Annex O- Information Technology- Administration

Purpose

To provide an overview of how telecommunications and electronic information is directed and shared at the University of Minnesota during an emergency.

Responsibilities

A Primary; The primary direction and control for voice, data and video communications at the University of Minnesota is;

- Office of Information Technology (OIT)
- Networking and Telecommunication Systems (NTS)

Communications:

The University’s communication capabilities to directly link to non-University, local authorities/on-scene Incident Commanders is limited. A University liaison will be available to assist and bridge the communications gap between the University and local/state/federal authorities.

The University has access to a variety of shared information, communication tools and media. During an emergency, the University is committed to using this information to assist in managing these operations and providing a method of communications.

Large Scale Disasters:

In the event of a large scale disaster at the University of Minnesota, a representative is required in the EOC.
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Annex O- Information Technology- Operations

I. Response:

Office of Information Technology (OIT)-
The Office of Information Technology (OIT) has overall responsibility for voice and data communications, central computing services, and computer maintenance. The telephony and data communications roles are so specialized that they are covered under a separate document to this Plan. OIT departments provide support in the following manner:

- Central Computing Operations (CCO) provides the University with centralized information management systems and services, supporting both administrative and academic computing by providing operations, production and technical services, database administration, and Internet (e-mail, directory, and authentication) services.
- Academic and Distributed Computing Services (ADCS) has, among its varied responsibilities, first call help desk for all OIT technology services, distribution of group e-mail, and the task of establishing and maintaining video conferencing capabilities.
- OIT Security and Assurance provides support for computer system and network security.
- University Computer Services (UCS) provides PC, microcomputer, and workstation maintenance and upgrade services to the University community. Warranty services, annual service contracts, and service on a "time and materials" basis are available. UCS also sells, installs, and supports computer upgrade products.

Other OIT departments provide support, systems development, etc., and may be needed to provide data or voice communications and data services during an emergency or disaster. The Associate Vice President for OIT (and Chief Information Officer) is responsible for coordinating these diverse needs during such a situation.

Networking and Telecommunications Services (NTS)-
The Networking and Telecommunications Services Department (NTS) provides voice and data connectivity for the University, the State of Minnesota, and several private organizations. This equipment includes much of the alarm and emergency communication and notification systems at the University. Emergency related tasks carried out by NTS include:

- Maintenance of EOC Communications Equipment
- Emergency telephone communications, including 9-1-1
- Cellular and digital wireless communications during an emergency
- Maintenance of wiring, etc. needed for the transmission of alarms within structures to Building Systems Automation Center (BSAC)
- Coordination and integration of data communications infrastructure, including e-mail and web, during an emergency
To accomplish these tasks, NTS coordinates with local and long distance telecommunications companies and state and federal regulators. NTS employs administrative and technical personnel skilled in all aspects of installation, operation, maintenance, and repair of equipment and infrastructure related to the transmission of voice and data (landline and wireless).

II. Incident Management:
In order to provide a continuity of operations at every scene involving University of Minnesota property or assets, an Incident Command System (ICS) shall be used. Each affected agency will have a representative at the EOC during a disaster.

All agencies will operate within the ICS system using a Unified Command approach.
## Annex O- Information Technology- Resources

### Office of Information Technology

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<th>Name</th>
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<th>Pager</th>
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<tbody>
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<td>OIT Help</td>
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### Networking and Telecommunication Systems

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