



Emergency Recovery Plan

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Authorization

This plan has been prepared in accordance with the Nunez Community College Risk Management Policy and is authorized by the Chancellor.

Thomas R. Warner, Ed.D.
Chancellor

Distribution

The distribution of this plan to Nunez Community College recipients is controlled by the Chancellor.

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Vice Chancellor for Academic Affairs	AST, 2 nd Floor, Library	2
Vice Chancellor for Student Affairs	AST, 2 nd Floor	2
Executive Director of Institutional Advancement	AST, 2 nd Floor, Chancellor's Office	2
Chief Financial Officer	AST, 2 nd Floor, Library	2
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Director of Facilities	Building B	2
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Glossary

ACTIVATION: The implementation of disaster recovery capabilities, procedures, activities, and plans in response to an emergency or disaster declaration; the execution of the recovery plan.

ALERT: Notification that a potential disaster situation exists or has occurred; direction for the recipient to stand by for possible activation of the Disaster Recovery Plan.

ALTERNATE SITE: An alternate operating location to be used by business functions when the primary facilities are inaccessible. 1) Another location, computer CENTER or work area designated for recovery. 2) Location, other than the primary facility, that can be used to conduct business functions. 3) A location, other than the normal facility, used to process data and/or conduct critical business functions in the event of a disaster. **SIMILAR TERMS:** Alternate Processing Facility, Alternate Office Facility, Alternate Communication Facility, Backup Location, Recovery Site, and Recovery CENTER.

ALTERNATE WORK AREA: Office recovery environment complete with office infrastructure (desk, telephone, workstation, and associated hardware, communications, etc); also referred to as Work Space or Alternative Work Site.

APPLICATION RECOVERY: The component of Disaster Recovery that deals specifically with the restoration of business system software and data, after the processing platform has been restored or replaced.

BACKUP GENERATOR: An independent source of power, usually fuelled by diesel (sometimes natural Gas).

DISASTER RECOVERY PLANNING (ERP): Process of developing advance arrangements and procedures that enable an organization to respond to an event in such a manner that critical business functions continue with planned levels of interruption. **SIMILAR TERMS:** Emergency Planning, Recovery Planning.

EMERGENCY RECOVERY PROGRAM: An ongoing program supported and funded by executive staff to ensure emergency recovery requirements are assessed, resources are allocated, and recovery and emergency strategies and procedures are completed and tested.

COLD SITE: An alternate facility that already has the environmental infrastructure in place required to recover critical business functions or information systems, but does not have any pre-installed computer hardware, communications network, etc. These must be provisioned at time of disaster.

COMMAND CENTER: Facility separate from the main facility and equipped with adequate communications equipment from which initial recovery efforts are manned and media-business communications are maintained. The management team uses this facility temporarily to begin coordinating the recovery process until the alternate sites are functional.

CONTACT LIST: A list of team members and/or key players to be contacted. (Mobile Number, Home Number, Pager, etc.)

CRISIS MANAGEMENT TEAM: A crisis management team will consist of key executives as well as key role players (i.e., media representatives, legal counsel, facilities manager, disaster recovery coordinator, etc.) and the appropriate owners of critical organization functions.

DAMAGE ASSESSMENT: The process of assessing damage, following a disaster, to computer hardware, vital records, office facilities, etc and determining what can be salvaged or restored and what must be replaced.

DECLARATION: A formal announcement by pre-authorized personnel that a disaster or severe outage is predicted or has occurred, and that triggers pre-arranged mitigating actions (e.g., move to an alternate site).

DISASTER: A sudden, unplanned catastrophic event causing great damage or loss. Any event that causes an organization to be unable to provide critical business functions for a pre-determined period of time.

DISASTER RECOVERY: Activities and programs designed to return Nunez Community College operations to an acceptable condition. 1) The ability to respond to an interruption in services by implementing a disaster recovery plan to restore Nunez Community College critical business functions.

DISASTER RECOVERY PLAN: The document that defines the resources, actions, tasks and data required to manage the business recovery process in the event of a business disruption. The plan is designed to assist in restoring the business process within the stated disaster recovery goals.

EMERGENCY: A sudden, unexpected event requiring immediate action due to potential threat to health and safety, the environment, or property.

HOT SITE: An alternate facility that already has the computer, communications and environmental infrastructure in place that is required to recover critical business functions or information systems.

MAXIMUM TOLERABLE OUTAGE (MTO): The maximum tolerable outage is the amount of time the critical business functions may be without the support of IT systems and applications before business operations are severely impacted. The MTO encompasses all activities from point of impact to point of recovery.

OFF-SITE STORAGE: Alternate facility, other than the primary production site, where duplicate vital records and documentation may be stored for use during disaster recovery.

RECOVERY POINT OBJECTIVE (RPO): The point in time to which systems and data must be recovered after an outage (e.g., end of the previous day's processing). RPOs are often used as the basis for the development of backup strategies.

RECOVERY TIME OBJECTIVE (RTO): The period of time within which systems, applications or functions must be recovered after a disaster declaration (e.g., one business day). RTOs are often used to determine whether or not to implement the recovery strategies/plan.

WARM SITE: An alternate processing site which is equipped with some hardware, and communication interfaces, electrical and environmental infrastructure which is only capable of providing backup after additional provisioning, additional software, or modifications.

PART ONE – ACTIVATE THIS PLAN

To activate this plan in the event of a real disaster, turn to PART SIX (Procedures)

1.1. Authority to Activate this Plan

The Chancellor has the **exclusive** authority to activate this plan by process of declaring a disaster. If this person is unavailable, the Vice Chancellor for Academic Affairs may also declare a disaster.

The Executive Assistant to the Chancellor will assume the role of Crisis Management Team Leader, and the associated responsibilities. The Chancellor may delegate the Crisis Management Team Leader role, or if the Executive Assistant to the Chancellor is unavailable, the Chief Financial Officer may assume the Crisis Management Team Leader Role. See PART THREE – ORGANIZATION

1.2. Media Response

It should be noted that Nunez Community College staff must follow the *Media Crisis Management Procedure for Dealing with the Media*. – See APPENDIX I – MEDIA CRISIS MANAGEMENT

1.3. Document References

Description	Location
Emergency Evacuation Procedures	Executive Assistant to the Chancellor – Chancellor's Office
Risk Management Policy	Director of Facilities – Building B
Employee Handbook	Director of Human Resources - AST
IT Disaster Preparedness and Recovery	Computer Services Coordinator - AST

PART TWO – OVERVIEW AND SCOPE

2.1. Overview

A disaster is an event that significantly reduces Nunez Community College ability to provide normal services to its clients. Typically, an outage to the Nunez Community College core processes and systems exceeding 24 hours is deemed to be a disaster; however, when an event occurs greatly affects the level of impact to Nunez Community College operations.

This plan details the communications structure, role and responsibilities of the Crisis Management Team (CMT).

The CMT is responsible for managing the rapid and orderly resumption of Nunez Community College core processing; consequently, the members of the CMT have the appropriate authority and skills to accomplish their assigned tasks.

IT hardware and software problems, while they might in some instances be significant, will be resolved through normal problem resolution methods. The typical disaster involves an unscheduled event that causes the primary site (production site) to be inaccessible for an indefinite period of time. A disaster declaration begins the formal disaster recovery process described in this section.

2.2. Aim

The aim of this plan is to set out the mitigation, preparation, warning, response and business continuity arrangements for the Nunez Community College core processes and environment which are supported from the Nunez Community College campus in Chalmette, LA.

2.3. Objectives

The objective is to provide for restoration and continuation of Nunez Community College core processes and environment when a disaster occurs. This is accomplished by developing and maintaining a detailed Emergency Recovery Plan (ERP) that will organize and govern a disaster recovery operation. The ERP must:

- provide the information and procedures necessary to respond to an occurrence, notify personnel, assemble recovery teams, recover data and resume processing at the current or alternate site as soon as possible after a disaster has been declared
- create a disaster recovery structure strong enough to provide guidance to all interrelated groups, yet flexible enough to allow Nunez Community College personnel to respond to whatever type of disaster may occur
- provide specific action plans for each functional area
- identify those activities necessary to resume full services at the reconstructed disaster site or new permanent facility
- establish a return to a business as usual environment.

Note: Availability of backup data is critical to the success of disaster recovery. Backup and restore processes that include scheduling tape management, off-site storage, and data restorations are day-to-day processes covered in operating procedures manuals. Good practices are assumed, as are the availability of backup media that can be readily restored.

2.4. Recovery Time Requirements

The following requirements are a result of the Business Impact Analysis process, which forms part of the Nunez Community College emergency recovery program:

- **Maximum Tolerable Outage (MTO).** The maximum tolerable outage is the amount of time Nunez Community College critical business functions may be unavailable before Nunez Community College business operations are severely impacted. The MTO encompasses all activities from point of impact to point of recovery completion as described in SECTION 5.1 Recovery Strategy.
- **Recovery Time Objective (RTO).** The Recovery Time Objective is the time taken to recover the in-scope services for Nunez Community College from disaster declaration to the point where the infrastructure is handed over to the Nunez Community College business teams. The RTO for Nunez Community College is 72 Hours.
- **Recovery Point Objective (RPO).** The recovery point objective is the worst data loss that the Nunez Community College is willing to accept. In other words, this is the point from which recovery of lost data must take place. The RPO for Nunez Community College is 24 Hours.

