possible example: police dispatch system).
> - **Critical 2**- Failure will lead to imminent & very serious consequences. (Possible examples: data networks, email system, patient scheduling system, medical records system)
> - **Critical 3**- Can endure a pause, but ONLY for a short time. Must be recovered by some time sooner than 30 days. (Possible examples: financial system, payroll system, HR system, research administration systems, student systems, library systems, courseware).
> - **Deferrable**- Important, but we can function without this system for more than 30 days. (Possible examples: calendaring application, document imaging system, budget preparation software.)
> _____
>
> - **Functional Owner**: The unit that **authorizes** any modifications.
> - **Technical Owner:** The unit that has system administrator or programming access and **implements** any modifications

Centrally Owned Applications

Listed below are some applications owned by the central IT department. For each, please indicate **how critical the availability of that application would be FOR YOUR DEPARTMENT while you are recovering from disaster.** Write a 0 (not important), 1, 2, 3 (most important) or D (Deferrable) on the line in front of each application. If the application is not utilized by your department, leave blank.

_25 Live	_III- Library System
_AADB	_Account Payable
_Ariba	_Blackboard
_Budget Preparation	_Cacti
_Campus Cell	_Central Authentication System
_CollegiateLink	_Communite
_COMPCO (MySoft)	_Course and Curriculum

_CS Gold
_Cyber Sports- The Recruiter 2000
_Departmental Human Resources/Payroll
_Departmental Purchasing
_Document Management
_Effort Certification and Reporting Tech
_Enrollment Management
_Financial Records-General Ledger
_FSAtlas International Student & Scholar
_Hodes- Talent Lifecycle Management
_Housing and Meal Plan
_KRONOS Workforce Timekeeper
_Medicat- College Health System
_Microstrategy Data Warehouse
_Mt. Interview Survey Instrument
_myUM- Staff and Employee
_NENA 911
_Onity Door Lock System
_Parking- Legacy System
_PAVE Student Disciplinary System
_Pharos Uprint 7.2 Database
_Project Wizard
_QSI Pharmacy
_R25 College Net
_RAVE
_Second Nature
_Sigma Sam/ Pro Sam Financial Aid
_Sponsored Programs
_Sterling GIS
_Student Aid Management
_Student Loans
_Student Recuitement/ Admissions
_TMA- iService Desk
_ULearn
_UM Online High School
_Vignette (Versions 6 and 7)
_Wireless Canes

_CS Gold/ Micros
_Degree Audit
_Departmental Management and Accounting
_Direct Expenditures DEGA
_DT Search v6/ IIS 6.0
_Employee Benefits
_Expression Engine
_FAMIS (Integrated Workplace Management System
_Google Appliance Search Engine
_Halogen Employee Performance Appraisals (Gables)
_iTunes/ Apple University
_Med- Halogen Healthcare Employee Performance
_Meridian FAMIS AutoCAD Interface
_Mindleaders
_myUM- Faculty and Student
_Nelnet
_Off-Campus Housing search
_OvationTix
_PAVE
_Payment Manager- Credit card and E check payment
_Powerpark
_Property Accounting
_Purchasing Minority Utilization Tracking (AEC Soft)
_Raisers Edge
_RDS
_Sharepoint
_Spectrum NG (Wellness Center Software)
_Sterling Connect Enterprise
_Student Affairs
_Student Employment
_Student Records
_Student Accounts Receivable
_U-Chart/ Epic (Medical Campus)
_Ultraseek
_Utilities Manager
_Visual Map

Comments

Are there any other centrally-owned applications that should be on this list?

(Centrally-owned means that Central IT is the technical owner. The functional owner could be any department)

Name of Application or System   Comments

b. Applications (dept.)

> **GUIDANCE:**
>
> - To the IT person, no research is needed or expected. You will be able to answer the following questions easily.
> - A **functional owner** is the unit that **authorizes** any modifications.
> - A **technical owner** is the unit that has system administrator or programming access and implements any modifications.

Departmentally Owned Applications

Refer to Step 2 for your "critical functions".

Please enter here the IT applications or systems that support these critical functions. You, as IT person, may want to consult with the functional managers to identify these applications.

DO NOT include applications whose technical owner (see Guidance) is the central IT department. These are listed on the previous screen (*Centrally-Owned Applications*), are under central stewardship, and are not your concern. Also do not list servers - they will be treated later.

The applications to list here are those whose technical owner is your department or another department (but not central IT). Then go to the Detail Screens.

☐ Our unit has no applications or systems that fit this description.

