

Division of Administrative Services

EMERGENCY MANAGEMENT

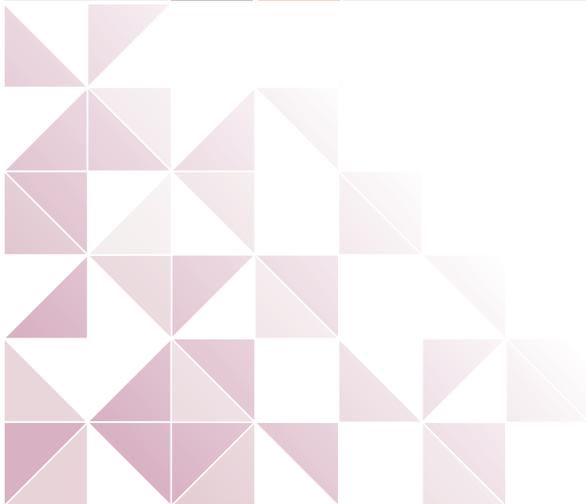


Continuity of Operations Portal

Instructional Guide



LIVE ◀ LEARN ▶ WORK





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INTRODUCTION

The Virginia Tech Office of Emergency Management has worked to improve user experience within the emergency management planning portal. This guide will provide step-by-step instructions on how COOP Coordinators can develop, revise, and submit their departments Continuity of Operations Plan (COOP). Departments are asked to maintain, per university policy 5615 and 1005, an updated and functioning COOP. Plans should be managed within the Virginia Tech Office of Emergency Management Planning Portal. Review and revisions, if necessary, to each department’s plan are required, at a minimum, on an annual basis. This should be completed no later than March 15th of each year.

The Virginia Tech Office of Emergency Management can provide assistance with developing or revising a departmental COOP. OEM has created a COOP Development Guide that can be found within the Virginia Tech Office of Emergency Management Planning Portal or online at emergency.vt.edu.

Contact the Office of Emergency Management at 540-231-4873 or email at oem@vt.edu for further assistance.

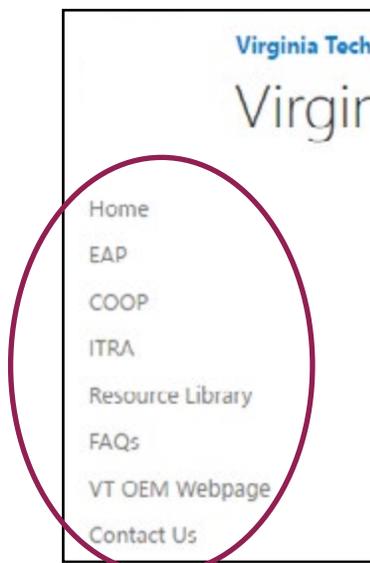
ACCESSING THE VIRGINIA TECH OFFICE OF EMERGENCY MANAGEMENT PLANNING PORTAL

1. Login to the portal using the following URL:

<https://university.bams.vt.edu/sites/emergency/>

You will need to login with your CAS credentials and then follow the two factor authentication process to access the portal. It may be a good idea to bookmark the URL as well. The link can also be found on the OEM website (<http://emergency.vt.edu/>).

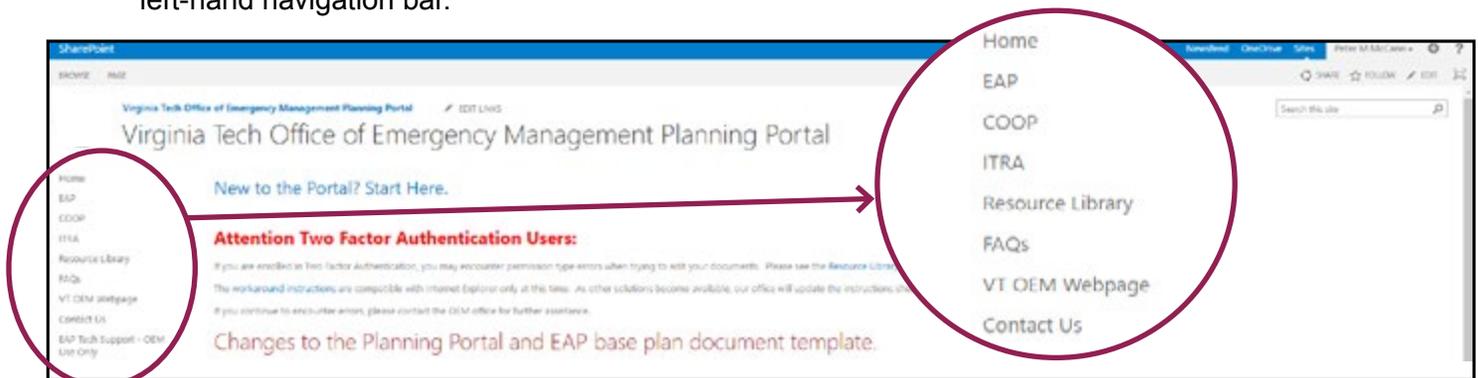
The home page provides brief updates to the planning portal and will highlight any news or notes for users. Please note the left-hand navigation bar has several links to other pages within the portal.



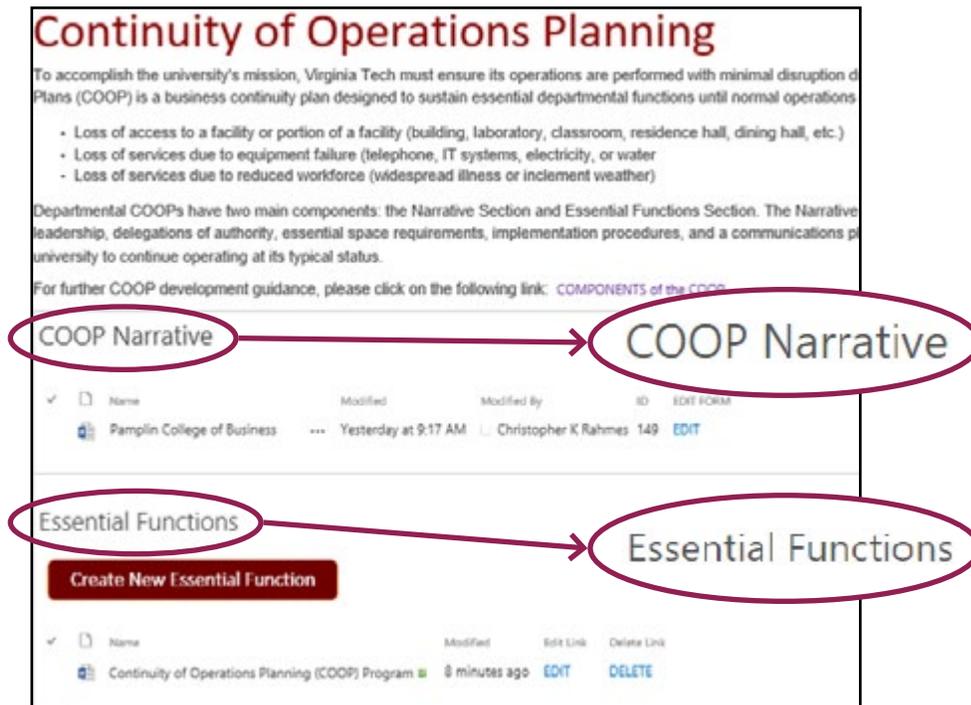
Left-Hand Navigation Bar

ACCESSING THE COOP PAGE

2. From the home page, you can navigate to the COOP page by clicking on “COOP” located on the left-hand navigation bar.



Once on the COOP page, you will see your departmental COOP Narrative and associated Essential Functions. The department COOP Narrative will be listed first and the Essential Functions will be listed below.

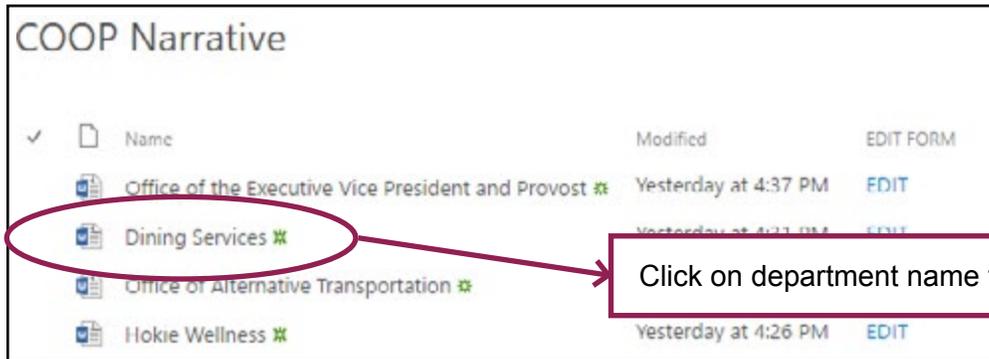


COOP Page within Planning Portal

Note: If there are no Essential Functions listed, please see section Creating & Revising Essential Function(s) below to create one.

The COOP Narrative and Essential Functions are maintained by a departmental representative, COOP Coordinator, who updates the COOP annually (or as changes require) and submits the revised version in the Virginia Tech Office of Emergency Management Planning Portal.

VIEW THE COOP NARRATIVE



The screenshot shows a table titled "COOP Narrative" with the following columns: Name, Modified, and EDIT FORM. The rows are:

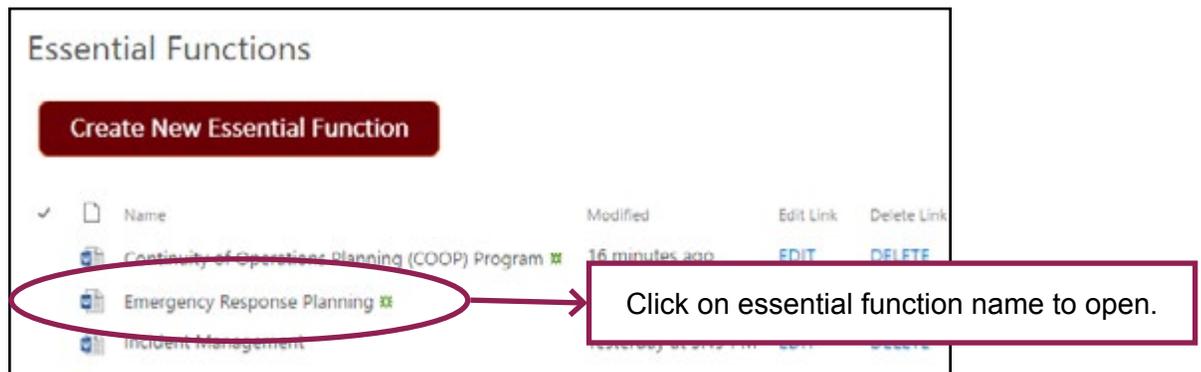
✓	Name	Modified	EDIT FORM
	Office of the Executive Vice President and Provost	Yesterday at 4:37 PM	EDIT
	Dining Services	Yesterday at 4:27 PM	EDIT
	Office of Alternative Transportation	Yesterday at 4:26 PM	EDIT
	Hokie Wellness	Yesterday at 4:26 PM	EDIT

A red oval highlights the "Dining Services" row, and a red arrow points from it to a callout box containing the text: "Click on department name to open."

Select the COOP Narrative to **VIEW ONLY**.

- By clicking on the department name, the COOP Narrative (Word document), will open in a browser viewer. *(Please note, the browser view of the COOP Narrative is not intended to edit the document).*
- Return to the COOP page by hitting the back button in your browser.

VIEW ESSENTIAL FUNCTION(S)



The screenshot shows a page titled "Essential Functions" with a "Create New Essential Function" button. Below the button is a table with the following columns: Name, Modified, Edit Link, and Delete Link. The rows are:

✓	Name	Modified	Edit Link	Delete Link
	Continuity of Operations Planning (COOP) Program	16 minutes ago	EDIT	DELETE
	Emergency Response Planning	Yesterday at 4:19 PM	EDIT	DELETE
	Incident Management	Yesterday at 4:19 PM	EDIT	DELETE

A red oval highlights the "Emergency Response Planning" row, and a red arrow points from it to a callout box containing the text: "Click on essential function name to open."

- By clicking on the essential function name, the essential function will open in a browser viewer. *(Please note, the browser view of the essential function is not intended to edit the document).*

REVISING THE COOP NARRATIVE

6. Click on the “Edit” link next to your departments name under COOP Narrative.

Continuity of Operations Planning

The purpose of the department Continuity of Operations Plan (COOP) is to provide immediate recovery actions to be taken in the event of a disaster.