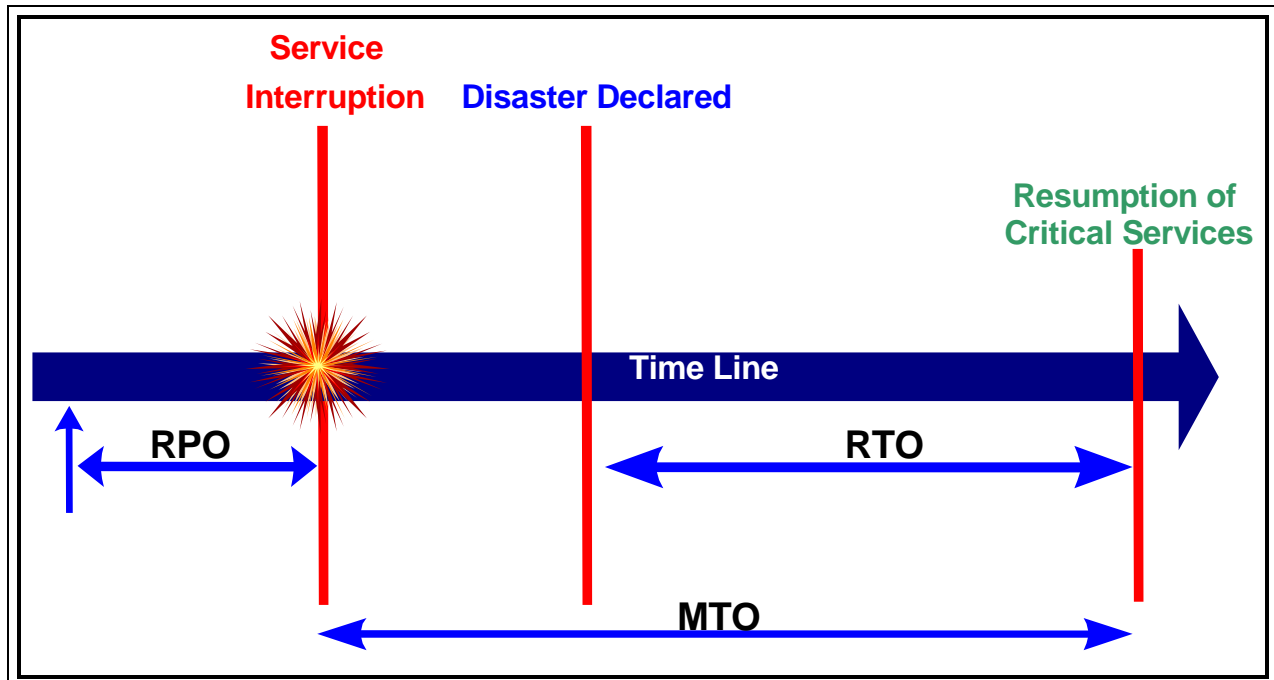


Figure 1: Recovery Time Requirements

2.5. Scope

2.5.1. Scope of Recovery

This plan is devised to address a significant outage of Nunez Community College core processes at the Chalmette campus and will therefore cover the following:

- 1. Academic Affairs**
- 2. Student Services**
- 3. Computer Services**
- 4. Business Affairs/Human Resources**
- 5. Facilities**
- 6. External Affairs/Media Relations (IA)**

2.5.2. Exclusions

- This ERP does not address the recovery of Nunez Community College business operations during a disaster, such as manual fallback procedures, resynchronization of business processes and applications. Responsibility for this resides with the relevant groups within the College.
- Any development or test environments.
- Any disaster affecting an area greater than the Chalmette campus (i.e., metropolitan area).

2.5.3. Recovery Validation

- System Health Checks performed by relevant Nunez Community College technical services.
- Validation checks performed by business representatives.

2.5.4. General Exclusions

- A disaster of such a magnitude that there are not enough personnel to resource the recovery in order to meet Nunez Community College objectives.

PART THREE – ORGANIZATION

3.1. The Crisis Management Team.

The Crisis Management Team (CMT) includes 3 sub-teams responsible for the successful execution of the Disaster Recovery Plan. These teams are:

- **The Management Team** — responsible for managing the recovery, and communicating with vendors, key clients, stakeholders and Nunez Community College senior management. This team is also responsible for the on-going recovery program and for keeping this plan current during a disaster.
- **The Recovery Team** — responsible for restoring computing services at alternate facilities. The Recovery Team will also restore computing service at the restored original facilities, if available.
- **The Facility Team** — responsible for damage assessment, damage mitigation, salvage, and physical restoration of the office environment.

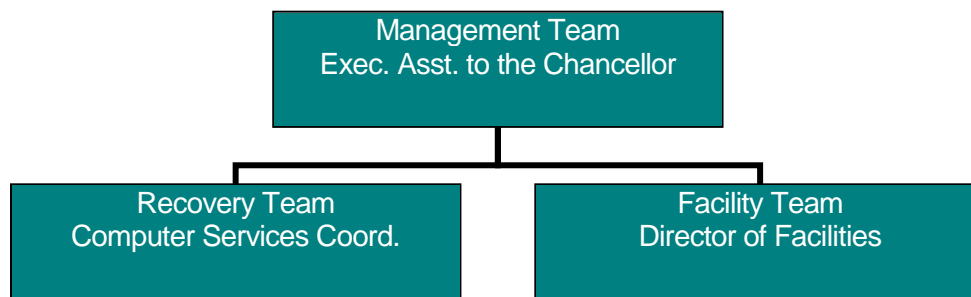


Figure 2: Crisis Management Team

3.2. Management Team

The Management Team (Figure 3) is responsible for deciding on the course of action and coordinating all activities during the recovery period. Table 1 (page 17) shows the kinds of skills and authority levels needed for Management Team membership.

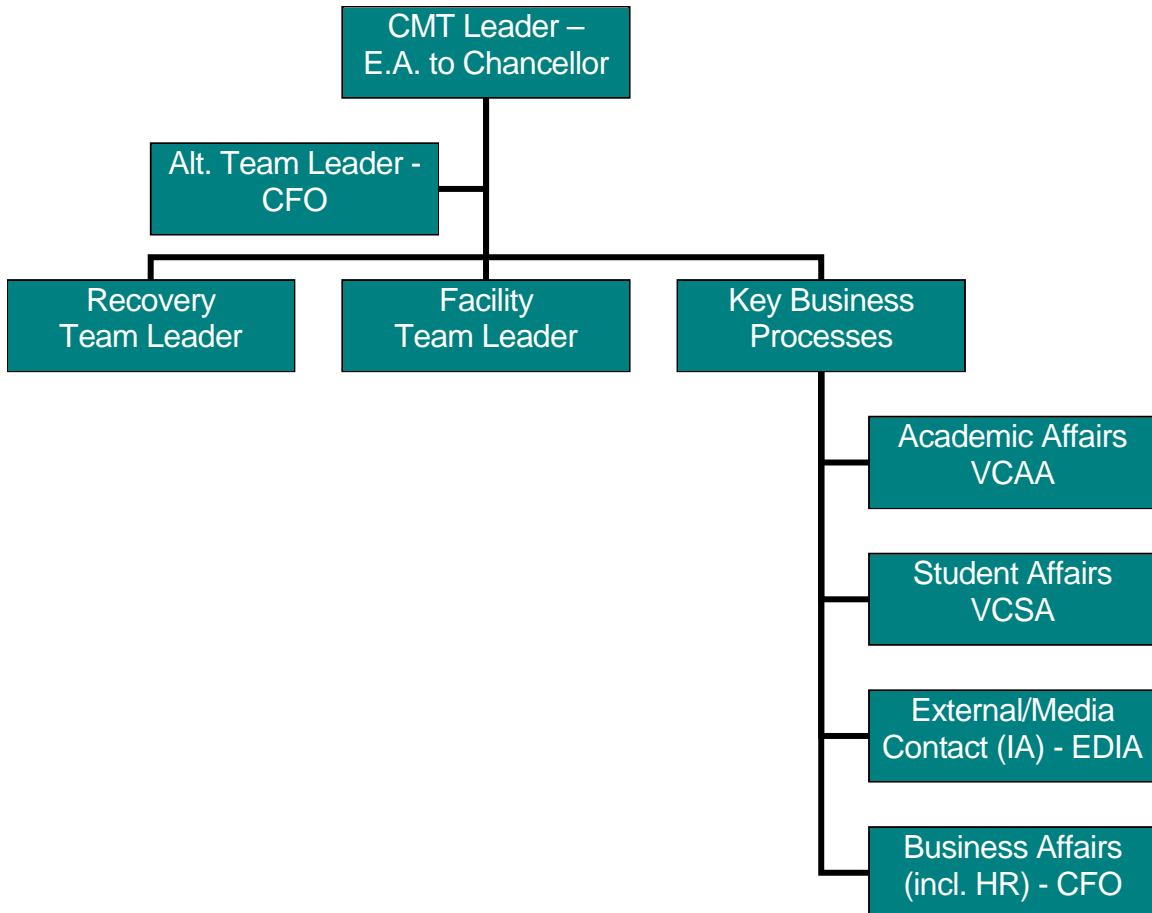


Figure 3: Management Team Organization

3.3. Recovery Team

The purpose of the Recovery Team is to establish operations at an alternate-processing site or restore services at the disaster site. The skills needed by this team are all the skills normally used in Nunez Community College production work, as shown in Table 2 (page 18).