Name of Application or System   Functional Owner (dept.)   Technical Owner (dept).

c. Servers

GUIDANCE:

Now we turn to your servers and ask similar questions about backup and recovery

Servers

Does your unit own any **servers**?

☐ We own no servers

Name of Server (OK to group)   Type of Server   Explanation (if needed)

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d. Workstations

GUIDANCE:
- The intent here is to get your opinion on the adequacy of backup at the workstation level. No need to agonize over the percentages; take your best guess.
- Your entries may total greater than 100% if some users employ more than one method of backup.

Workstations

Please describe the current state of **WORKSTATION BACKUP PROCEDURES** in your department or other unit. Estimate the percentages - do not do a survey.

BACKUP METHOD FOR WORKSTATIONS	% OF USERS IN UNIT WHO USE THIS METHOD (0%-100%)	COMMENT, IF NEEDED
Files stored on a backed up department server		
Automated back up by central IT (via network)		

Local back up of workstation by user (automatic)		
Local back up of workstation by user (manual)		
Other (describe)		
No backup		
Don't know		

Who provides your workstation support?   Give name of group or organization. Comment if needed.

☐ Technicians employed by department
☐ Technicians from another department
☐ External vendor
☐ Other (describe)

e. How to Restart

> **GUIDANCE:**
> - Accept this challenge: **We will continue (or rapidly restart) our teaching, research, patient care, and necessary support functions, no matter what the conditions.**
> - Be brief
> - If your suggestions require pre-disaster preparations, that's fine. Later you will be asked to identify such "actions items"

Recovery Strategies

What will you need to restart your IT? Consider this scenario: the department's normal workplace is destroyed or inaccessible. New space, furniture and internet access have been provided by others. How would you handle the following:

Where will you quickly purchase new workstations, servers, or other hardware?

When your support technicians rebuild your workstations or servers in the new location (on the new hardware), where will they find the systems software, applications software, and related documentation that they will need?

Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)

Will your technical support staff be adequate in numbers & skills to rebuild your systems quickly? Will they be available? Do they have other clients to serve?

Are there any other obstacles that could hinder the quick re-establishment of your critical IT services?

Visualize now a flu pandemic. If all staff were requested to work from home (where possible) for a couple of months to minimize contagion, what would you have to do to enable & support their IT? (Presume the users all have adequate computers at home, plus broadband connections.) Be specific, and estimate how long it would take to get them set up & running.

When IT systems become unavailable for an extended time, people use workarounds – paper forms to gather data, snail-mail, chalkboard instead of PowerPoint. In the collection of IT applications & systems that you support, are there any that could not somehow be "worked around" for a few weeks or months?   Explain.

![UReady Continuity Planning]

f. Action Items

GUIDANCE:
- A stitch in time saves nine. An ounce of prevention is worth a pound of cure. And **action items are the most important things in a continuity plan.**
- Action items are things that can be done now (or anytime before disaster strikes) to make your unit more prepared.
- The typical action item begins with a verb and can be stated in one sentence. Some examples of action items are:

 Co-locate the Aristotle server to the campus data center
Implement standard architecture for all dept workstations
Do trial recovery of critical applications

- Action items are ideas, not commitments to act. Please think outside the box and don't feel constrained by resources.
- Some of your action items may be beyond the scope of your unit. That's ok! We can deliver your ideas to the proper people.

IT Action Items

Action Items - What can be done to PREPARE? What can your unit (or another unit, or the campus) do BEFORE ANY DISASTER STRIKES to lessen its impact on your IT? Or to make it easier for you to recover/rebuild your IT.

Action Item: (Please describe):

Cost (Please select one of the following categories):
- ☐ Less than $100
- ☐ $100-$1000
- ☐ $1000-$10,000
- ☐ $10,000-$100,000
- ☐ More than $100,000
- ☐ I don't know

Cost is
- ☐ One-time
- ☐ Annual
- ☐ Both one-time and annual
- ☐ Other
- ☐ Not sure

Carrying out this item is within the scope of (Please select from the following categories)**:**
- [ ] My unit itself
- [ ] My unit along with other units on campus
- [ ] My larger department, division, or control unit
- [ ] The campus
- [ ] The multi-campus system (if any)
- [ ] Other
- [ ] Not sure

Comments:

Action Item: (Please describe):

Cost (Please select one of the following categories):
- [ ] Less than $100
- [ ] $100-$1000
- [ ] $1000-$10,000
- [ ] $10,000-$100,000
- [ ] More than $100,000
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Comments: