

**UNC Greensboro
(Human Resources)
Business Continuity Plan**

Departmental Emergency Contact: Jeanne Madorin, Associate Vice Chancellor (Note: This is the individual responsible for implementing this business continuity plan.)

A. Purpose

UNCG Human Resources (HR) will ensure the continuation of critical functions, including payroll transactions, HR System maintenance, benefits continuation, employee/management consultations, recruitment and selection for essential positions, policy interpretation and communication to employees of available HR related internal and external resources.

HR will also collaborate with external resources (Office of State Human Resources, UNC System Office, etc.) to gain consensus on necessary changes and/or supplements to current policies and procedures.

Business Impact

Risk Identification Tool

NI = No Impact

PN = Plan Needed

TERM = Terminal, cannot continue to function

	One Day	One Week	One Month
Unavailability of Personnel (sick, strike, no transport)			
a. 20% not available	NI	PN	PN
b. 50% not available	NI	PN	PN
c. 70% not available	PN	PN	PN
d. 95% not available	PN	TERM	TERM
e. Other			
Unavailability of Supplies			
a. Product Unavailable			
b. Loss of Transportation	NI	PN	PN
c. Vendor Loss	NI	NI	PN
d.			
Unavailability of Facilities			
a. Office/Admin Space	PN	PN	PN
b. Classroom/Training Space			
c. Conference/Meeting Space	NI	NI	PN
d. Auxiliary Stud/Fac/Staff Used Spaces**			
e. Loss of Documents/Records	PN	PN	TERM
f.			
Unavailability of Utilities/Campus Services			
a. Electricity	PN	PN	TERM
b. Network and Internet Access	PN	PN	TERM
c. Production IT Services	NI	PN	PN
d. Water	PN	TERM	TERM
e. Fuel/Natural Gas	PN	PN	TERM
f. Telecommunications	PN	PN	TERM

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	One Day	One Week	One Month
g. Mail	NI	PN	PN
h. Steam/HVAC	NI	PN	PN
i. Auxiliary Stud/Fac/Staff Used Services**	NI	PN	PN

**An example might include loss of a parking deck, requiring Parking Operations to develop plans.

B. Priorities

Listed below are the priorities of HR by unit. Since we deal with the human resource element at the University, all have equal standing as far as priority in getting the function accomplished in an emergency or disaster.

All HR units will operate under the following general assumptions:

- HR Staff will have access to the following UNCG supported platforms/applications:
 - Citrix/MyCloud virtual environments
 - Banner/UNCGenie
 - BDM
 - WebFOCUS reporting and dashboards, Banner ODS, and ePrint
 - UNCG hosted websites
 - UNCG email
- Employees are able to telework

Benefits

Benefits will operate under the following assumptions:

- Employees will have access to the website and phone system for latest updates on contacting Benefits
- Benefits staff can work from home if the university is closed
- Benefits staff will have access to Banner System, shared drives and their desktop via their personal computers
- Benefits staff will be able to conduct business with all external vendors including:
 - BenefitFocus
 - ORBIT
 - Corvel
- All benefits related internal support departments are functioning and in place (i.e. – payroll, accounts payable, budget, etc.)

Benefits will provide the following essential services:

- Critical and essential benefits counseling and services to employees, in part, through a phone system to accommodate forwarding to home/cell numbers of Benefits staff. To include, but not limited to, advising employees on their access to and the availability of benefits through the State Health Plan. Employees will accomplish this through access to

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Banner, shared drives and office desktop environments from home/off-site computers if provided by UNCG IT Services.

- Paying benefit bills (prioritized with health insurance primary, followed by life insurance, then remaining benefit programs, and supplemental retirement accounts).
- Benefits enrollment for new hires
- Process all workers' compensations claims for employees
- Process all disability claims for employees (both initial filing and monthly income benefits)
- Process all employee death claims, considering that these could be handled by the respective vendor in a worst-case scenario, rather than using HR as the middle conduit
- Processing of all retirement applications, noting this could be handled with the State Retirement System in a worst-case scenario.

