**Information Technology business Continuity Plan**

***Prepared by:***

**February 27, 2012**

**Date of Last Review:**

**Storage Location:**

 **Primary:**

 **Alternate:**

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# **Plan Overview**

## Purpose:

This Business Continuity Plan (BCP) will be updated in response to changes in the business environment. The campus will review the plan at least annually.

This document outlines the steps required to operate the campus in the event of an unanticipated interruption of normal operations. This document will articulate the triggers for when alternate business processes need to be deployed, the steps to deploy alternate business processes, the methods for verifying that business has been properly restored and ensuring data integrity, and activities for returning to “normal” business processing.

## Policy:

This BCP will only be used in situations when it is determined that business impacts and /or business risk requires alternate business processes or locations.

## Scope:

This BCP is applicable for.

## Assumptions:

The plan will be implemented if systems are unavailable for 48 hours

* Facilities will provide temporary space for critical staff.
* will provide technical assistance for temporary location.
* Telecommunications will have phone lines available in temporary location.
* Equipment can be rented or otherwise acquired as needed.
* can restore files from the latest off-site backups.
* will provide the majority of administrative services during the outage.
* Cellular services will be available.

# **Description of Campus**

campus consists of 4 buildings totaling approximately 86,500 total square feet on 10.75 acres.

Location

**Disaster Recovery Strategy:Recovery Strategy**

## Plan Activation Authorization:

*Identify the people that are authorized to activate the various contingency plans.*

|  |  |  |  |
| --- | --- | --- | --- |
| ***Primary Name & Title*** | ***Contact Data*** | ***Alternate Name*** | ***Contact Data*** |

## Work at Home:

Key staff would be able to work from home temporarily through their University webmail and CampusVue access, and with cell phones.

## Move to Alternate Location:

Administrative staff would establish temporary operations at the designated alternate location through laptop computers and cell phones, if necessary, supplied by University ed system.

## Plan Activation Triggers:

*Describe the criteria that would be used to identify the need to activate one of the various contingency plans.*

|  |  |
| --- | --- |
| ***Action*** | ***Trigger Criteria*** |
| Relocation to alternate, temporary site. | * Limitation on use of the campus buildings due to damage caused by extreme weather conditions or attack, or extended power outage caused by extreme conditions.
 |
| Key employees work from home. | * Campus facilities not available, damaged, or restricted access due to extreme conditions.
 |
| Establish working alternate location. | * Campus facilities determined to be unusable for an extended period of time, necessitating ability to function at alternate site.
 |

## Team Roles and Responsibilities

*Identify the people responsible for planning, documenting, coordinating, testing, implementing, and maintaining the Business Continuity Plan. If the size of the organization requires creations of multiple specialized teams, describe the teams and identify the members of each team.*

|  |  |  |
| --- | --- | --- |
| ***Title*** | ***Name*** | ***Contact Information*** |
| President |
| Dean of Student Affairs |
| Associate Chancellor for IT |
| Director of IT |

## Priority of Services that need to be restored:

*Describe the priority and services required to be restored. Major administrative services will be provided by OHE.*

|  |  |  |
| --- | --- | --- |
| ***Priority*** | ***Action*** | ***Trigger Criteria*** |
| Telephone access |  to provide cell phones immediately as needed. | * Loss of telephone service, loss of access to building.
 |
| Computer access |  to provide laptop computers immediately as needed. | * Loss of access to building, loss/damage to existing computers, loss of power.
 |
| Arrangements for temporary alternate space. | Initially utilize emergency center at Savannah Technical College, if available, pending identification of longer term space. | * Loss of access to building for extended period of time.
 |

## Pre-disaster Activities:

*List the tasks that are required on an ongoing basis to keep the plan current and viable; indicate the person assigned to complete that task.*

|  |  |  |
| --- | --- | --- |
| ***#*** | ***Task*** | ***Assignment*** |
| ***1*** | Periodically assess plan components based on changes to campus facilities and equipment. | President |
| ***2*** | Periodically confirm availability of Savannah Technical College as emergency operations center. | President |
| ***3*** | Periodically assess quantity and configuration of IT assets at the campus. | Associate Chancellor for IT |
| ***4*** | Update key staff and emergency contact information. | President |
| ***5*** |  |  |
| ***6*** |  |  |
| ***7*** |  |  |
| ***8*** |  |  |
| ***9*** |  |  |
| ***10*** |  |  |

## Emergency Identification and Response:

*List the tasks to be performed upon discovery of a possible emergency event or notification that an emergency event has occurred.*

|  |  |  |
| --- | --- | --- |
| ***#*** | ***Task***(All completed as quickly as possible after notification of disaster. Notification may come from Police, Fire, or Facilities Management, depending on the group that responds first or is designated as “primary” responder. All use the same University contact list.) | ***Assignment*** |
| ***1*** | Assess and provide for safety and security of employees and students. | President |
| ***2*** | Assess and remediate, if feasible, any safety hazards. | President |
| ***3*** | Arrange for appropriate public information, including response to media inquires. | Director of Communications, President |
| ***4*** | Arrange for necessary facility restoration, if possible. | President |
| ***5*** | Arrange for subsequent communication to employees and students as to campus status and near-term operational plans. | President, EC |
| ***6*** |  |  |

