



Continuity of Operations Plan

1. PURPOSE

This plan establishes the guidelines for the continuity of operations of Northern Pennsylvania Regional College (“NPRC” or the “College”).

2. APPLICABILITY

This plan applies to all NPRC facility/property.

3. ASSOCIATED POLICIES AND DOCUMENTS

- 3.1 NPRC-5715: Continuity of Operations
- 3.2 NPRC-3050: Class Cancellation

4. DEFINITIONS

- 4.1 NPRC facility/property refer to any NPRC Administrative Center(s), NPRC Education and Training Center(s), Instructional locations, Instructional Sites, or any other physical space utilized by NPRC which may or may not be primarily owned or controlled by the College at which any College activity, educational or otherwise, occurs.
- 4.2 A Triggering Event is any natural, technological, or human-caused event that disrupts normal operations, renders facilities inaccessible, or causes a significant loss of staff, systems, or infrastructure.
- 4.3 An Employee shall mean any individual who serves the College in a full-time or part-time capacity as an administrator, staff, or faculty.
- 4.4 A Student is any individual enrolled in any courses(s) of instruction offered by NPRC.
- 4.5 Main Campus is the primary physical facility where the administrative offices are located and approved by its accrediting agency.

5. PROCESSES, TIMELINES, AND RESPONSIBILITIES

- 5.1 If a triggering event occurs at any NPRC facility/property, all employees will adhere to this plan to ensure NPRC operations continue with minimal interruption.
- 5.2 Employees must take their assigned laptop computer and mobile phone with them or otherwise ensure they have access to cloud-based resources required to perform their work duties in accordance with NPRC-5715: Continuity of Operations.

- 5.2.1 During an evacuation, these devices should only be taken if they can be retrieved immediately without delaying exit, as personal safety takes priority over equipment.
- 5.2.2 If these devices cannot be retrieved, contact the Helpdesk for instructions on securely accessing the NPRC cloud-based resources from another device.
- 5.3 The Office of the President or designee will schedule a meeting with the President's Council and the Information Technology, Safety, and Facilities department for the earliest possible time following the Triggering Event. At this meeting:
 - 5.3.1 The extent of the damage caused will be assessed.
 - 5.3.2 A decision will be made on whether classes will continue in accordance with NPRC-3050: Class Cancellation.
 - 5.3.3 Responsibilities will be reassigned to cover any gaps created.
 - 5.3.4 A timeline will be created for the restoration of normal operations.
 - 5.3.5 Additional next steps will be discussed.
- 5.4 Each Division Vice President is responsible for assessing the status of their respective division.
 - 5.4.1 Staffing needs (permanent or temporary) should be sent to the Human Resources Department.
 - 5.4.2 Equipment needs are to be communicated to the Helpdesk.
 - 5.4.2.1 The Helpdesk will work with the Business Office to acquire the equipment.
 - 5.4.3 Workspace needs are to be communicated to the Helpdesk.
- 5.5 An All College meeting will be scheduled to communicate the next steps to all staff.
- 5.6 Internal communications will be handled through the President's Council with department Directors communicating with their respective teams.
- 5.7 All communications with the public will be handled by Marketing and Communications.
- 5.8 All vendor communications will go through the appropriate director whose department uses the products or services of the individual vendor.
- 5.9 The Director of Information Technology, Safety, and Facilities will contact the College's telephone and internet service provider to arrange redirection of incoming phone calls.
 - 5.9.1 All incoming calls will be redirected to a "ring group" of cell phones consisting of the Information technology, Safety, and Facilities staff.
- 5.10 Mail will be placed on hold at the Post Office with pickup assigned to a Business Office designee.

- 5.11 The Information Technology, Safety, and Facilities department and the Business Office will evaluate all losses for any insurance claims and support the restoration of operations, either at the original facility once accessible or at an alternate location.

6. REVIEW STATEMENT

Plans are reviewed as needed or when the related policy is reviewed in accordance with its five-year review cycle.

Revision Notes: Plan in Origination