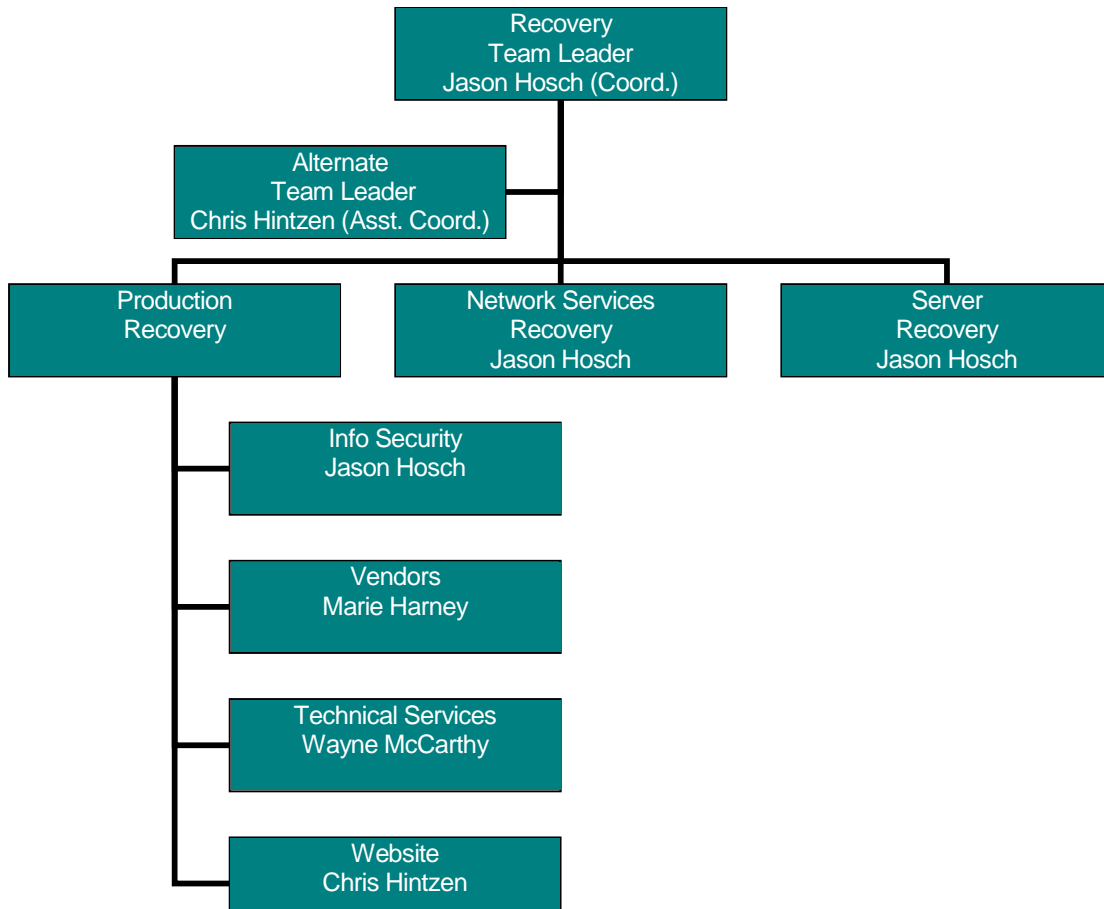


Figure 4: Recovery Team Organization

3.4. Facility Team

The purpose of this team is to secure, salvage, and restore the primary site to operational status as quickly as possible. The team may also be needed to prepare an alternate facility for occupation. The skills required of team members include knowledge of computing and network hardware. The Facility Team leader is also a member of the management team. Table 3 (page 19) shows the kinds of skills and authority levels needed for Facility Team membership.

The Facilities Team is tasked with conducting an in-depth damage assessment with recommendations to management on required repair or restoration activities. Concurrent with performing their evaluation procedures, members are responsible for initiating and monitoring recovery tasks assigned to their functional areas. Each team has its own chapter of detailed instructions later in this plan.

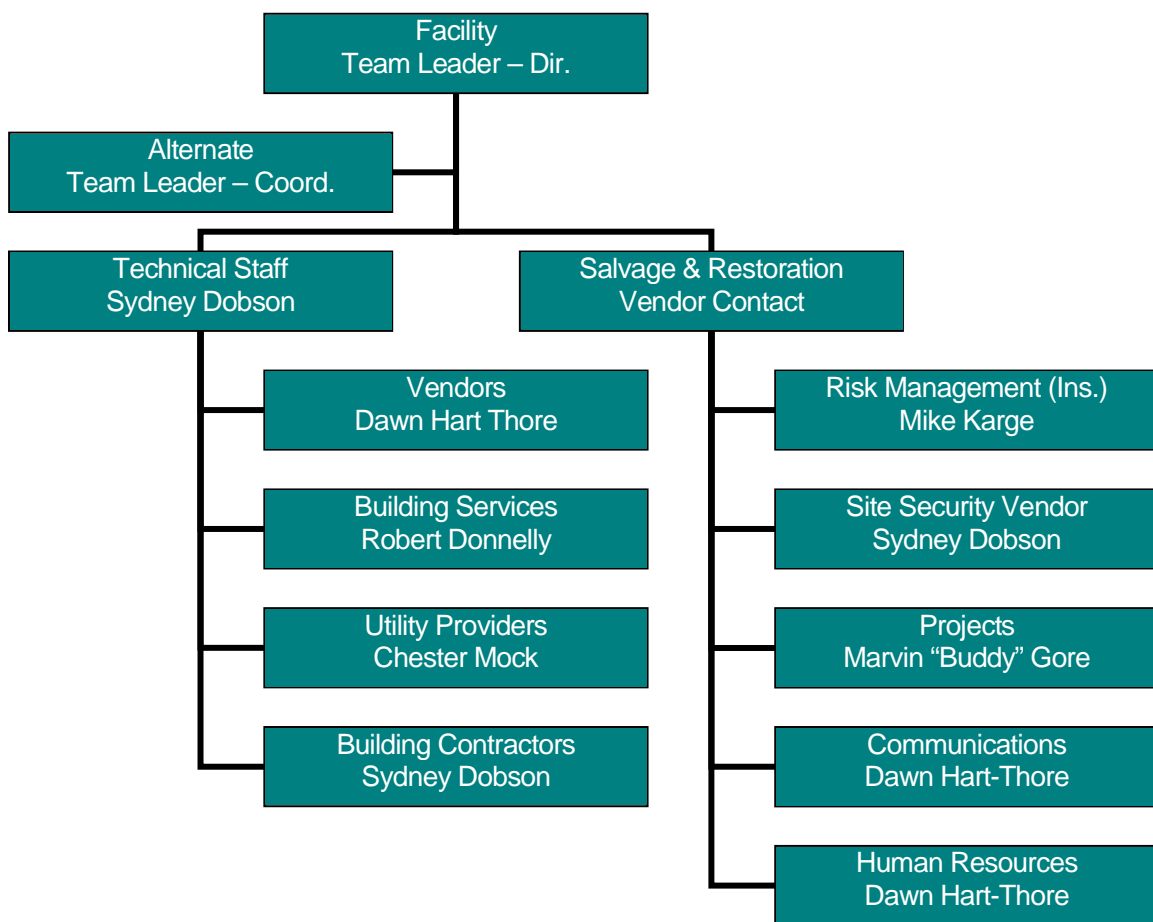


Figure 5: Facility Team Organization

PART FOUR – ROLES AND RESPONSIBILITIES

4.1. Management Team

Management Team roles and responsibilities are summarized in Table 1.

Team Member	Role/Responsibility
Crisis Management Team Leader	Senior manager to oversee recovery. Authority to declare a disaster. Chancellor.
Alternate Mgmt. Team Leader	Full authority to act if Team Leader is not available. Vice Chancellor for Academic Affairs
Facility Team Leader	Oversee facility, security, damage assessment, salvage and reconstruction. Director of Facilities.
Recovery Team Leader	Knowledge of computer operations, systems, networks. Computer Services Coordinator.
Manager, Finance	Contact regulatory authority as soon as possible. Authority to spend the amounts required to fund recovery in the first days. Chief Financial Officer
Manager, Communications	Authority to speak for the organization. Executive Director of Institutional Advancement.
Corporate Legal	Ability and authority to make legal/contractual decisions. Executive Assistant to the Chancellor.
Manager, Human Resources	Knowledge and authority to make Human Resources decisions. Director of Human Resources.

Table 1: Management Team Roles/Responsibilities

4.2. Recovery Team

Recovery Team roles and responsibilities are summarized in Table 2.

