

Disaster Recovery Plan



Community
HigherEd

Serving

Community Care College

Clary Sage College

Oklahoma Technical College

Table of Contents

Introduction

Information Technology Statement of Intent

Policy Statement

Objectives

Key Personnel Contact Information

External Contacts

Plan Overview/Emergency Response

Plan Overview

Plan Documentations Storage

Backup Strategy

Risk Management

Emergency Power

Emergency Alert

Recovery Plan for Servers

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
Tony Muglia	Automotive DH	918-638-3564	tmuglia@oklahomatechnicalcollege.com
Leonda Clements	OTC Campus Director	918-269-9822	lclements@oklahomatechnicalcollege.com
Dr. Raye Mahlberg	President	918-899-9096	rmahlberg@communitycarecollege.edu
Pam Martin	CSC Campus Director	918-955-6963	pmartin@clarysagecollege.com
Brenda Knox	HR Director	918-706-4475	bknox@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	
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

- Leonda Clements, OTC Campus Director
- Brenda Knox, HR Director
- Dr. Raye Mahlberg, President
- Tony Muglia, Automotive DH
- Pam Martin, CSC 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		