Human Resources Systems

Systems will operate under the assumptions:

- Banner will be functional
- Web Focus/ODS will be available
- Employees will have phone and internet connectivity
- Ensure HR systems are operational during an emergency
- Procedures and resources in the backing up of essential online data exist (i.e. – CD/hard copy of website)

Under the foregoing assumptions, HR will provide the following essential services:

- Provide computer support for all departments within HR
- Provide ad-hoc reports and support for standardized queries within the HR system
- Maintain website as repository of critical news as well as policies, etc.
- Support office in verifying that daily activity in Banner is accurate, and work with individual departments and payroll to ensure that inaccuracies are resolved
- Provide other systems support as extemporaneously requested to the extent possible
- Maintain open lines of communication with UNCG ITS and external vendors as relevant to systems

Employment

Employment will operate under the general HR assumptions and the assumptions in the Communication section as well as the following assumptions:

- Employment staff will be able to conduct business with all external vendors including:
 - PeaopleAdmin (SpartanTalent – eHire, ePosition)
 - eVerify
 - CastleBranch
 - ...

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- Departments will have plans in place which allow recruitment to occur.

Under those assumptions, the following essential services will be provided:

- Provide guidance on relevant policies and procedures
 - Employment:
 - Recruitment/selection, employment eligibility, background checks, pay rates, schedules
- Recruit and select employees for essential vacancies
 - Temporary
 - University Temporary Services (UTS) to provide temporary employee support to departments to perform emergency work in the areas of safety, medical, environmental cleanup, information technology, maintenance repair, etc. Will recruit, select, schedule, and compensate employees. If needed, will secure workers from Preferred Vendors (process already in place)
 - Permanent
 - Talent Solutions will recruit for and assist departments with selection/placement of essential permanent employees.
- Process separations
- Monitor employment eligibility status of employees whether full time, time limited, temporary or seasonal.

HR Records Management

HR Records Management will operate under the assumptions:

- The HR systems will be functional, and that employees will have phone and Internet connectivity
- They will have the necessary documents and tools in place to work from home
- Outside agencies are operating and functional
- Staff will be able to access Banner and BDM

Under those assumptions, the following essential services will be provided:

- Process Personnel Action Forms
- Enter information into Banner
- Submit all actions to payroll for processing and ultimately payment
- Maintain personnel files
- Process terminations
- Close out all personnel files as appropriate
- Create and update the absenteeism report for all vacant positions

Compensation/Classification

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Compensation and Classification will operate under the general HR assumptions and the assumptions in the Communication section as well as:

- HR staff will have access to UNCG ITS managed platforms/software including:
 - Banner/UNCGenie
 - BDM
 - WebFOCUS reporting dashboards
 - Mycloud/Citrix
- HR staff will be able to conduct business with all external vendors including:
 - PeopleAdmin (SpartanTalent – eHire, ePosition)
 - UNC Datamart
- There has been no change (on the campus level) in the policies and procedures that govern the classification and compensation processes
- We will maintain access to Banner and DataMart

Under those assumptions, the following essential services will be provided:

- Classifications will maintain the following processes:
 - Temporary Reclassifications
 - New Positions resulting from shifts in departmental assignments
 - Reclassifications of existing positions
 - Abolishment of positions.
- Compensation will continue to process the following pay actions:
 - Overtime/Compensatory Time
 - Abbreviated work schedules
 - Temporary employees
 - Emergency Call Back
 - On Call
 - Shift Premium Pay
 - In-range/CPA
 - Temporary promotion (if more than 10%)
 - Promotions

Employee Relations

Employee Relations will operate under the following assumptions:

- Employee Relations staff will be able to conduct business with all external vendors including:
 - PeopleAdmin (SpartanTalent – ePerformance)
 - HR Acuity
 - Maxient
 - ...
- Those managers and employees providing essential services will need guidance on personnel policies and assistance with any adverse or potentially grievable issues that may occur during the emergency

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- Telephone, internet, and email services will remain available

Under these assumptions, ER will operate with the following procedures:

- The HR Business Partner or his/her backup and one member of management will be available for (virtual) consulting on essential policies, procedures, and critical work situations as they may develop
- Develop and/or communicate revised policies to campus using available technology as needed (to ensure proper understanding of policies related to leave, discipline, separation and probationary issues)
- Recommend suspension of non-essential programs and services, including (but not limited to): grievance proceedings, performance management, administrative investigations, and others as deemed non-essential at the time
- Maintain contact with EAP provider to make use of their services if necessary and available
- Maintain records/documentation of disciplinary action, suspension, etc. for future entry into Banner system