Team Member Titles	Responsibility
Recovery Team Leader	Senior Manager, knowledgeable of computer operations, systems, etc. Computer Services Coordinator. <ul style="list-style-type: none"> • Retrieve the Off-site Backup tapes – as described in APPENDIX C – RETRIEVAL OF OFF-SITE BACKUPS. • Establish the command CENTER, as described in section 5.4. • Advise the alternate site of a disaster alert prior to a disaster being declared. • Advise the alternate site of a declared disaster. • Advise the alternate site of a stand down from alert if recovery is not to be effected at the site or the disaster is not declared. • Liaise with alternate site management and personnel.
Alternate Team Leader	Full authority to act if team leader is not available. Assistant Coordinator of Computer Services.
Production Operations Recovery	Restoration of operations, services, security and change management services and technical services. Assistant Coordinator of Computer Services.
Network Services Recovery	Recovery of network infrastructure. Includes recovery of hardware components, connectivity to the recovery site and recovery of critical network software. Computer Services Coordinator.
Server Recovery	Recovery of critical servers. Computer Services Coordinator.

Table 2: Recovery Team Roles/Responsibilities

4.3. Facility Team

Facility Team roles and responsibilities are summarized in Table 3.

Team Member Titles	Responsibility
Facility Team Leader	Authority and knowledge to deal with damage assessment, damage mitigation, salvage, restoration, alternate site installation, etc. Director of Facilities
Alt. Facility Team Leader	Authority and knowledge to act in place of the team leader. Facilities Coordinator.
Hardware Experts	As required, depending upon the situation. (See Figure 5).
Technical Staff Members	Will be sourced from the Nunez Community College personnel pool to assist with salvage, restoration, etc. (See Figure 5).
Vendors (Site, Hardware, Maintenance, Communications, Salvage/Restoration)	IT Support is a critical element in the Facility Team. Much of the team effort is in coordinating, supporting, and reporting on recovery activities. (See Figure 5).

Table 3: Facility Team Roles/Responsibilities

PART FIVE – PROCESSES

5.1. Recovery Strategy

Following the occurrence of a suspected disaster, there are **three** processes that will take place prior to the activation of the actual recovery process:

- **Disaster Alert Notification** – to notify CMT members, recovery teams, and the off site media storage provider that a disaster may have occurred or is evolving.
- **Damage Assessment** – to ascertain whether a disaster has occurred, assess the extent of the damage, and to assemble the recovery teams if necessary.
- **Disaster Declaration Assessment** – to ascertain if the predetermined MTO is likely to be compromised and that invoking the ERP and its associated procedures is necessary.

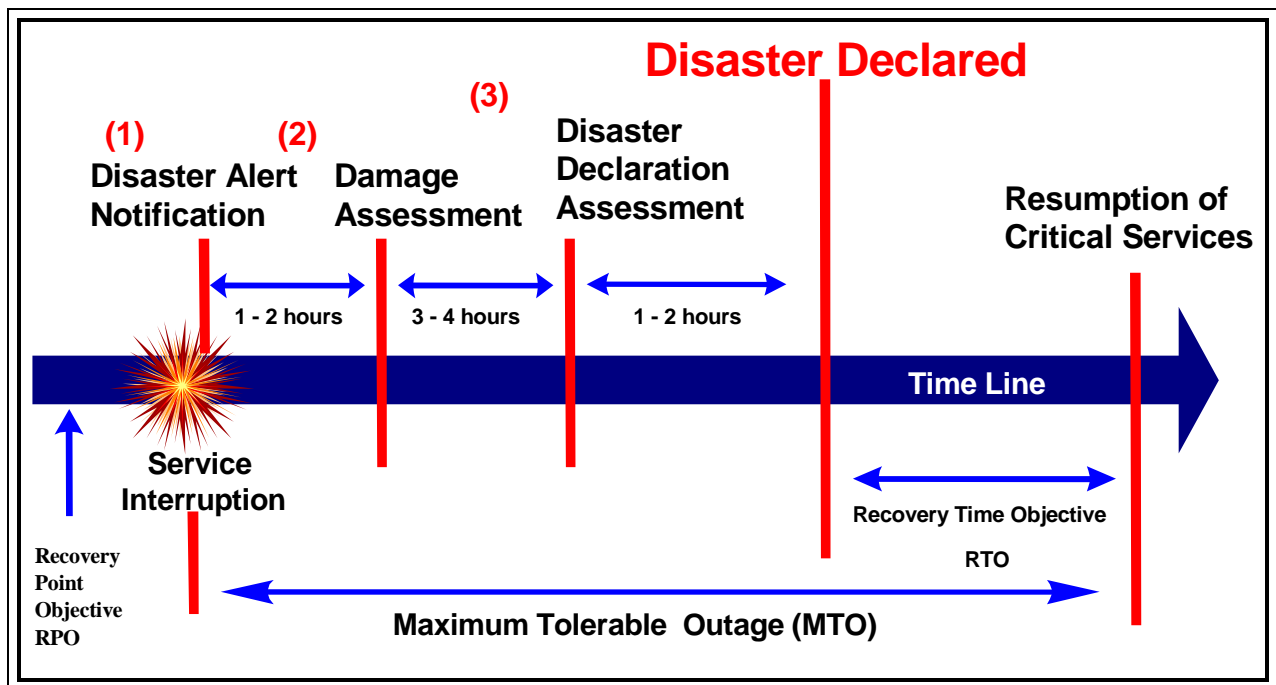


Figure 6: Disaster Recovery Strategy Overview

If there is a major incident where the damage is not widespread and the Chalmette campus is not seriously affected, it may not be obvious to the person(s) who detected such an incident whether it constitutes a disaster, especially when the damage is confined and local. Where possible, it is expected that the usual problem management procedures be followed in dealing with such incidents.

5.2. Business Resumption

This section provides the approach to restoring the Chalmette campus (disaster site) or establishing a new primary site. The extent and timing of the recovery activities will vary depending upon the nature of the disaster. These activities will need to be coordinated and planned as a parallel stream to establish stable production operations at the recovery site. Detailed activities are contained in the Procedures section of this document.

The decision concerning the approach to re-establishing the Chalmette campus site and secondary sites should be made as soon as practically possible after a disaster occurs. This allows all the affected areas to adapt their procedures and staffing according to the expected length of the outage. The alternatives to be considered are:

1. The Chalmette campus site is to be restored to original operating status. This will require the establishment of new technical infrastructure according to current requirements and specifications.
2. The Chalmette campus site is to be upgraded to preferred level of operating status. This will require:
 - establishment of new technical infrastructure according to revised requirements
 - establishment of new facilities and services according to revised requirements.
3. A new primary site is chosen. This will require:
 - assessment and risk analysis of the new site for suitability
 - new arrangements with suppliers and service teams to be established; i.e., for off-site tape collections and deliveries
 - establishment of new technical infrastructure according to current requirements and specifications.
4. The secondary site is to become the new production site. This will require:
 - communications, floor space and other facilities to be upgraded to be commensurate with the original production site
 - a new secondary site to be established
 - assessment and risk analysis of the new site for suitability
 - new arrangements with suppliers and service teams to be established; i.e., for off-site tape collections and deliveries
 - establishment of new technical infrastructure according to current requirements and specifications.

