



# Assessment Journey Programme Contingency Planning - Senior Decision Makers

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## Senior Decision Makers

### Faculty ADADs

- ACES: Mike Bramhall
- D&S: Simon Bromley
- HWB: Rebecca Khanna
- SBS: Dave Laughton

### Head of Faculty Professional Services

- ACES: Jill Nanson
- D&S: Wayne Keating
- HWB: Phillip Wain
- SBS: Justine Pedler

### Deputy Registrar

- Joe Rennie

### Dean of Students

- Neil McKay

### Blackboard System Owner

- Brian Irwin

***All senior decision makers are to nominate a colleague with delegated responsibility for instances in which they are unavailable.***

### Proposed Quorum

- 1 x Faculty ADAD
- 1 x Head of Faculty Professional Services
- 1 of Deputy Registrar or Dean of Students
- 1 x Blackboard System Owner

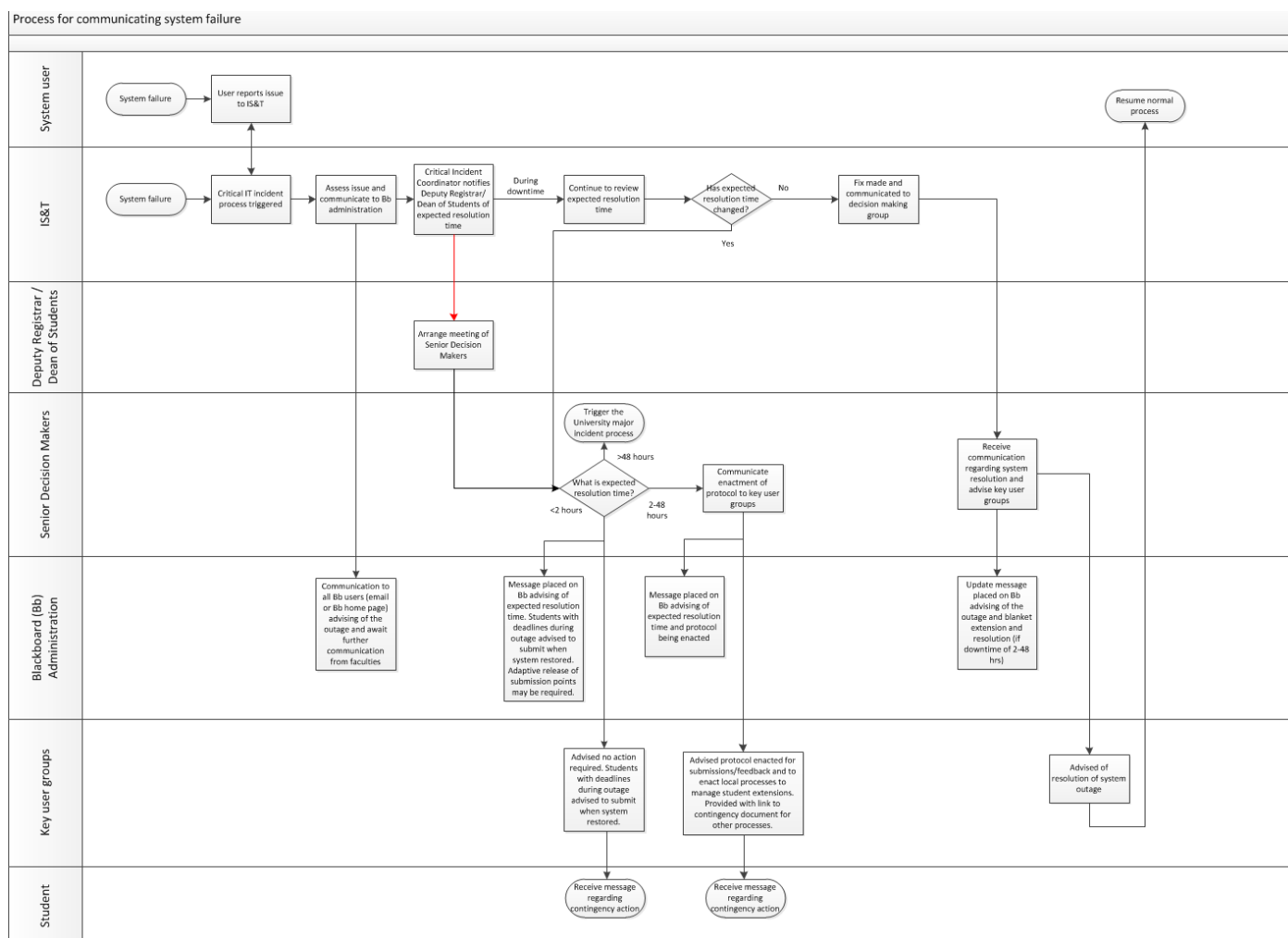
### Proposed Support for Quorum

To be responsible for distributing agreed communications (see [appendix 2](#))

- 1 x Personal Assistant



## Process for Communicating System Failure



### Communication of System Failure

- Critical Incident Coordinator to identify the expected resolution time.
- Critical Incident Coordinator to contact [Deputy Registrar / Dean of Students](#) to advise of system failure and expected resolution time
- Deputy Registrar / Dean of Students to [contact senior decision makers](#) via Personal Assistant (where relevant) to confirm details of conference call.
- [Conference call](#) to be scheduled for 30 minutes after initial contact with decision makers.
- Call to include IS&T representation (this may not be the Critical Incident Coordinator).

### Expected resolution time is less than 2 working hours

- If email systems are available, the Personal/Executive Assistant responsible for supporting communications is to email (with [standard wording](#)) the [key user group](#) who are to relay the message to students and implement any local process.
- If email is unavailable, the Personal/Executive Assistant responsible for supporting communications is to communicate the required actions to members of the [key user group](#) (one member from the group for each faculty) by phone.