## Emergency Damage Assessment / Evaluation:

*List the tasks that are required to assess the damage caused by an emergency.*

|  |  |  |
| --- | --- | --- |
| ***#*** | ***Task***(All completed as quickly as possible after authorization to re-enter the damaged structure.) | ***Assignment*** |
| 1 | Assess condition of IT assets. | President, Associate Chancellor for IT |
| ***2*** | Determine salvageability of existing assets. | President, Associate Chancellor for IT |
| ***3*** | Determine suitability of facilities conditions for functioning/replacement of assets. | President, Associate Chancellor for IT |

## Emergency Response Assignments:

*List the tasks to be performed in the event that a disaster situation has been declared.*

| **#** | **Tasks** | **Assignment** | **Estimated** **Completion****Time** | **Date/Time Completed** |
| --- | --- | --- | --- | --- |
| 1 | Retain appropriate contractors/vendors to estimate remediation/replacement actions and time frame. | Director of Facilities | 30 days |  |
| 2 | Determine estimate for reestablishment of public utility services, and necessary approvals for same. | Director of Facilities | 10 days |  |
| 3 | Ascertain condition of basic records and files, and determine feasibility for removal and alternate off-site storage. | President | 10 days |  |
| 4 | Prepare status update/notices to employees, students, and the public through media. | President, Director of Communications | 5 days |  |
| 5 | Make arrangements for alternate off-site set up for emergency operations. | President | 5 days |  |
| 6 | Deliver hardware and establish network access for alternate, off-site operations. | Associate Chancellor for IT | 5 days |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |
| 9 |  |  |  |  |
| 10 |  |  |  |  |
| 11 |  |  |  |  |
| 12 |  |  |  |  |
| 13 |  |  |  |  |
| 14 |  |  |  |  |
| 15 |  |  |  |  |
| 16 |  |  |  |  |
|  |  |  |  |  |

## Alternative/Manual Processes:

*Describe the activities or process steps for each alternative/manual process needed to perform necessary function during an interruption to normal operations.*

| **#** | **Process Step** | **Assignment** | **Estimated** **Completion****Time** | **Date/Time Completed** |
| --- | --- | --- | --- | --- |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |

## Post-Emergency Assignments:

*List the activities to be performed after a disaster event or after a recovery exercise. The purpose of these is to incorporate “lessons learned” into the business continuity planning process.*

| **#** | **Post-Disaster Responsibilities** | **Assignment** | **Estimated** **Completion****Time** | **Date/Time Completed** |
| --- | --- | --- | --- | --- |
| 1 | Evaluate early response actions to assess effectiveness. | President | 60 days |  |
| 2 | Solicit views of key staff/contributors as to early response actions. | President | 60 days |  |
| 3 | Evaluate suitability of alternate off-site location(s). | President | 60 days |  |
| 4 |  |  |  |  |

## Communications & Decision-making Protocols:

*Describe any communication rules or guidelines that will be used during an emergency.*

Communications with news organizations will be channeled through the University’s communications department.

# **Returning to Normal Operations:**

## Authorization:

*Identify the people that are authorized to activate plans for returning to normal operations.*

|  |  |  |  |
| --- | --- | --- | --- |
| ***Primary Name & Title*** | ***Contact Data*** | ***Alternate Name*** | ***Contact Data*** |

## Operating Dependencies:

1. Building restored
2. All connectivity restored
3. Life safety issues addressed in building
4. Approval to restart services from building

## Steps to Return to Normal Operation:

*List the tasks to be performed to return to normal operations.*

|  |  |  |
| --- | --- | --- |
| ***#*** | ***Task******(The plan for the return will be developed with Building & Grounds, but will include the general steps shown.)*** | ***Assignment*** |
| ***1*** | Assess suitability of general facilities following remediation/replacement. | President |
| ***2*** | Obtain approvals from local emergency and building occupancy authorities for resuming occupancy and operations. | President |
| ***3*** | Ensure that furniture, equipment, and technology are suitable and/or restored/replaced for necessary use. | President |
| ***4*** | Circulate appropriate notices to employees, students, and the public through media. | President, Director of Communications |
| ***5*** | Select date for resumption of operations. | President, Associate Chancellor for IT |
| ***6*** |  |  |
| ***7*** |  |  |
| ***8*** |  |  |

# ***Plan Maintenance Procedures:***

## Plan Review and Update Process:

Plan will be reviewed for currency at least annually, or after occurrence of any event.

## Plan Distribution Procedures:

University ed system personnel, including CS Risk Management/Insurance.

## Validation Requirements:

*On an annual basis plan will be reviewed by Local campus and University Administrative services. Table top exercises will be performed via a verbal walk through verify information on plan.*

## Recovery Plan Validation History:

*Record the history of review/testing/validation activities for the plan.*

|  |  |
| --- | --- |
| ***Date:***  | ***Type Test / Results:*** |
|  |  |
|  |  |

#

# **Additional Documentation:**

## Location of Disaster Recovery Documentation for Supporting Systems:

|  |  |  |
| --- | --- | --- |
| ***Application*** | ***Document Name*** | ***Location*** |
| ***BCPIT Plans*** | Business Continuity Plans | Share Point Site |
|  |  |  |

## Location of Supporting Documentation:

|  |  |
| --- | --- |
| ***Document Name*** | ***Location*** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# ***Plan Update History:***

|  |  |  |
| --- | --- | --- |
| ***Date*** | ***Update Session Details*** | ***Revised By*** |
|  |  |  |
|  |  |  |

# ***Plan Sign Off***

This document describes the anticipated activities that will be needed to resume or continue business functions in the event of disruption to normal business activities.

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**President Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Chancellor Date**