5.2.1. Business Resumption Process

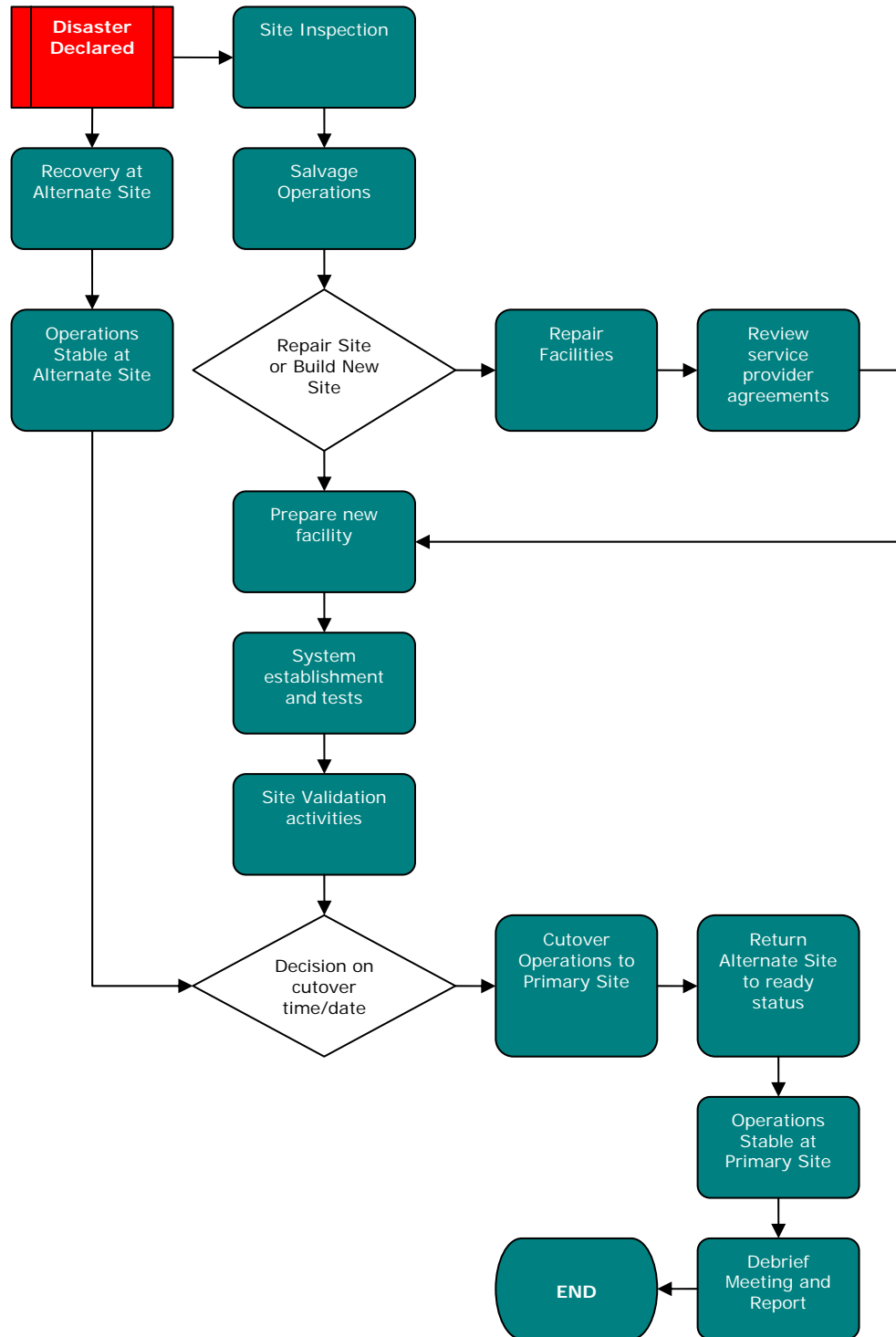


Figure 7: Business Resumption Process

5.2.2. Debriefing

Prior to closure of a disastrous situation and standing down of the Crisis Management Teams, a debriefing of all participants should be conducted. A debriefing will ensure that:

- all required recovery and normal business resumption tasks have been performed
- ongoing system, business and client impacts are being addressed
- Nunez Community College can ascertain and understand the cause, nature and impact of the disaster on the organization
- financial impacts are clearly identified and documented for insurance claims
- lessons learned are clearly identified and incorporated into a knowledge database for future ERP development and disaster management
- deficiencies in the current process are clearly identified in way that projects can be established to rectify them or mitigate them.

A report should be produced covering the above mentioned aspects. This should be contained in a central knowledge register with lessons learned incorporated into new ERPs.

5.3. Maintain ERP Documentation

The ERP will be updated annually, or when a significant business change occurs, and should be maintained as illustrated in Figure 8.

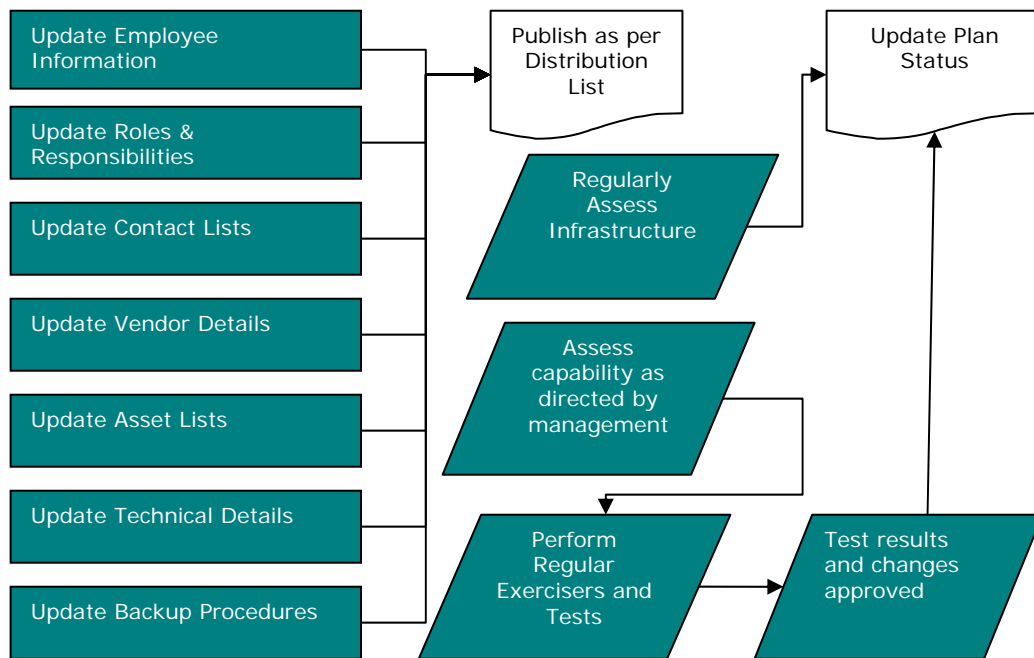


Figure 8: Maintain ERP Documentation Activities

In order to ensure currency of the Disaster Recovery Plan, all changes and revisions must be processed through the Chancellor’s Office. The Chancellor will review the plan as part of the ERP testing process. On an on-going basis, the Chancellor or his/her designee will:

- periodically assess the conditions, status, capabilities and availability of backup computers, PCs, LAN, telecommunication configurations, and the facility
- perform special studies requested by the Management Team to improve the efficiency of equipment and recovery procedures
- prepare periodic status reports for the Management Team
- coordinate emergency recovery tests and prepare test results and recommendations for plan improvement
- maintain and distribute this plan.

5.4. Command CENTER Operations

The command CENTER(s) will be the physical *office(s)* that will be used in the event of a major disaster, the place where staff and vendors will first gather to establish the direction for dealing with the disaster at hand. Setting up and operating the command CENTER is the responsibility of the Management Team Leader, with activities as shown in the figure below.

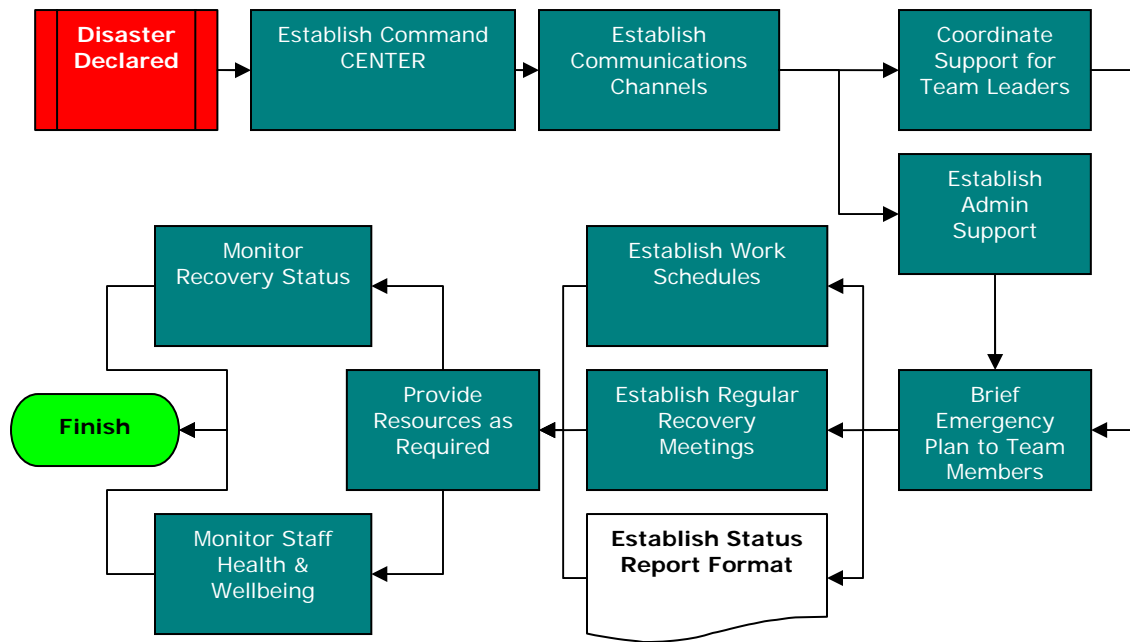


Figure 9: Command CENTER Activities

PART SIX – PROCEDURES

6.1. Management Team

6.1.1. Management Team Actions Overview

The Management Team is responsible for the entire disaster recovery process; from when the team is established until the all services have been returned to the primary site or new location. The Management Team Leader or delegate, with input from relevant key personnel, has the exclusive authority to declare a Disaster and consequently activate this plan. See Section 1.1 – Authority to Activate this Plan.

