

This document is intended to provide operational procedures and serve as a reference for the Key Information Technology Personnel at Community Higher Ed

Disaster Recovery

Community Higher Ed

Disaster Recovery Committee

Name	Title
Ivan Acosta	Property Manager
Brenda Knox	HR Director
Dr. Kevin Kirk	President
John Sullivan	Facility Manager
Quinn Dunlap	Network Administrator
Bryan Jenkins	IT Specialist
Monica Skrzypczak	Director of Education
Monica Simmons	Learning Resource Center Specialist
Pallavi Agarwal	Accounting Manager
Brigitte Kurr	Registrar
Doug Shokes	Transcript Developer
David Salustri	Web Maintenance

Table of Contents

Information Technology Statement of Intent.....	5
Policy Statement	5
Objectives	5
Key Personnel Contact Info	6
External Contacts	7-8
1 Plan Overview.....	9
1.1 Plan Documentation Storage.....	9
1.2 Backup Strategy	9
1.3 Risk Management	9
1.4 Emergency Power Overview	10
2 Emergency Response	11
2.1 Emergency Alert	11
Appendix A – Technology Disaster Recovery Plan Templates.....	12
<u>Disaster Recovery Plan for <Loki></u>	12
<u>Disaster Recovery Plan for <Vulcan></u>	13
<u>Disaster Recovery Plan for <Zeus></u>	14
<u>Disaster Recovery Plan for <Thor2></u>	15
<u>Disaster Recovery Plan for Remote Connectivity</u>	16
Appendix B – Suggested Forms	17
Disaster Recovery Event Recording Form	17
Communications Form.....	17

Information Technology Statement of Intent

Our mission is to ensure information system uptime, data integrity and availability, and business continuity.

Policy Statement

- The company shall develop a comprehensive IT disaster recovery plan.
- A formal risk assessment shall be undertaken to determine the requirements for the disaster recovery plan.
- The disaster recovery plan should cover all essential and critical infrastructure elements, systems and networks, in accordance with key business activities.
- The disaster recovery plan should be periodically tested in a simulated environment to ensure that it can be implemented in emergency.
- All staff must be made aware of the disaster recovery plan and their own respective roles.
- The disaster recovery plan is to be kept up to date to take into account changing circumstances.

Objectives

The principal objective of the disaster recovery is to develop, test and document a well-structured and easily understood plan which will help the company recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts business operations.

Key Personnel Contact Info

Name, Title	Contact Option	Contact Number
Quinn Dunlap	Work:	918-610-0027 X2021
	Alternate	
	Mobile	918-430-5783
	Home	
	Email Address	qdunlap@communitycarecollege.edu
	Alternate Email	
Bryan Jenkins	Work	918-610-0027 X2088
	Alternate	
	Mobile	214-263-2366
	Home	
	Email Address	bjenkins@communitycarecollege.edu
	Alternate Email	
Dr. Kevin Kirk	Work	918-610-0027 X2003
	Alternate	
	Mobile	918-808-3222
	Home	
	Email Address	kkirk@communitycarecollege.edu
	Alternate Email	
John Sullivan	Work	918-610-0027 X2074
	Alternate	
	Mobile	918-344-9941
	Home	
	Email Address	jsullivan@communitycarecollege.edu
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	

External Contacts

Name, Title	Contact Option	Contact Number
Property Manager		
Ivan Acosta		
	Work	918-610-0027 X2009
	Mobile	918-521-4679
	Home	
	Email Address	iacosta@communitycarecollege.edu
Advance Alarms		
	Work	918-251-0644
	Mobile	
	Home	
	Email Address	
Aktec Computer		
	Work	918-858-8888
	Mobile	
	Fax	
	Home	
	Email Address	
Logix		
Logix Data	Work	8776731868
Logix Voice	Work	8777225283
Marilyn Wilson	Account Manager	918-556-4116
	Email Address	marilyn.wilson@logixcom.com
Tel-Star		
	Work	918-376-9200
	Mobile	
	Home	
	Email Address	
Google		
Email accounts	Work	877-355-5787
	Mobile	855-733-8319
	Home	
	Email Address	

Name, Title	Contact Option	Contact Number
Konica Minolta		
Doug Scott	Work	918-398-1657
	Mobile	
	Home	
	Email Address	
	Work	
	Mobile	
	Home	
	Email Address	
	Work	
	Mobile	
	Home	
	Email Address	
	Work	
	Mobile	
	Home	
	Email Address	
	Work	
	Mobile	
	Home	
	Email Address	
	Work	
	Mobile	
	Home	
	Email Address	

1 Plan Overview

1.1 Plan Documentation Storage

Copies of this Plan, CD, and hard copies will be stored in secure locations to be defined by the company. Each member of senior management will be issued a CD and hard copy of this plan.

1.2 Backup Strategy

Key business processes and the agreed backup strategy for each are listed below. The strategy chosen is for a fully mirrored recovery site at Aktec Computer location. This strategy entails the maintenance of a fully mirrored duplicate site which will enable instantaneous switching between the live site (Campuses) and the backup site.

KEY BUSINESS PROCESS	BACKUP STRATEGY
IT Operations	Fully mirrored recovery site
Tech Support - Hardware	Fully mirrored recovery site
Tech Support - Software	Fully mirrored recovery site
Facilities Management	Fully mirrored recovery site
Email	Cloud base – Google apps.
Purchasing	Fully mirrored recovery site
Disaster Recovery	Fully mirrored recovery site
Finance	Fully mirrored recovery site
Human Resources	Fully mirrored recovery site
Web Site	Cloud base

1.3 Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats and the results of our deliberations are included in this section. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

Potential disasters have been assessed as follows:

Potential Disaster	Brief Description Of Potential Consequences & Remedial Actions
Flood	All critical equipment is located on 1 st Floor
Electrical power failure	Redundant UPS array together with auto standby generator that is tested weekly & remotely monitored 24/7.
Loss of communications network services	Two diversely routed T1 trunks into building. WAN redundancy,

COMMUNITY CARE COLLEGE EMERGENCY POWER OVERVIEW

PRIMARY EMERGENCY POWER

1. Power supplied by Public Service Company is disrupted. The disruption of power is sensed by the UPS (Uninterruptable Power System) in the Computer Room and in the Second Floor Air Handler Room. Electric power is supplied by each UPS from a bank of batteries to all circuits connected to the UPS.
2. The disruption of power is also sensed by the automatic transfer switch in the Central Plant and in the Computer Room Electrical Closet. After 15 seconds, a signal is sent to the Emergency Generator to start. Once power from the Emergency Generator is established, the transfer switch in the Computer Room and in the Central Plant engage.
3. The UPS in the Computer Room and in the Second Floor Air Handler Room sense the power originating from the Emergency Generator. The UPS are not able to differentiate whether power is supplied by PSO or the Emergency Generator as power is always routed through the UPS batteries.
4. Power will be supplied by the Emergency Generator until both transfer switches sense that PSO has restored electric service. At that time, the transfer switches disengage. Any disruption that occurs in the transfer of power is picked up by each UPS.

SECONDARY EMERGENCY POWER

1. In the event of the failure of the primary emergency power systems, a portable generator can be connected to the exterior connection box (West of the building). The portable generator will only supply power to the Computer Room.
2. The power from the portable generator is fed through a breaker panel in the Computer Room Electrical Closet. There are two circuit breakers in the panel that provides power for Computer Room equipment and Computer Room lighting. The circuit breakers must be moved to the "ON" position to allow power to enter the Computer Room circuits.
3. There are five wire leads in the exterior connection box: orange, yellow and brown are for 480 volts; gray is for 277 volts (lighting); green is for ground.

2 Emergency Response

2.1 Emergency Alert

The person discovering the incident calls a member of the Emergency Response Team in the order listed:

Emergency Response Team

- Dr. Kevin Kirk
- John Sullivan
- Ivan Acosta
- Quinn Dunlap

Appendix A

Disaster Recovery Event Recording Form

- All key events that occur during the disaster recovery phase must be recorded.
- An event log shall be maintained by the disaster recovery team leader.
- The following event log should be completed by the disaster recovery team leader to record all key events during disaster recovery, until such time as responsibility is handed over to the business recovery team.

Description of Disaster:
Commencement Date:
Date/Time DR Team Mobilized:

Activities Undertaken by DR Team	Date and Time	Outcome	Follow-On Action Required

Disaster Recovery Team's Work Completed: <Date>
Event Log Passed to Business Recovery Team: <Date>

Communications Form

- It is very important during the disaster recovery and business recovery activities that all affected persons and organizations are kept properly informed.
- The information given to all parties must be accurate and timely.
- In particular, any estimate of the timing to return to normal working operations should be announced with care.

Groups of Persons or Organizations Affected by Disruption	Persons Selected To Coordinate Communications to Affected Persons / Organizations		
	Name	Position	Contact Details
Customers			
Management & Staff			
Suppliers			
Media			
Stakeholders			
Others			