

2018

Disaster Recovery Plan



Community
HigherEd

Serving

Community Care College

Clary Sage College

Oklahoma Technical College

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Statement of Intent

Our mission is to ensure information system uptime, data integrity, 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 Information

At any level of crisis, activation of the notification system is immediate, once there is confirmation of an emergency, and the nature and scope of that emergency have been determined. Campus Security/Maintenance personnel will contact the following people, the order depending on the nature of the threat and which population segments need to be notified.

| | | | |
|-------------------|-----------------------|--------------|--|
| Chris Patuto | Facilities Manager | 918-344-9941 | cpatuto@oklahomatechnicalcollege.com |
| Quinn Dunlap | Network Administrator | 918-430-5783 | gdunlap@communitycarecollege.edu |
| Dr. Raye Mahlberg | President | 918-899-9096 | rmahlberg@communitycarecollege.edu |
| Jeremy Cooper | OTC Campus Director | 918-971-8569 | jcooper@oklahomatechnicalcollege.com |
| Pam Martin | CSC Campus Director | 918-955-6963 | pmartin@clarysagecollege.com |
| Brenda Knox | HR Director | 918-706-4475 | bknox@communitycarecollege.edu |
| Nick Redwine | CCC Campus Director | 972-400-7433 | nredwine@communitycarecollege.edu |
| Kristin Sires | HR Specialist | 918-671-2979 | ksires@communitycarecollege.edu |

External Contact Information

| | | | |
|-----------------------|------------------|--------------------|--|
| Advanced Alarms | Main Number | 918-251-0644 | www.advancealarms.com |
| Admiral Express | Christina Hickey | 918-249-4081 | Christina@admiralexpress.com |
| Mentor Technologies | Bryan Malone | 918-724-9646 | Bryan.malone@mentorok.com |
| Dell Support | | 800-456-3355 | www.dell.com/support |
| Gerber Technology | | 800-321-2448 | |
| Google Support | Curtis H. | 877-355-5787 | c |
| ID Whole Saler | Daniel F. | | danielf@idwholesaler.com |
| JD Young | Main Number | 918-582-9955 | service@jdyoung.com |
| Lance Hester | Cable Guy | 918-955-3399 | lancehester@cox.net |
| Logix Account Manager | Marilyn Wilson | 918-556-4116 | Marlin.wilson@logixcom.com |
| Logix Data | | 877-673-1868 | ACCT# 43804873 |
| Logix Voice | Firewall Support | 877-722-5283 | ACCT# 736804873 |
| Millennium | | 973-402-8801 | support@millenniumsi.com |
| Media Specialists | John Powell | 918-622-0077 | john@media-specialists.com |
| All Media Integration | John Powell | 918-994-6450 | jpowell@pro-ami.com |
| Ruckus | | 855-782-5871 | |
| School Tech Supply | Chris Wylie | 866-499-2580 x1828 | Chris.wylie@schoolteachsupply.com |
| Tel Star | Main Number | 918-376-9200 | |
| Tel Star | Mike Wilson | 918-857-7548 | mjwilson@tel.starcomm.net |
| Zones | Michael Gabriel | 253-288-6172 | Michael.gabriel@zones.com |

Plan Storage and Backup

The servers are backed up using a software called StorageCraft. The backups are set to run Monday – Friday from 8AM – 6PM every hour and then takes a weekly backup once on Sunday.

As soon as the backup finishes or a consolidation of the daily/weekly happens the imagemanager on the storagecraft box attempts to upload them offsite to the datacenter. Electronic copies of the Plan will be updated consistently and posted to MCC

“mycourseconnection.” Hard copies can be obtained in the Human Resources Department at Community Care College.

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 Disaster | Brief Description Of Potential Consequences & Remedial Actions |
|---|---|
| Flood | All critical equipment is located on 1st 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, |
| Tornado & Fire | Electrical power and water failure, structural damage. Tornado & Fire policies are in place for all three campuses. See MCC for full details. |

Primary Emergency Power Overview

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 Overview

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.

Emergency Alert

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

Emergency Response Team

- Quinn Dunlap, Network Administrator
- Chris Patuto, Facilities Manager
- Brenda Knox, HR Director
- Dr. Raye Mahlberg, President
- Jeremy Cooper, OTC Campus Director
- Pam Martin, CSC Campus Director
- Nick Redwine, CCC Campus Director

Recovery Plan for Servers

| Server Name | Primary Function | Service 1 | Service 2 | Service 3 | Service 4 |
|-------------------|--------------------|------------------|--------------------|-----------|-----------|
| CCC-DC | Domain Controller | Active Directory | DHCP | DNS | Hyper-V |
| CSC-DC | Domain Controller | Active Directory | DHCP | DNS | Hyper-V |
| OTC-DC | Domain Controller | Active Directory | DHCP | DNS | Hyper-V |
| CCCprinterserver | Print Server | Print Management | Print Manager Plus | | |
| CCCquickbooks | QuickBooks Server | QuickBooks | Hyper-V | | |
| Thor 2 (physical) | Data Base Server | Transcript | CCC Millennium | | |
| CCCAPPS (Virtual) | Application Server | EagleSoft | CurrentWare | | |

