



Environmental Health and Safety Policy & Procedure #25

TITLE: REVERSE 911® SYSTEM POLICY

OBJECTIVE AND PURPOSE: To establish a policy for the use and maintenance of the system as an expeditious emergency notification tool to alert the University community. This policy defines which departments or individuals are responsible for the operation, maintenance and system audits, which include the hardware, software, programming, activation and termination.

Florida Atlantic University will use the system as a tool to disseminate information to the University community preceding an anticipated emergency event or threat or after an actual emergency event or threat. The system is to be used in emergency situations only.

RESPONSIBILITY: **ACTION**

- UNIVERSITY PRESIDENT OR DESIGNEES**
- Authorize activation and termination of the system.
 - Provide final authority for prescribed and ad lib messages content.
 - Delegate authority to designees to use the system (Emergency Executive Committee).
 - Determine, assign and maintain system access levels and licenses.

- UNIVERSITY COMMUNICATIONS AND MARKETING**
- Maintain at least two trained users.
 - Craft messages in consultation with the President or designees, the University Police and Environmental Health and Safety, if possible.
 - Review final message that will be sent using the system.
 - Craft and send messages to all FAU employees and students every semester asking them to update their contact information in the Banner system.
 - Craft at least three standing messages to exist in the system and be available for use with or without specific modification.
 - Create and launch sessions.

- INFORMATION RESOURCE MANAGEMENT**
- Maintain at least two trained users.
 - Maintain the system server, including testing.
 - Extract student, faculty and staff data from Banner system as follows:
 - 1st update - after drop/add
 - 2nd update - 6 weeks after drop/add
 - Upload extracted data into the system database.
 - Maintain specified groups of data in the system.

Issued By: Sookhoo	Date Issued: 07/2008	Date Revised:	Effective Date:
APPROVED:	Vice President	Associate V.P.	Director

**INFORMATION
RESOURCE
MANAGEMENT**

- Maintain the system database, including system back up and testing.
- Assign VPN access to all trained users of the system.
- Build and maintain the telephone number update site in self service for all groups.

**ENVIRONMENTAL
HEALTH AND
SAFETY**

- Maintain at least two trained users.
- Provide training for any new systems users.
- Monitor any events and threats (under its jurisdiction) and inform the President or designees as well as the Emergency Executive Committee of these events or threats.
- Perform at least quarterly audits of the system regarding the status, operations, maintenance, and test schedules to assure proper working order.
- Perform at least annual audits of the system including all written support documents for accuracy.
- Upload extracted data into the system database.
- Maintain specified groups of data in the system.
- Be fiscally responsible for all expenses.

UNIVERSITY POLICE

- Maintain at least two trained users.
- Monitor any events and threats (under its jurisdiction) and inform the President or designees as well as the Emergency Executive Committee of these events or threats.

REFERENCE:

Presidential Memorandum #56 (Emergency Policy) (OLD)
Presidential Memorandum #85 (University Safety Policy) (OLD)
Continuity of Operations Plan: University President
Emergency Notification Systems Matrix

ATTACHMENTS

Appendix 1: Activation Tree
Appendix 2: Procedures
Appendix 3: Groups
Appendix 4: User List
Appendix 5: Service Level Agreement

Signatures for R911 SLA:

Name: _____
Dr. Jeffrey Schilit, CIO, Florida Atlantic University

Date: _____

Name: _____
Thomas Donaudy, University Architect and VP Facilities

Date: _____

Name: _____
Aileen Izquierdo, VP University Communications and Marketing

Date: _____

Name: _____
Charles Lowe, Chief, University Police

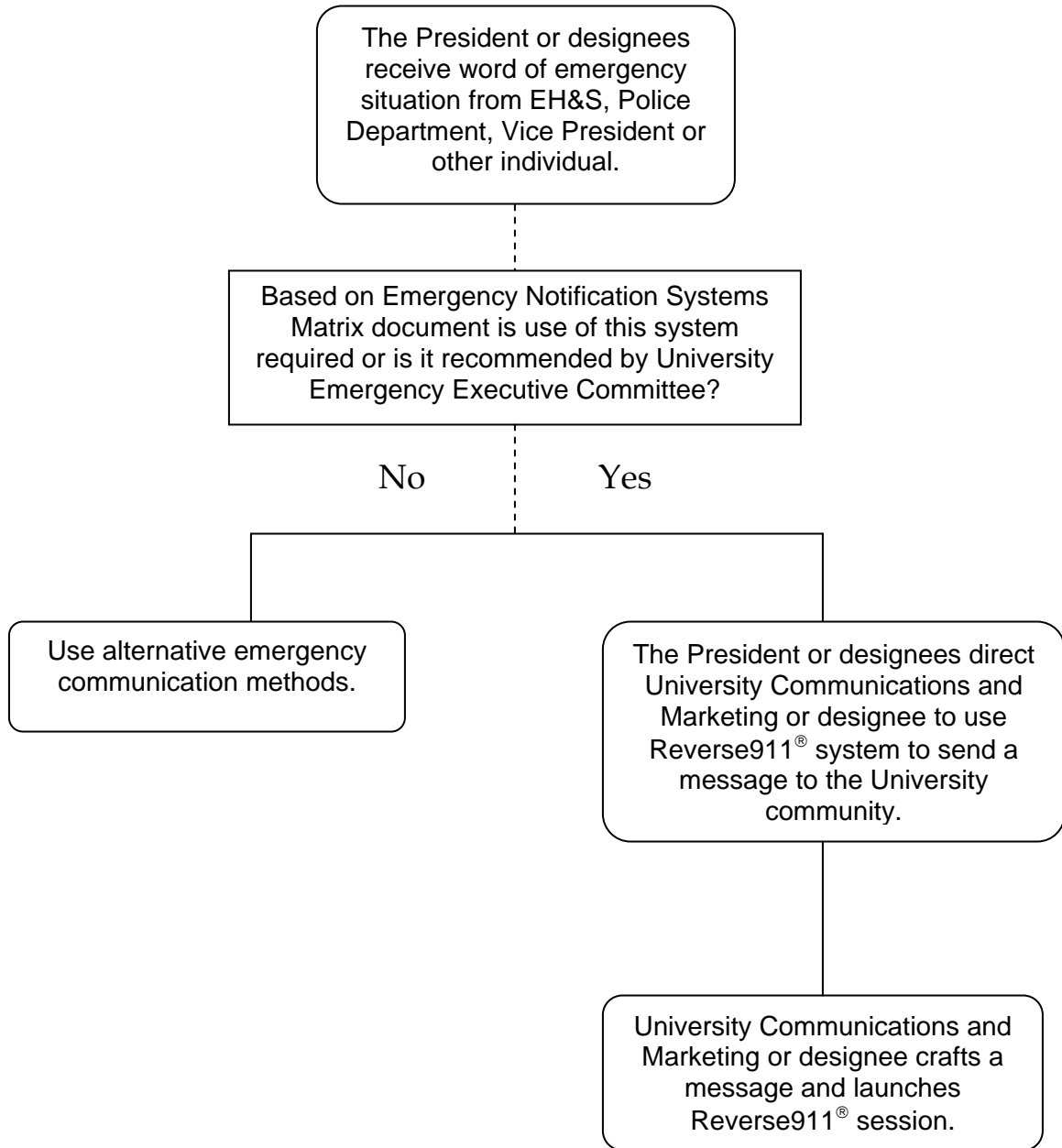
Date: _____

Name: _____
Sharlene Sookhoo, Emergency Management Coordinator

Date: _____

APPENDIX 1: Activation tree

REVERSE911[®] ACTIVATION TREE



APPENDIX 2: Procedures

See Reverse 911 manual provided to each department.

APPENDIX 3: Groups

KEY GROUPS

- Campus: Faculty and Staff
- Students
- Residential Students
- Building Safety Supervisors

CREATING THE GROUPS: R911 IDENTIFYING FIELDS

- Zip
 - 00000 - Employees
 - 33xxx - Residence Hall Students (Banner has very limited Residence Hall information currently. When it becomes available in the future, you will be able to use it for your targeted lists.)
 - 99999 - Non-Residence Hall Students
- City
 - For Employees, their Campus Designation
 - Boca Raton
 - Commercial
 - Dania Beach
 - Davie
 - Ft Lauderdale
 - Harbor Branch
 - Jupiter
 - Pine Jog
 - Port St. Lucie
 - For Residence Hall Students
 - Boca Raton
 - Jupiter
- The Street Number, Street Name, Address2 and Zip4 will only have data for Residence Hall Students.
- Fax
 - 1000000000 - The phone number designated as Priority 1.
 - 2000000000 - The phone number designated as Priority 2.
 - 3000000000 - The phone number designated as Priority 3.

APPENDIX 4

USER LIST

University Communications and Marketing:

Environmental Health and Safety:

Information Resource Management

University Police

For details, see latest version of FAU Alert Emergency Notification List.

APPENDIX 5



**Florida Atlantic University
777 Glades Road
Boca Raton, Florida 33431**

Information Resource Management

**Service Level Agreement
Between
Florida Atlantic University Information Resource Management
and
Environmental Health and Safety (EHS) and University Communications**

This is a Service Level Agreement (SLA) between Florida Atlantic University Information Resource Management (IRM), EHS and University Communications for R-911. The purpose of this SLA is to define the roles and responsibilities of each party mentioned above relating to the support, administration and use of the R-911 system.

The following are the agreed upon responsibilities covered by this SLA. Should the circumstances dictate a change, the initiating party will notify the others that there is such a requirement, and a revised SLA will be developed.

Responsibilities:

FAU Information Resource Management (IRM)

1. To provide regularly scheduled Banner extracts to update the R-911 database.
2. To provide/coordinate R-911 server maintenance, upgrades, back up and system administration.

University Communications

1. To coordinate the development and distribution of R-911 messages.
2. To authorize system access and licenses.

University Police Department

1. Coordinate activities with law enforcement agencies

Environmental Health and Safety

1. To be fiscally responsible for all expenses going forward, including but not limited to hardware, software, maintenance, licensing.

President's Office

1. Identify funding.

Signatures for R-911 SLA:

Florida Atlantic University
Information Resource Management

Name: _____
Dr. Jeffrey Schilit, CIO, Florida Atlantic University

Date: _____

Name: _____
Thomas Donaudy, University Architect and VP Facilities Planning

Date: _____

Name: _____
Aileen Izquierdo, VP University Communications and Marketing

Date: _____