Training & Organizational Development

Will operate under the following assumptions:

- There will be current employees who may need “refresher training” on topics such as: workers’ comp, compliance, ADA, Benefits information (filing claims, help lines, etc.), wellness program
- There will be the need to train newly hired employees on a condensed version of NEO including topics such as: benefits enrollment, compliance, basic ITS functions, emergency procedures/EPART

Based on those assumptions, training will provide the following essential services:

- Train new or existing employees as indicated in the assumptions above, with equal importance given to each area. Safety and other online training modules can be accessed virtually and remotely

C. Responsibilities

The following positions in HR are designated as essential:

(A rotation/sharing schedule for essential HR employees will be determined as need arises by HR management (Associate Vice Chancellor, HR Business Partners, HR IT Analyst)

Benefits

- Benefits Manager
- Benefits Specialists

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HR Systems

- Associate Vice Chancellor
- Tech Support Analyst

Employee Relations & Policy Interpretation

- HR Business Partners

Employment and Records Management

- Talent Consultant and HR Business Partners
 - Oversight of Employment & New Hire Compensation, Promotions, Terminations for SHRA and EHRA Non-Faculty permanent and temporary employees
 - Oversight of Banner Records and Employment Processing
- Operations Specialists
 - Filling essential temp vacancies
 - Processing pay and leave transactions for SHRA and EHRA Non-Faculty permanent and temporary employees and for undergraduate students pay transactions
- Onboarding Specialist
 - Complete pre-employment requirements for new hired/rehired employees
 - Input data into Banner

Compensation & Classification

- Talent Consultant
 - Oversight of Compensation for EHRA Non-Faculty and SHRA Employees
 - Oversight of Banner Records for input of employee records information
- Operations Specialists
 - Input employee records information into Banner
 - Backup for Employee Services Supervisors

Training & Organizational Development

The following positions are designated as essential:

- Associate Vice Chancellor

D. Communications

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In Case of Public Health or Other Emergency or Disaster

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Name	Jeanne Madorin	Emergency Contact	Mike Madorin
		Relationship	Spouse
Work Email	j_madori@uncg.edu	Work	704-455-9283
Personal Email	jeannemadorin@gmail.com	Home	704-455-9833
Work	336-334-5167	Mobile	980-622-0534
Home			
Mobile	980-622-0538		
Name	Shane Wilson	Emergency Contact	Bobbie Wilson
		Relationship	Wife
Work Email	Kswilso4@uncg.edu	Work	
Personal Email		Home	
Work	336-334-3226	Mobile	336-624-4692
Home			
Mobile	336-624-4681		
Name	Glendneil Blackmon	Emergency Contact	Tenesha Blackmon
		Relationship	Sister
Work Email	gblackm@uncg.edu	Work	
Personal Email		Home	
Work	334-334-3007	Mobile	336-965-7218
Home			
Mobile	336-253-5696		
Name	Gwen Evans	Emergency Contact	Charles Upchurch
		Relationship	Father
Work Email	gdevans2@uncg.edu	Work	
Personal Email	gwenevans4@gmail.com	Home	919-833-9315
Work	336-334-4512	Mobile	919-622-1012
Home	336-254-5467		
Mobile	336-254-5467		
Name	Christopher Wilson	Emergency Contact	Rebecca Cage
		Relationship	Wife
Work Email	wcwilson@uncg.edu	Work	
Personal Email	cwilson5@triad.rr.com	Home	
Work	336-334-3226	Mobile	336-404-0520
Home			
Mobile	336-202-0818		
Name	Emily Foust	Emergency Contact	Jan Ruzicka
		Relationship	
Work Email	e_foust@uncg.edu	Work	
Personal Email	foustemily1@gmail.com	Home	
Work	336-256-0342	Mobile	706-338-7823
Home			
Mobile	336-202-9954		

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Name	Patricia Lynch	Emergency Contact	
		Relationship	
Work Email	pmlynch2@uncg.edu	Work	
Personal Email		Home	
Work	336-334-9725	Mobile	336-404-0520
Home			
Mobile	336-202-0818		