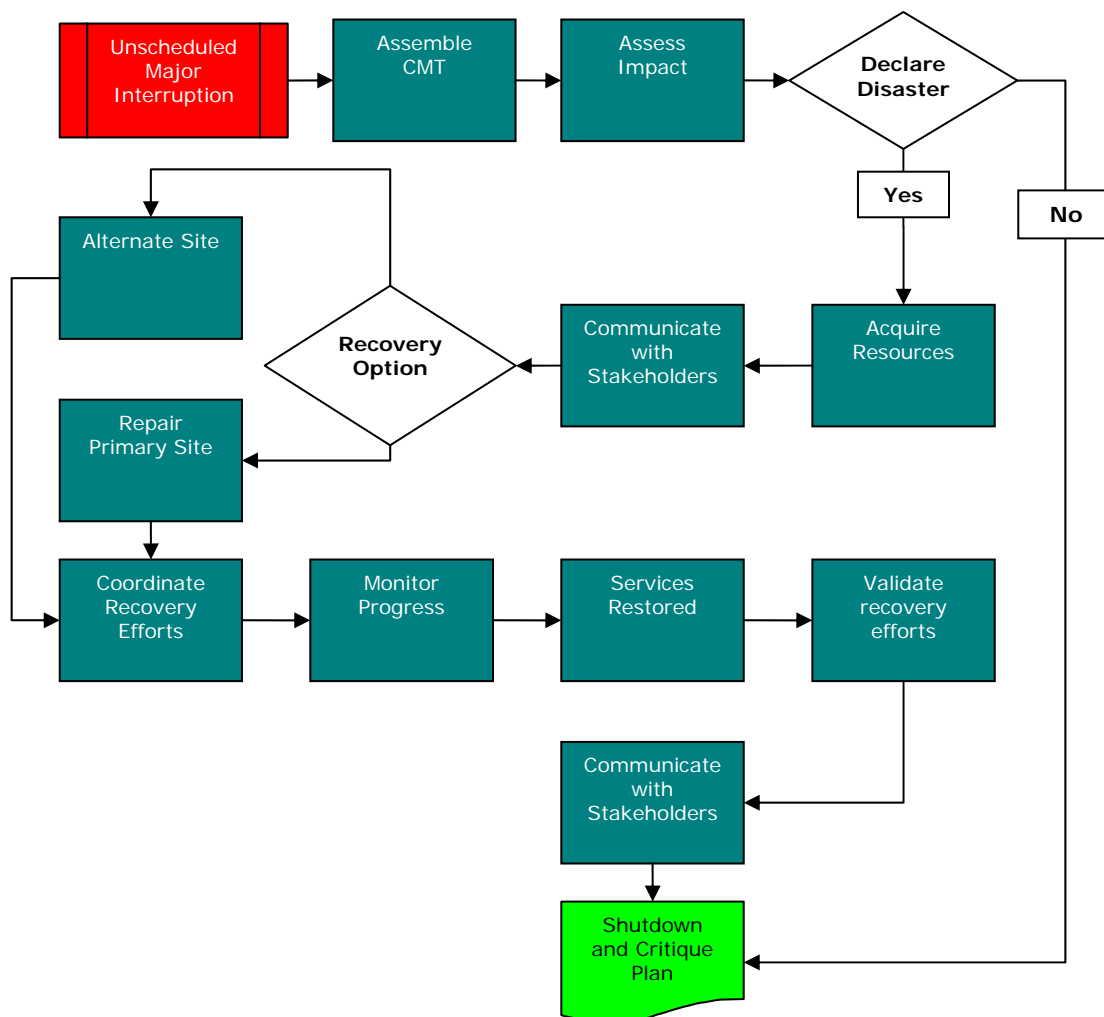


Figure 10: Management Team Activities

6.1.2. DR Management Team Actions

No.	ACTION STEP	WHO	TIME	RESOURCES	PROCESS TIME	COMMENTS
	<i>What do I have to do?</i>	<i>Who is responsible for the step to be completed?</i>	<i>How long will this take?</i>	<i>What additional resources are required?</i>	<i>When did I start and finish the action step?</i>	<i>What happened when I completed the action step?</i>
1.	Assemble Key Staff	Management Team Leader		Contact List		
2.	Assess Damage	Facility Management Team		Voice recorder		
3.	Decide Whether to Declare a Disaster or Not. If YES, go to Step 7.	Management Team Leader with input from the Management Team				
4.	Restore Functions at Primary Site	Each Team Leader				
5.	Debriefing of the Recovery	Management Team Leader				
6.	Finish	If Disaster alert is at stand down				
7.	DECLARE A DISASTER Initiate recovery to alternate site	Authorized individuals named in the Management Team				
8.	Acquire Equipment and Supplies	Management Team Leader				
9.	Communicate with Groups and coordinate recovery	Management Team Leader				
10.	Build New or Rebuild Primary Site	Management Team Leader				
11.	Monitor Progress	Management Team Leader				
12.	Move to New or Rebuilt Primary Site	Management Team Leader				
13.	Discontinue Use of Alternate Site	Management Team Leader				
14.	Debrief of Plan	Management Team Leader				
15.	Finish					

6.2. Facility Team

6.2.1. Facility Team Actions Overview

Prior to activating the facility team, the designated Facility Team leader should remain close to the scene of the disaster to help direct Emergency Services personnel. If evacuation is necessary, all personnel should immediately proceed to the pre-determined location, well clear of the building. A head count must be taken there to ensure that no one has been left behind, including visitors, contractors, etc. If there have been any injuries, immediately identify those people who can offer medical help, such as first aid.

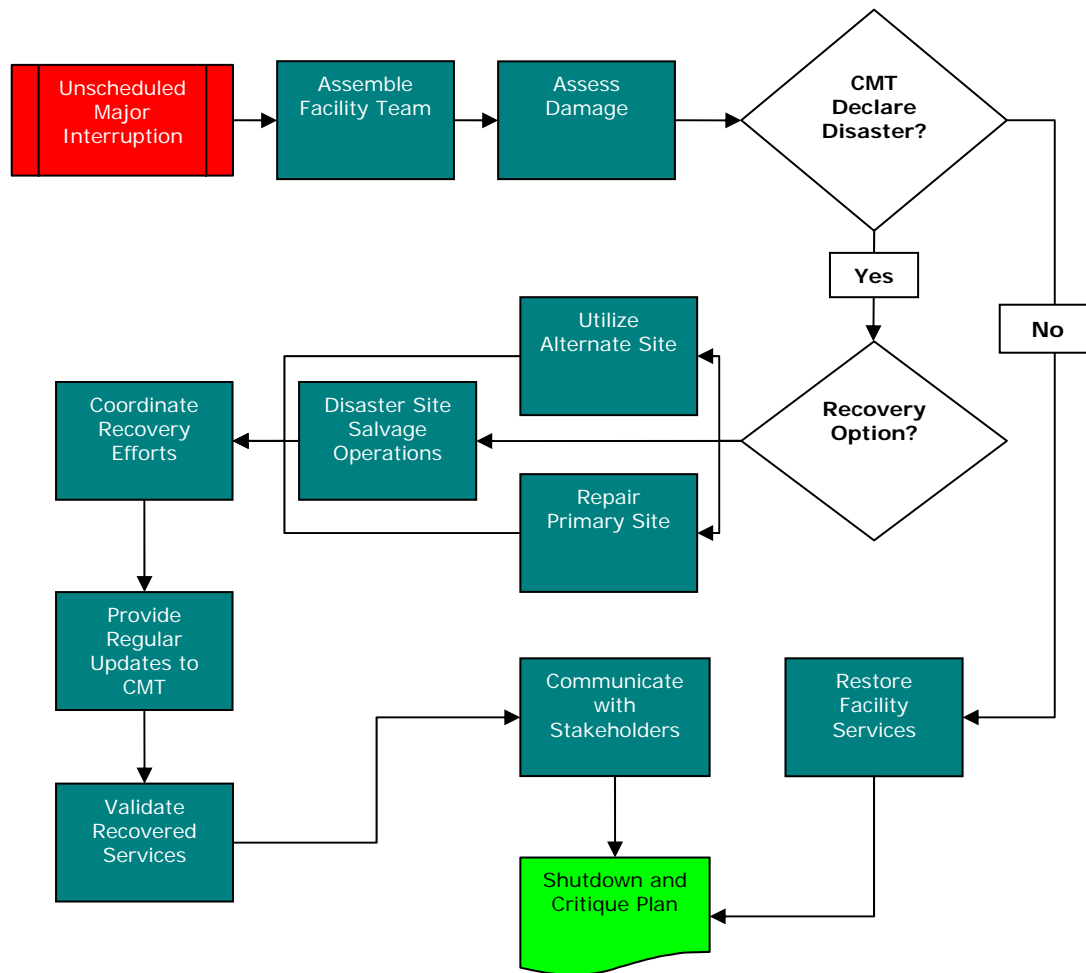


Figure 11: Facility Team Action Process

6.2.2. Facility Team Actions

	ACTION STEP	WHO	TIME	RESOURCES	PROCESS TIME	COMMENTS
	<i>What do I have to do?</i>	<i>Who is responsible for the step to be completed?</i>	<i>How long will this take?</i>	<i>What additional resources are required?</i>	<i>When did I start and finish the action step?</i>	<i>What happened when I completed the action step?</i>
1.	Activate Facility Team	Management Team Leader		Contact List		
4.	Disaster Site Evaluation & Salvage	Facility Team Leader				
5.	Build New or Rebuild Primary Site. If decision is to build a new primary site, go to Step 12.	Facility Team Leader				
6.	Plan Primary Site Rebuild	Facility Team Leader				
7.	Hold Recovery Status Meeting	Management Team Leader				
8.	Coordinate Move to Primary Site	Facility Team Leader				
9.	Discontinue use of alternate location	Facility Team Leader				
10.	Deliver plan critique	Facility Team Leader				
11.	Finish	Management Team Leader				
12.	Assist Alternate Site selection and Move	Facility Team Leader				
13.	Coordinate Move to New Primary Site	Facility Team Leader				
14.	Discontinue use of alternate location	Facility Team Leader				
15.	Deliver Critique of ER Plan	Facility Team Leader				
16.	Finish					

6.3. Recovery Team

6.3.1. Recovery Team Activities Overview

This section contains the procedures to be followed by the Recovery Team. The Recovery Team includes the hardware, software, and communications experts who travel to the alternate site. The Recovery Team restores the software and data onto an alternate-computing platform, and restores communications from that platform back to the users.