### Expected resolution time is 2 - 48 working hours

- If email systems are available, the Personal/Executive Assistants responsible for supporting communications is to email (with [standard wording](#)) the [key user group](#) who are to relay the message to students and implement any local process.
- If email is unavailable, the Personal/Executive Assistants responsible for supporting communications is to communicate the required actions to members of the [key user group](#) (one member from the group for each faculty) by phone.
- *The approach to publicising on social media is to be confirmed.*

### Expected resolution time exceeds 48 working hours

- The escalation process in the incident management framework is to be followed.

### Communication of Resolution

- IS&T Critical Incident Coordinator to advise Senior Decision Makers via email that a fix has been implemented.
- The key user group is to be emailed and advised that a fix has been implemented.



## Appendix 1

### Contact Details of Dean of Students / Deputy Registrar

<b>Dean of Students</b>	Neil McKay	Sarah Bruce, 0114 225 3896
<b>Deputy Registrar</b>	Joe Rennie (0114 225 4485 / 07717133110)	Jo Eyre, 0114 225 6427

### Contact Details of Senior Decision Makers

<b>Senior Decision Maker (Mobile number)</b>	<b>Personal Assistant / Contact Details</b>	<b>Nominated Deputy</b>
Mike Bramhall (07976 831708)	Sharon Knott, 0114 225 4239	
Simon Bromley (07717 154887)	Denise Hobart, 0114 225 2694	
Rebecca Khanna (07825 996066)	Gail Hammond, 0114 225 2508	Alison Purvis (0114 225 5699)
Dave Laughton	Tracy Deakin, 0114 225 6386	Amanda Foster (0114 225 5149)
Jill Nanson (07900 825910)	0114 225 5547 (Mon - Wed am), Michelle Ghosh 0114 225 4822 (Wed pm - Fri)	Allison Briston (0114 225 3170)
Wayne Keating	Claire Eggleston, 0114 225 4262	Holly Stainburn (0114 225 6511)
Phillip Wain	Claire Cutts, 0114 225 5843	Vanessa Coleman (0114 225 5910)
Justine Pedler (07766 121862)	Arran Haddrell, 0114 225 5119	Carol Saunders (07917 217 329)
Brian Irwin (07584 348433)	0114 225 2979	