COOP Narrative

✓	Name	Modified	EDIT FORM
	Office of the Executive Vice President and Provost	Yesterday at 4:37 PM	EDIT
	Dining Services	Yesterday at 4:31 PM	EDIT
	Office of Alternative Transportation	Yesterday at 4:30 PM	EDIT
	Hokie Wellness	Yesterday at 4:26 PM	EDIT

This link will take you to the COOP Information Contents Page, where you can edit the COOP Narrative for the department you represent. Simply click on the category from this page in order to edit the fields. If you have already completed your Narrative, you can skip to any category listed on the contents page.

Note: When editing a multiline text box, word wrap is only supported in Internet Explorer and Safari. While other browsers will not show text beyond the right-edge of the first line, all text will be saved when submitting the form and will appear as a multiline text in the final document.

COOP INFORMATION CONTENTS

Please select which categories you would like to expand. Minimizing a section will **not** delete the information that has been entered. Use the "Save and Submit" section to save, submit and close this form. Closing the form with out saving/submitted will result in a loss of information entered

- Basic Department Information
- COOP Coordinator
- Orders of Succession
- Delegations of Authority
- Alert and Notification Procedures
- Back-Up and Protection of Files
- Department Facility Requirements
- Annex A - COOP Implementation Procedures Checklist
- Annex B - Communication Plan
- Save and Submit

Please note that when editing categories, see examples provided to understand what content should be listed. The examples do not need to be recreated when entering your information.

- When clicking on a category that you would like to edit, the section will expand to show the editable fields.

COOP INFORMATION CONTENTS

Please select which categories you would like to expand. Minimizing a section will not delete the information that has been entered. Use the "Save and Submit" section to save, submit and close this form. Closing the form with out saving/submitting will result in a loss of information entered

→ Basic Department Information

↓ COOP Coordinator

COOP Coordinator

First Name	Last Name
Peter	McCann
Email	Emergency Contact (Primary) Number
pmccann1@vt.edu	540-231-5394

↑ Minimize Section

→ Orders of Succession

→ Delegations of Authority

→ Alert and Notification Procedures

→ Back-Up and Protection of Files

→ Department Facility Requirements

→ Annex A - COOP Implementation Procedures Checklist

→ Annex B - Communication Plan

→ Save and Submit

- Once you have completed editing all fields, you can either minimize that section and edit other categories or expand multiple sections at the same time for editing.

COOP INFORMATION CONTENTS

Please select which categories you would like to expand. Minimizing a section will not delete the information that has been entered. Use the "Save and Submit" section to save, submit and close this form. Closing the form with out saving/submitting will result in a loss of information entered

↓ Basic Department Information

Department Name Office of Emergency Management

Department Description:

Office of Emergency Management is the Virginia Tech department responsible for...

Overall emergency planning and preparedness, deploying an all-hazards approach to university emergency management. The Office of Emergency Management works to facilitate the mitigation, preparedness, response, and recovery from disasters and emergencies which affect the University.

↑ Minimize Section

↓ COOP Coordinator

COOP Coordinator

First Name	Last Name
Peter	McCann
Email	Emergency Contact (Primary) Number
pmccann1@vt.edu	540-231-5394

↑ Minimize Section

→ Orders of Succession

→ Delegations of Authority

Multiple Sections Expanded

COOP INFORMATION CONTENTS

Please select which categories you would like to expand. Minimizing a section will not delete the information that has been entered. Use the "Save and Submit" section to save, submit and close this form. Closing the form with out saving/submitting will result in a loss of information entered

→ Basic Department Information

↓ COOP Coordinator

COOP Coordinator

First Name	Last Name
Peter	McCann
Email	Emergency Contact (Primary) Number
pmccann1@vt.edu	540-231-5394

↑ Minimize Section

→ Orders of Succession

→ Delegations of Authority

→ Alert and Notification Procedures

→ Back-Up and Protection of Files

→ Department Facility Requirements

→ Annex A - COOP Implementation Procedures Checklist

→ Annex B - Communication Plan

→ Save and Submit

Minimize Section

SAVING AND SUBMITTING YOUR COOP NARRATIVE

9. Before final submission, please note the changes you made in the Record of Changes text box.
10. Once changes are noted, click on the Save and Submit button to finalize those changes. Those changes will not take effect until you have clicked on Save and Submit.

Please note that you do not have to Save and Submit after editing each section. Information entered will not be deleted by changing categories. However, you must hit Save and Submit before exiting the page or updated data will be lost.