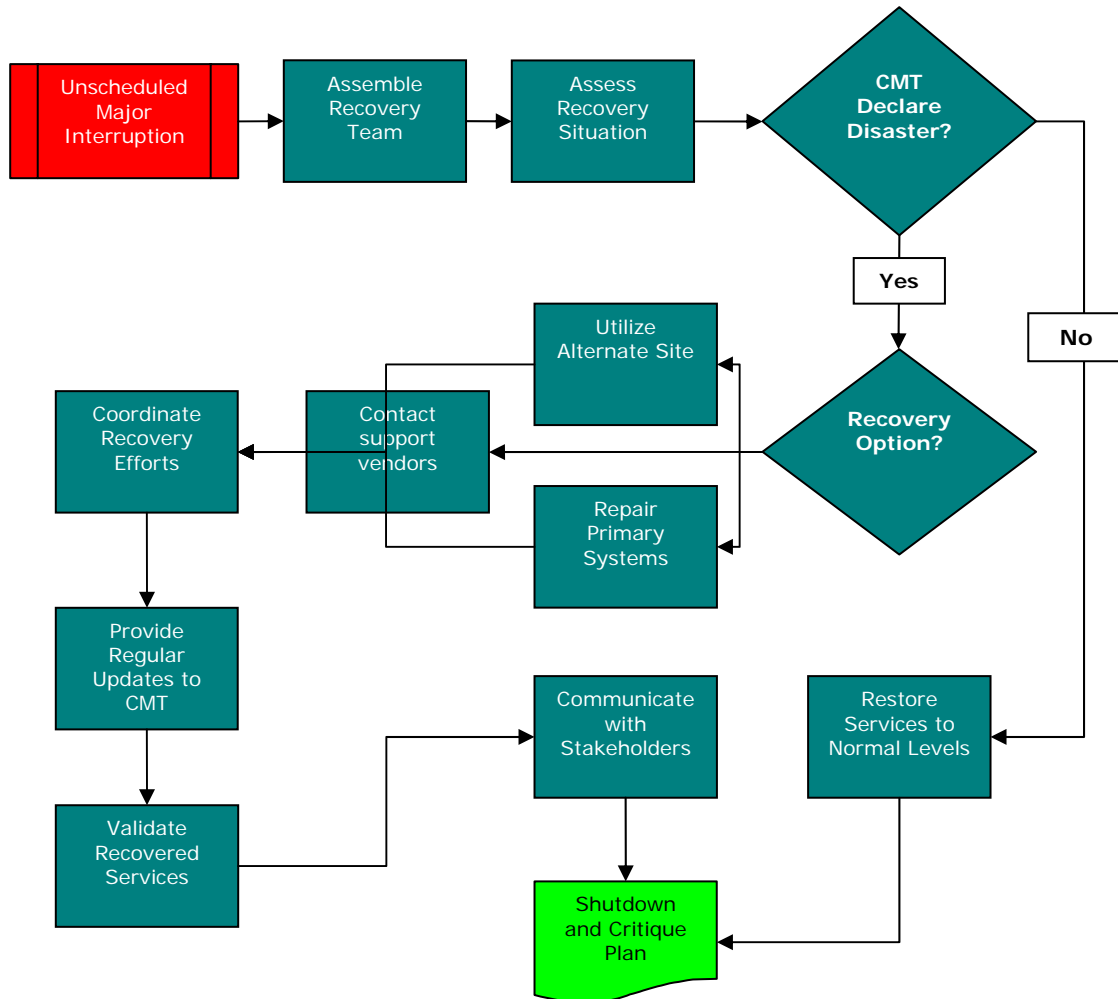


Figure 12: Recovery Team Activities

6.3.2. Recovery Team Actions

	Action Step	Who	Time	Resources	Process Time	Comments
	<i>What do I have to do?</i>	<i>Who is responsible for the step to be completed?</i>	<i>How long will this take?</i>	<i>What additional resources are required?</i>	<i>When did I start and finish the action step?</i>	<i>What happened when I completed the action step?</i>
1.	Activate Recovery Team	Management Team Leader		Contact List		
2.	Disaster Declared? If yes, go to Step 7.	Management Team Leader				
3.	Rebuild Primary Site	Facility Team Leader				
4.	Restore Operating Systems/Applications as Needed	Recovery Team Leader				
5.	Restore Data Communications	Recovery Team Leader				
6.	Critique Plan – Finish	Recovery Team Leader				
7.	Build Alternate Site – Transfer Operations	Recovery Team Leader				
8.	Restore Operating Systems/Applications	Recovery Team Leader				
9.	Restore Data Communications	Recovery Team Leader				
10.	Start Production Operations as Needed	Recovery Team Leader				
11.	Coordinate Move to New/Rebuilt Primary Site	Management Team Leader				
12.	Deliver Critique of DR Plan	Recovery Team Leader				
13.	Finish					

APPENDIX A – CONTACT LIST

Nunez Community College Management

Position	Name	Phone	Cell	Home
Chancellor	Thomas Warner	504-278-7482	504-451-3304	504-271-4900
Vice Chancellor for Academic Affairs	Curtis Manning	504-278-7422	504-512-5120	N/A
Vice Chancellor for Student Affairs	Donna Clark	504-278-7424	504-650-0881	985-542-0486
Executive Director of Institutional Advancement	Teresa Smith	504-278-7421	504-430-4230	985-643-5193
Chief Financial Officer	Jacqueline Sylvest	504-278-7423	504-439-5508	504-394-8674
Director of Facilities	Sydney Dobson	504-278-7499	504-583-1704	
Computer Services Coordinator	Jason Hosch	504-278-7499	504-701-5374	985-641-7928

Facility Team

Position	Name	Phone	Cell	Home
Director of Facilities	Sydney Dobson	504-278-7499	504-583-1704	
Facilities Coordinator	Dawn Hart Thore	504-278-7499	504-259-1230	
Maintenance Foreman	Robert Donnelly	504-278-7499	985-201-1601	

Recovery Team

Position	Name	Phone	Cell	Home
Computer Services Coordinator	Jason Hosch	504-278-7481	504-701-5374	985-641-7928
Assistant Computer Services Coord.	Chris Hintzen	504-278-7481	512-663-5653	985-871-8182
Computer Services Tech	Marie Harney	504-278-7481	504-390-7782	
Computer Services Tech	Wayne McCarthy	504-278-7481	504-450-0034	

Disaster Recovery / Salvage Vendors

Company / Position	Name	Phone	Cell	Pager
St. Bernard Sheriff's Office	Sheriff Stephens	504-278-7685		
Fire/Emergency		911		
St. Bernard Parish/Emergency Mgmt.	Colonial David Dysart	504-278-4267		

PeopleSoft	Ken Leviege	225-359-9255	225-279-1631	
Blue Host/Website		1-888-401-4678		
Entergy	Molly Buckley	504-210-6561		
My Space (Mobile Classrooms)	Chris Brewer	713-664-0770	832-496-7879	
Pratt Landry & Assoc.	David Quaterman	504-821-9725	504-628-2209	
OTM/Telephones	Linda Beauman	225-342-7762		
Super Self Storage (Chalmette)		504-277-9949		
Sewer & Water Board		504-271-1681		

Key Vendor Contact

Company / Service	Name	Phone	Cell	Pager
Achievement Tech (Skillstutor)	Nellie Ellington	662-375-4700		
ACT (Compass)	Support	1-800-645-1992		
Anixter	Joanne Dudley Valerie State	504-465-5920 877-468-6729		
Centurion	Regina Albritton	636-349-6100		
CDWG	Kyle Brown	877-325-6378		
Coogan & Coogan (Paris Rd. Marquee)	Jerry Coogan	985-626-9570	400-4244	
Dameware	Halley Bland	985-871-7519 Ext. 117		
Dell/Computers	Fabio Martinez	800-576-6038 Ext72-47454		
Discover / WorkKeys	Support	319-337-1000		
Enterasys	Greg Blum	504-305-5180		
FP & C	Anthony Palotta	225-342-0827		
GHA	Laurie Conrad	225-755-6947		
Howard (Enterasys)	Robert Eubanks	601-399-5683		
Howard (Equipment)	Noel Keathley	866-349-9477		
Impatica	Karen Lawrence	800-548-3475 Ext. 274		

Insight	Toni Destrie	800-467-4448 Ext. 5290		
Kemma (Bridgetrak)	Kelley Mcgregor	724-443-5900		
Konica Minolta	Melanie Hayman	504-834-3424 Ext. 126		
MSDNAA (Microsoft)		866-643-9421		
Plato	Colleen Nelson	800-447-5286 Ex. 4931		
SHI	Laurie Conrad	225-755-6947		
Show Me Cables	Jason Runyon	636-519-9505		
Simtronics	Dave Young	908-537-6734		
SPOL	Jay Ward	954-345-7839		
SPSS	Ryan Valle	800-543-2185 Ext. 2149		
Stadium Signs (AST Marquee)	Joe Troia	504-259-3291		
Vision (Surf-Lock)	Dean Johnson	866-725-7833		
Television Stations	Telephone#	Fax#	Email Address	
WWL-TV Channel 4	504-529-4444 General Information	504-529-6472	www.wwwt.com	
WWL-TV News	504-522-4404 Action Line			
WDSU News 6	504-679-0600 Main Line	504-679-0733	www.wdsu.com	
WVUE Fox 8	504-486-6161	504-483-1543	Fox9news@wvue.emmis.com	
WGNO 26	504-619-6363	504-619-6332	www.abc.26.trb.com	
WNOL TV CW 38	504-525-3838 Main Line	504-619-6332	www.neworleanscw38.trb.com	
Radio Stations				
WWL-AM 870	504-593-6397 1-866-889-0870	504-593-2099	www.wwlnewsroom@yahoo.com	
CITADEL	504-581-7002	Ask for Kia		
ENTERCOM	504-593-6376	Ask for Jaimie		
CLEAR CHANNEL	504-679-7300	Ask for Pro.		

