ANNEX K

INFORMATION SERVICES

I.   PURPOSE

In the event of a disaster or emergency, communications, including access to the University's computer systems, will be critical. The purpose of this Annex is to describe how the UNC Police Communications Center and Information Management & Technology will provide communications support, as well as end user support to the University's management information systems, during an emergency response effort.

II.   CONCEPT OF OPERATIONS

Voice and data communications support during the immediate response phase of an emergency or disaster are critical to the response and must be maintained. This includes access to the necessary telephone lines and data that is needed for the University to respond to the situation.

Equally critical during an emergency response is access to management information systems such as student information, personnel data, etc. As it is anticipated that both internal and external emergency agencies and workers will require the availability of these systems, Information Management & Technology will provide the resources necessary for access to this information.

III.   RESPONSIBILITIES

A.   Assist the Incident Commander to alert the campus using the emergency notification system.

B.   Verify availability of data and assist the Emergency Operations Center with gaining access to needed information.

C.   Coordinate with outside communications vendors for additional or modified voice and data communications.

D.	Ensure proper functionality and provide support to EOC communication systems.