NJIT Pandemic Recovery Plan
Academic Information Systems

The AIS staff have proven to be remarkably effective in fulfilling timely and successfully all requests from units they serve while working remotely. Given that the AIS staff is limited and since most projects handled by AIS are critical and considered time sensitive, remote operation in all phases 0, 1, 2, and 3 will be favored to minimize the possibility of any single staff member becoming incapacitated due to infection.

Recovery phase 0 – Campus closure, except for essential staff

- AIS Staff will support all areas remotely.
- Staff will follow the protocols listed in Appendix A.

Recovery phase 1 – Minimal student presence on campus

- One or two staff members will work onsite per week on an as needed basis with the majority of the staff continuing support remotely.
- To ensure minimal potential spread of infection, staff members will be assigned to only work in their designated offices and maintain social distancing if more than one are in the office area at a given time.
- Staff members working on site will be using PPE as per university guidelines
- Staff will follow the protocol shown at the end of this document.

Recovery phase 2 – Minimal campus activities

Given the nature of the AIS tasks and responsibilities, the protocol of Recovery phase 2 will be identical to that of Recovery phase 1.

Recovery phase 3 – Minimal social distancing

The percentage of AIS staff operating on campus will increase relative to phases 1 and 2, especially as their presence in meetings with other units that will be held face-to-face may be required; otherwise, remote operation will continue as in phases 1 and 2.

Full recovery – AIS office operations return to normal (conditions same as prior to March 18, 2020).

Protocol for Phase 1, 2 and 3

- AIS staff will have a daily status call every morning to evaluate and coordinate support.
- Weekly meetings on Tuesday with enterprise computing to ensure all projects are addressed in a timely fashion.
- Meetings with the IST leadership team on an as needed basis to enable communication of all IT projects and initiatives within the student and academic area.
- Weekly meetings with the Registrar's office on Thursday to coordinate projects for that area.
- Weekly meetings with the financial aid office on Friday to coordinate tasks for the following week.
- Other meetings such as BSTL, BCM upgrade, GANS, Placement, EOP etc. will continue to follow the on-site schedule.
- WebEx will be used for meetings and communication in addition to Jabber phone.
- Student related priority tasks will be distributed daily to AIS team members.
- All office status updates will be provided on a google document daily.
- Supervisor Roweena Carlos will be contacted via phone in case of an emergency.
- Backup personnel to be contacted will be Johnny Wong and Byron Ordonez.
- AIS will fulfill requests received via emails daily and in a timely fashion.
- AIS will monitor the Cherwell ticketing software and address them daily.
- Production and regular support issues will be given priority during this time and ongoing projects will be worked on as the workload permits.
- Existing weekly scheduled status meetings with departments will be conducted using Webex and phone.
- Meeting project leads will coordinate and communicate work and priorities.
- The AIS group email (ais@njit.edu) should be used to communicate new requests and support issues; new requests will be prioritized and delegated appropriately by the supervisor and the backup personnel mentioned earlier.