



**KENNESAW STATE
UNIVERSITY**

DEPARTMENT OF PUBLIC SAFETY
AND UNIVERSITY POLICE
Office of Emergency Management

October 2020

OWL Ready



Tip of the Month

Revisiting COOP During a Pandemic

As our University—and the rest of the world—continue to navigate the COVID-19 Pandemic, it is important for us to remember how this incident has impacted our critical operations and revisit those operations in our COOPs. Were we able to cope better than expected with a loss of staff or functionality? Was working from home more of an option than previously thought? Was working from home too difficult for certain operations? Has the Pandemic identified more single points of Failure? Were our functions more or less critical than we thought they were? All of these are questions that we need to constantly revisit for proper COOP Planning, but especially during this Pandemic event. The COVID-19 Pandemic is an excellent example of exactly the kind of major incident that would lead to the partial or full activation of our COOP Plans.

One area that is always a difficult conversation is the determination of criticality for any particular function or area. We have found that departments have a tendency to both overestimate the criticality of a particular function or underestimate how critical that function is to the University at large. As such, QualiReady, the platform within which we have all built our departmental Continuity Plans, has introduced a new tool that the Office of Emergency Management is currently testing that assists in determining what level of criticality a particular function should have. This tool uses a series of questions to help guide the user in determining what level of criticality a certain function should have. We will likely be reaching out to certain individuals to help us test this new tool in the next few months to ensure it meets the needs of KSU before we roll it out to the University at large.

As always, if you have any questions regarding continuity planning or the OwlReady COOP Tool (which can be found here: https://kennesaw.kuali.co/ready/users/sign_in), please contact James Westbrook, Assistant Director of OEM, at jwestbr9@kennesaw.edu or 470-578-6370.

