

Covid-19 Work Plan

Function/Department Name and Date

Current State – Update this every time you review the Work Plan.

Dynamic	Details (as of X.X.2020)
World pandemic	Still applicable
University choice	Following Governor's Directive
K-12 Closures Other Business Closures	Affecting your team?
UMS students home	Affect your roles?
Function/Department Work	This plan will outline
Chancellor/President Decisions	•
Chancellor Adjustment Phase	• Awareness that there is a significant financial impact at this point to the University
Federal/State Legislative Changes	•
Department Leadership Changes	•
Other UMS Changes	• • • • •

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The Function's Available Resources – Update this every time you review the Work Plan.

This should be accurate to current resources available to do a scope of work, and also estimate future resources considering factors you know may change. Resources includes anything needed to conduct the nature of your area's work during this time. Some resources: Budget, Technology, Places (physical and/or virtual spaces/sites), People, and Products. As you can imagine, the changes in work, employees' circumstances as a result of the COVID-19 pandemic, the combination of new state and federal legislative benefits, and University budget impact are all good reasons why Work Plans should be created and also revisited as a working document.

Note: Recommend that you proactively check with your manager to confirm accuracy.

Type	Resource	Details (as of X.X.2020)
People	Team member name/role	Sample: Available to work; 100% of job can be telework Set up and operational via telework Skills Assessment below
People	Team member name/role	Details
People	Vendor name(s)/role	Sample: Supports our X technology Delivers reports
Technology (Software)	Vendor Technology	Sample: What: Function: Contract: Essential: Investment:
Technology (Software)	In House (available free/not)	
Technology (Software)	D2L Brightspace (UMS' new Learning Management System)	Relevant for you?
Technology (Hardware)	Laptops or Desktop(s) Docking Station(s) External screen(s)	Notes:
Budget	ON HOLD: Annual	Put in amounts
Place (Offices)		
Place (Virtual – Dept. Web Site)		
Other		

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Relevant Resource Data

This can include any variety of data pertaining to your resources. As we consider the current COVID-19 pandemic and response circumstances and benefits, some useful data could be:

1. Budget: Starting budget, anticipated expenses (especially new/unexpected ones per COVID-19), clarity on any budget decisions made by your manager or the University. If you don't regularly gain access or review your budget, we recommend connecting with your manager to do it at this time
2. Technology/Products: Equipment or access – such as internet or computer program access - that allows telework, if applicable
3. Places: Are there any limitations on sites based on the COVID-19 shelter-in-place guidance from the Governor? Or safety protocols?
4. People: Consider your and your team members' skill sets relative to new work or new ways of doing work necessary because of COVID-19. Also, since people will be considering new COVID-19 legislative benefits, it can be helpful to understand work volume by team member, their accrual balances, salary and hours, their family circumstances such as care for dependents, and more

Critical Note: You can use data to predict and plan. Ultimately, related to your *people resources*, your practice must involve confirming their circumstances with them, not basing your decisions on assumptions. This is critical, especially as it relates to fair and equitable practices.

Scope and Timeframe

The Scope explains what Function, Department or other Governing Group the Work Plan is associated with. The timeline then describes the planned or anticipated timeframe covered by the Work Plan. You can identify one duration or phases within a duration, if applicable.

Note: This sample is of a Plan is represents just one Scope/Timeframe. Some departments will really need to have more than one.

This sample: Scope/Timeframe = [Now Forward](#)

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Goals (Objectives & Key Results Format)

What are you trying to solve for during this time? In other words, what are the goals you're trying to reach and measures that will demonstrate you've achieved them? Be realistic. Imagine that your OKRs may shift away from business as usual. Right now as we are facing unprecedented times, it is likely work will shift. Your University leadership can help you identify the directional aim and parameters, then you can clearly identify your OKRs.

(Update or adjust as per changes in situation. Or capture the department's usual Goals if no changes are necessary)

Objective		Quantity Measure(s)	Quality Measure(s)
	<i>As measured by</i>		
	<i>As measured by</i>		
	<i>As measured by</i>		
	<i>As measured by</i>		

Department's Work to Be Done

Note: It is most helpful for you, your team and anyone you may choose to show this plan, to have this organized in types of work, or by goal. Initially, use the open space to empty your mind of all the information. Then organize it.

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Decision-Making Criteria, Choices and Rationale for Decisions Made

It is important to have a set of decision-making criteria that is prioritized, inclusive, equitable and aligned with the objectives of the University related to your work and your function's/department's work. Use this set of criteria in making all your decisions, and check with your supervisor/manager about your criteria, rationale and final decisions. Since your team members will offer their input and availability into the mix, your final decisions should include conversation with them. Be sure to date and document your rationale as you make decisions. Especially when things are changing rapidly, it can be important to recall your rationale. It can also be worthwhile to note when you talked to your team member(s) about the plan so you don't forget.

Note: It can be helpful to create a checklist.

Service & Communication Plan

Once you have analyzed your resources relative to the work to be done, in line with directional clarity by the University and supported by your manager, the next step is mapping the updates plan for how service will continue and also how/when any changes will be communicated to team members and colleagues (internal communication) and customers of your work (external communication). This includes how your customers will continue to receive/access your services. Finally, if there are new expectations for how work will be conducted, this plan should outline the specific new expectations for team members. Maintaining your regular weekly coaching with your team members will be important to stay mutually communicative about how things are going.

Constituent	Service We Provide	Any Change in Service or Communication About It	Confirmation that Communicated

Please ensure that your Work Plan has DRAFT noted on it until complete. It is ideal if you do this in the form of Version Control, noting the Version, Date and Draft all in the header or footer of the document so that it crosses over from page to page. Also, we recommend you include page numbers as part of your Work Plan. Ideally, select the format of Page X of X, in case the document is ever separated. Including these important stamps is a risk management strategy.