COOP INFORMATION CONTENTS

*Please select which categories you would like to expand. Minimizing a section will **not** delete the information that has been entered. Use the "Save and Submit" section to save, submit and close this form. Closing the form with out saving/submitting will result in a loss of information entered*

- Basic Department Information
- COOP Coordinator
- Orders of Succession
- Delegations of Authority
- Alert and Notification Procedures
- Back-Up and Protection of Files
- Department Facility Requirements
- Annex A - COOP Implementation Procedures Checklist
- Annex B - Communication Plan

↓ Save and Submit

Record the changes made in this edit before submitting below:

Updated personnel contact list.

Press the SAVE and SUBMIT button below to submit your COOP information. It may take a few minutes for the document to be created in the COOP Narrative Library.

SAVE and SUBMIT

Thank you.

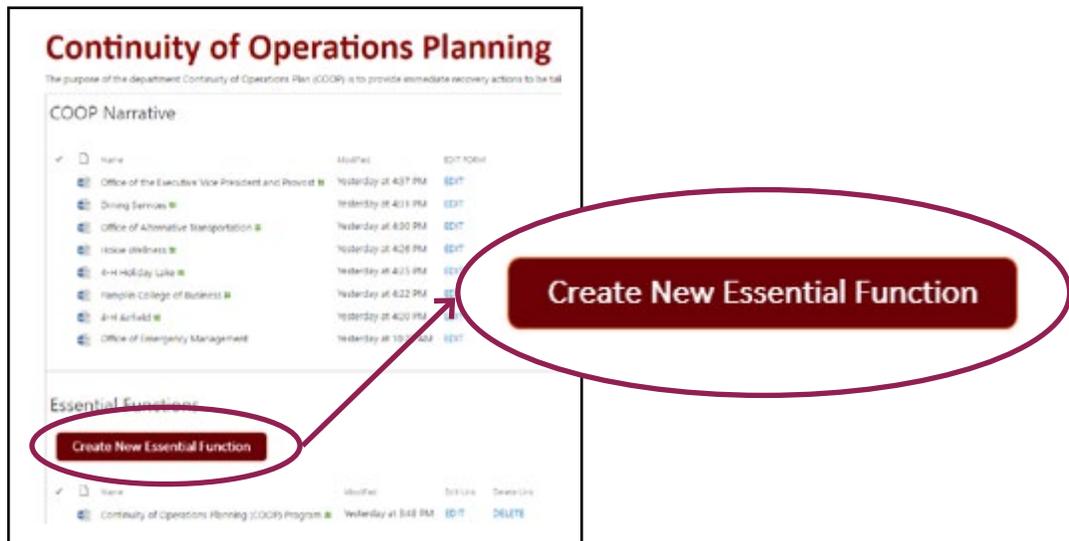
↑ Minimize Section

Select the Save and Submit button to finalize the COOP Narrative Changes

CREATING ESSENTIAL FUNCTION(S)

- To create a new Essential Function, click on the “Create New Essential Function” button located on the main COOP page.

Note: When editing a multiline text box, word wrap is only supported in Internet Explorer and Safari. While other browsers will not show text beyond the right-edge of the first line, all text will be saved when submitting the form and will appear as a multiline text in the final document.



This will open a blank Essential Function Form. Please fill out necessary components to the essential function. You may click directly within the box to begin typing or hit the “Tab” button on your keyboard to move through the document to fill in information.

Note: Your department name must match your COOP Narrative to create the Essential Function. Please ensure you have selected the appropriate department.

The screenshot shows the 'Essential Function Form' in a web browser. The form is divided into several sections:

- Function Details:** Includes fields for Department Name (dropdown), Function Name, Description of function, Priority (High), Emergency (dropdown), Recovery Priority (Last Plan in Order), and Manual/Inhibit Process (checkbox).
- Key Personnel:** A table with columns: Title, Staff Name (last, first), Work Hours, Alternate Contact, and Email.
- Critical Resources:** A table with columns: Resource Name, Type of Resource, Estimated Quantity, Staffing Level, Service Area, Critical Service, and Location/Office.

Essential Function Form

12. Once you have completed all fields, please click on the “Submit” button at the bottom of the form.

Essential Function Risks		
Risk Description	Risk Level	Comments
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

SUBMIT

REVISING AN ESSENTIAL FUNCTION

13. To revise an Essential Function, click on the “Edit” link next to the Essential Function Name that you would like to update.