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HR Website, with a listing of all contacts: <https://hrs.uncg.edu>

E. Business Resumption Strategy Checklist:

PREPAREDNESS

- Consider wireless computers/laptops that could be used by staff if facilities or equipment are compromised
- Prepare / Update Crisis Communication Plan monthly
- Specify post-evacuation assembly site
- Training and Review of Disaster Plans
- Create manuals or guidance documents for critical functions
- Contact other units/departments that you will rely on for services to coordinate availability of service (see Appendix A)

RESPONSE

- Notify UNCG Police (334-4444)
- Inform department head of the situation
- Use Crisis Communication Plan to contact critical employees
- If an evacuation is required staff assemble at a pre-designated assembly site for the post-evacuation head count
- Department critical employees should assemble at the determined management center
- Retrieve the department's Business Continuity Plan kept in the following locations: At each employee's work location and at each employee's home.
- Secure critical files and data
- Communicate with customers, vendors, or other third-party providers
- Consider canceling or postponing events, meetings, and/or other activities.
- Identify a person who will know the building to work with fire or police other than building liaison
- Contact your Building Liaison so they can contact Office of Space Management at 4-5494 to request alternate space for your department
- Address routine time-sensitive issues
- Contact Telephone Services to transfer telephone numbers to alternate work site
- Critical staff have their UNCG identification card
- Safeguard as much as possible areas that could get wet by placing plastic covers over equipment and moving equipment off the ground
- Review policies for sending employees home

RESUMPTION

- Set up interim workspace at alternate site
- Address compliance issues if applicable
- Grantors have been notified of your status if applicable
- Make clients aware of diminished services
- Order or request critical supplies and equipment
- Vital records management
- Contact 6-TECH to check on system status

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Secure or Order hardware for critical processes (computers, printers, servers)
Test user logins to web based applications to assure they work properly. Contact 6-TECH if problems occur
Coordinate with administrative staff to order telephones
Update voicemail and webpage with disaster related messages – verify consistent message with University Relations
Secure office furniture; seek assistance from Surplus Warehouse
Secure forms, special stock paper
Secure equipment supplies (toners, chemicals)
Make hotel and dining accommodations for critical staff
Evaluate transportation needs
Use work around procedures for handling cash transactions
Make directions available to alternate site
Check in with IT Help Desk to confirm status
Coordinate all news media with University Relations
Notify Departments of the disaster related event and any changes in processes
Notify Third Party Providers of the disaster related event and any changes in processes
Contact Vendors that support critical processes to request assistance or notify them of a delay
Contact Postal Services to notify them of any change in location
Contact students to inform them of any process or location changes
Review the UNCG Home Page for updates and the emergency conditions
Evaluate Card Access needs
Ensure all employees have Employee ID cards and are be prepared to show them
Safeguard sensitive vital records
Review policies for sending employees home
Set up counselors for employees
Obtain the contact number and status of employees for family members that may call in

RECOVERY

Business units are operating within their business continuity and disaster recovery plans
Information technology departments are recovering critical technology infrastructures (i.e. software applications, telecom, network, servers, etc.)
Facilities is recovering building infrastructures

RESTORATION

Critical staff have been relocated back into original worksite
Site specific services have been recovered
Non-essential staff have been called back to work
Business units begin returning to normal operations
Staff relocate to original worksite or a new permanent site
Manual procedures have been incorporated back to normal, automated processing
Communication with clients, vendors, customers and departments
Evaluate staffing schedules for workloads that may need to be caught up
Test systems to ensure they are working properly
Checks and balances to verify what data was lost (hardcopy and electronic)

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Appendix A. Service Provider Agreements

Update Every Two Years

Service Providing Unit/Department	Service Needed	Agreement Reach on this Date

Last revised 5/13/2019

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Training and Testing

HR should have on hand the following equipment if the level of crisis for a pandemic rises above level 1:

1. Hand Sanitizer for each employee's work space
2. Appropriate masks (N95 with valve) for at least a one-month supply.
3. Employees should have an updated copy of the HR Continuity Plan both in their individual work space and at their residence for reference and review.

The HR Continuity Plan will be updated at least once annually.



(Unit Head) 5/13/19
Date

(Divisional Approval) Date