### Contact Details of Key User Group

Group email address: + **Business Contingency Key User Group**

<b>Faculty</b>	<b>Name</b>	<b>Role</b>	<b>Phone number</b>
ACES	Allison Briston	Student Services Manager	0114 225 3170
D&S	Holly Stainburn	Student Operations Manager	0114 225 6511
HWB	Vanessa Coleman	Student Services Manager	0114 225 5910
HWB	Jayne Willis	Student Experience Manager	0114 225 4557
HWB	Alison Purvis	Head of LTA	0114 225 5699
HWB	Mel Lindley	Principle Lecturer	0114 225 2483
SBS	Carol Saunders	Student Services Manager	0114 225 5269
SBS	Andrew Heeley-Randerson	Student Experience Manager	0114 225 6285

### Contact Details of Blackboard Administration

<b>Service Manager (WALE)</b>	David Williams	0114 225 4708
<b>System Support Specialist (Blackboard)</b>	Neil Brady	0114 225 6483



## Appendix 2

### Message Templates

#### Template 1: Expected resolution time less than 2 hours.

The University is currently experiencing IT issues which may impact upon the ability of students to submit work electronically or for staff to access student work to mark and provide feedback. The expected resolution time for this issue is less than 2 hours and as such no action will be required in the majority of cases. Students are to be advised to continue to attempt to submit work and to visit Blackboard for further updates.

Students with a deadline during this system outage are to be advised to submit work within 2 hours of the system being restored to ensure they are not penalised for late submission.

*For D&S, HWB and SBS only: Please note, if a module has a deadline in the next two hours the availability of its Blackboard submission point will need to be extended to allow students to submit their work.*

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#### Template 2: Expected resolution time is between 2 and 48 hours.

The University is currently experiencing IT issues which may impact upon the ability of students to submit work electronically or for staff to provide students with electronic feedback. The expected resolution time for this issue is between 2 and 48 hours and as such the decision has been made to enact the University contingency protocol.

#### Submission

If a submission point is unavailable at the time of submission, **a one working day** extension from the time the system is restored is to be provided to all students affected.

*For D&S, HWB and SBS only: Please note, impacted submission points will need to have their availability extended to allow students to submit their work.*

#### Marking and Feedback

If system unavailability prevents access to work for marking, due to being unable to access electronically submitted work, an extended period of time equivalent to the duration of system unavailability (up to 48 hours) is to be allowed to complete the marking and provide feedback to students

If there is to be a delay in providing feedback to students due to system unavailability, either at the time of marking or the time of releasing feedback, the anticipated feedback date is to be communicated to students via the Assessment Scheduler, although if staff can still meet the original turnaround times this is to be encouraged.

#### Other Assessment Processes

Further details on [contingency actions](#) can be found online or in hard copies available in faculty.



## Appendix 3

### Responsibilities

#### Critical Incident Coordinator

- Determine expected resolution time of system failure.
- Contact Dean of Students or Deputy Registrar to advise of failure and expected resolution time.
- Advise Senior Decision Makers when issue resolved.

#### Dean of Students & Deputy Registrar

- Receive call from Critical Incident Coordinator
- Arrange conference call with quorum of Senior Decision Makers
- Chair call with Senior Decision Makers, providing details on outage, resolution and next steps.

#### Senior Decision Makers Personal Assistant (where relevant)

- Confirm participation of Senior Decision Makers in conference call.
- Partake in conference call.
- Communicate actions to Key User Group.

#### Senior Decision Makers

- Partake in conference call and agree actions.
- Receive details of resolution

#### Key User Group

- Receive details of outage.
- Action agreed local contingency plan.
- Receive details of resolution.