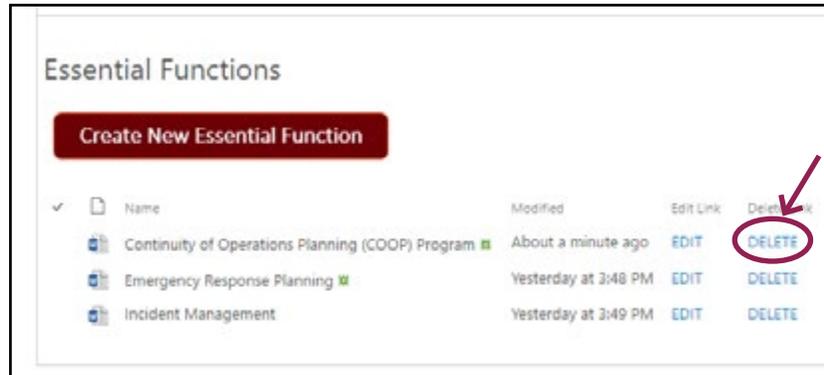
✓	Name	Modified	Edit	Delete Link
	Continuity of Operations Planning (COOP) Program	About a minute ago	EDIT	DELETE
	Emergency Response Planning	Yesterday at 3:48 PM	EDIT	DELETE
	Incident Management	Yesterday at 3:49 PM	EDIT	DELETE

By clicking on “Edit” this will open the already completed Essential Function Details form, as described and shown above, and you will be able to either click on the areas in need of updates or tab through the form to reach the location of where the updates are needed.

DELETING AN ESSENTIAL FUNCTION

Should you have the need to delete an Essential Function, please use the following instructions:

- Click on the “Delete” icon located next to the Essential Function Name that you would like to delete from the system.



This will then open a new page to confirm that you would like to delete that specific Essential Function. You will be able to then select delete to complete the action, or cancel to go back to the COOP page.



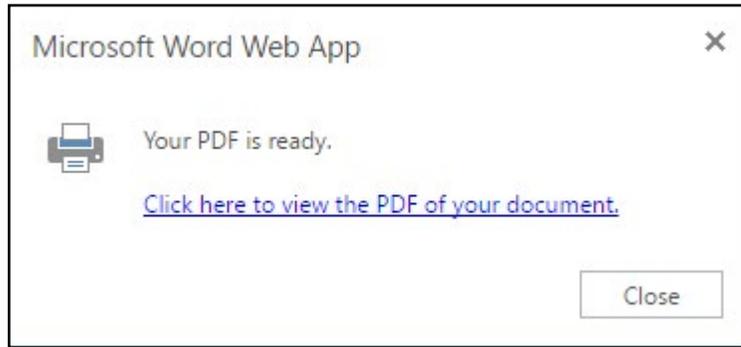
PRINTING YOUR COOP NARRATIVE OR ESSENTIAL FUNCTION

- From the COOP page, click on your department or essential function name to view the document in the Word Web App browser viewer. Once opened, you will see a print option at the top left corner.
- Click on the PRINT icon

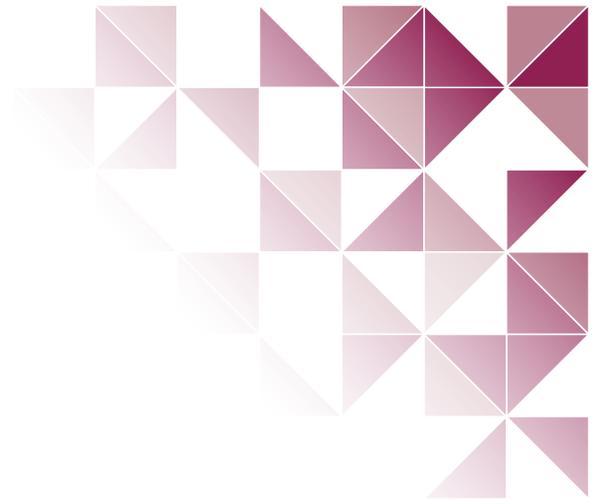


COOP Narrative View

Once you have clicked on the PRINT icon for the Narrative or Essential Function, the portal will prompt you to “Click here to view the PDF of your document.”



17. Click on “Click here to view the PDF of your document.” This will open your computers print options where you can either print the document or save the document as a PDF by changing the printer to Adobe PDF or Save as PDF.



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EMERGENCY MANAGEMENT

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