Key Stakeholder Contacts

Company Name	Name	Phone	Cell	Pager
Nita Hutter (Representative)		504-483-4398	504-982-0607	
A.G. Crowe (Senator)		985-643-3600	985-788-9772	
Doris Voitier (School Board)		504-301-2000		
Carl Zornes (Murphy Oil)		504-271-4141	504-288-5229	
Richard Igercich (Chalmette Ref., Inc.)		504-281-1438	504-579-6713	

System Contacts

	Name	Phone	Address
Hotline	Greg Speyrer	225-763-1037 Office	Louisiana Community & Technical College System
Email	gspeyrer@lctcs.edu	504-236-4734 Cell	265 S. Foster Dr.
Alternate Contact	Jan Jackson – Senior VP for Finance	225-922-1635	Baton Rouge, LA 70806

APPENDIX B – SYSTEM RECOVERY REQUIREMENTS

Recovery Priority for IT Systems

Application / Data	Processes Supported	Priority	Recovery Timeframe
Server, Backup tape unit, minimum two computers, switch	fxScholar, PeopleSoft, Internet	1	24 hours
Establish temporary e-mail accounts, possibly additional website	Human Resources, External contact	1	48 hours
Assess onsite damage (if access is available)	Restoration of site	2	1 week
Begin site restoration or continued expansion of remote site(s)	All	3	1 - 2 weeks

APPENDIX C – RETRIEVAL OF OFF-SITE BACKUPS.

Introduction

Note: Availability of backup data is critical to the success of disaster recovery. Backup and restore processes that include scheduling tape management, off-site storage, and data restorations are day-to-day processes covered in operating procedures manuals. Good practices are assumed, as are the availability of backup media that can be readily restored

This procedure must be used in the event of an actual disaster at the Chalmette campus, to retrieve some or all of Nunez Community College volumes from the off-site storage facility, to an alternate facility.

Procedure

Backup tapes containing vital college data will be duplicated in the event of a campus emergency; the computer services coordinator as well as the assistant computer services coordinator will each take a copy of the backup tapes with them to different locations outside of the disaster area. In the unlikely event that both coordinators are incapacitated, the Executive Director of Institutional Advancement will download the College's data from the offsite backup facility once an internet connection can be established.

APPENDIX D – SYSTEM NOTIFICATION

The Louisiana Community and Technical College System (LCTCS) is the governing board for Nunez Community College.

Notify Louisiana Community and Technical College System (LCTCS) of Disaster

All system institutions must notify the LCTCS as soon as possible and no later than **24 hours** after experiencing a major disruption that has the potential to material impact depositors and/or policy holders.

Contact Procedures:

- Information Hotline: 225-763-1037
- Postal address: 265 S. Foster, Baton Rouge, LA 70806
- Email: gspeyrer@lctcs.edu

APPENDIX E – BUSINESS IMPACT ANALYSIS PROCESS

Process

The Nunez Community College Business Impact analysis (BIA) process involves identifying all critical business functions, resources and infrastructure of the business and assessing the impact of a disruption on these.

Outcomes

As a result, Nunez Community College determines the potential financial, legal, reputation and other consequences if the critical business functions, resources and infrastructure are unavailable for a given period of time.

The BIA determines the maximum tolerable downtime during which the business could not operate without its critical business functions, resources and infrastructure. The priority and timeframes assigned for the recovery of critical business functions, resources and infrastructure are in turn decided.

Whole of business approach

The BIA covers all units of the business to ensure a whole of business coverage. Nunez Community College Management is tasked with ensuring that adequate representation and involvement from all business units when undertaking the BIA.

Frequency

Nunez Community College will conduct a BIA every two years, or as a result of significant business change.

APPENDIX F – COMMAND CENTER DETAILS

Command Center Locations

Meeting Room:

- Address: <Insert Meeting Room Name & Location>
- Phone: NN NNNN NNNN
- Fax: NN NNNN NNNN
- Conference Bridge Number: NNNN NNNNNNN
- Seating capacity: NN

Command Center Checklist

Activity	Checked OK?
<ul style="list-style-type: none"> • Establish a command CENTER work location for each activated recovery team, staff department and vendor. 	
Ensure that adequate furniture, fixtures, PCs, telephones, supplies and space are provided for each group. Use the Resource Checklist at the end of this section.	
Prepare signs that identify the room or work area assigned to each group.	
<ul style="list-style-type: none"> • Establish incoming and outgoing communication channels. 	
Assign specific telephones to be used for incoming and outgoing calls.	
Continue department notification activities until all personnel have been reached.	
Assign personnel to monitor the telephones designated for incoming calls.	
Inform the company telephone operators to direct all return calls to the assigned extension(s) at the command CENTER.	
<ul style="list-style-type: none"> • Coordinate staff department support with team leaders during the recovery. 	
Meet with security representative to review the need to assign security personnel to secure the damaged business site and the recovery operations site(s). Depending on the nature of the disaster, tighter than normal security for personnel and property may be required.	
Request that admittance be restricted to only authorize personnel who have proper identification (company ID badge, etc.).	
Work with the Facility Team to identify equipment requirements and arrange for the Purchasing Department representative to provide the following:	

Activity	Checked OK?
Heavy duty copy machines	
Miscellaneous paper, pencils pens, etc.	
<ul style="list-style-type: none"> • Ensure all third party vendors are contacted and notified of the situation. 	
<ul style="list-style-type: none"> • Brief the recovery plan to core recovery team members. 	
<p>The intent is to review the organization and work to be done, to clarify responsibilities and to answer any questions.</p>	
<ul style="list-style-type: none"> • Establish status reporting processes and formats. 	
<ul style="list-style-type: none"> • Create the following status charts, using flip charts or other media, for display at the command CENTER: 	
Information Status Display	
General Message Board	
Personnel Accommodation Board.	
<ul style="list-style-type: none"> • Establish regular recovery meetings 	
<p>Keep all recovery team personnel informed of the recovery progress.</p>	
<p>Advise recovery team leaders.</p>	
<p>Arrange and organize a meeting place.</p>	
<p>Record minutes of the meetings.</p>	
<p>Have minutes typed, obtain approval, and distribute them.</p>	
<ul style="list-style-type: none"> • Establish work schedules for 24-hour coverage. 	
<p>Align the off shift work effort with the Recovery Time Objective.</p>	
<ul style="list-style-type: none"> • Continue to evaluate the level of people and resources and add or subtract as needed. 	
<p>HR and Purchasing are the focal points for people and resources.</p>	
<ul style="list-style-type: none"> • Monitor personnel for signs of fatigue. 	
<p>Sufficient rest is required to maintain an efficient recovery operation. For health and efficiency reasons, no recovery personnel should work excessive hours without an eight-hour rest period.</p>	

Table 4: Command CENTER Checklist

Resource Checklist

The command CENTER should be well equipped with extensive communications facilities. Communications are highly critical when rescue and medical care are primary and time is of the essence. This is particularly true when families of key personnel are threatened. Without effective mass communications, your key personnel may leave to be with their families.

In addition to the communications facilities mentioned above, the command CENTER should be outfitted with, or have ready access to food, clothing, sleeping accommodations, and other supplies needed to manage the recovery effort (a checklist is provided in Table 5).

Resource	Checked OK?
Telephones	
Inbound and outbound phone lines (2 are recommended)	
Telephone directories	
Television set	
VCR/Camera/Camcorder	
Copy machine	
Fax machine	
Portable light	
Radio/Tape Recorders	
Whiteboard	
Overhead projector	
Chart to record recovery milestones	
PCs and printers	
Letters of credit	
Medical supplies	
Food/Water	
Cooking facilities	
Sleeping accommodations	
Office supplies	
Recovery Records	
This recovery plan	
Maps and building plans	
Emergency action logs	
Floor plan/specifications of building(s)	

Table 5: Resource Checklist

APPENDIX G – IT RECOVERY PROCEDURES

(See Computer Services Disaster Recovery Plan – Attached)

APPENDIX H – VOICE RECOVERY PROCEDURES

APPENDIX I – MEDIA CRISIS MANAGEMENT

Procedures for Dealing with the Media

When a crisis occurs, media may cold call staff or you. In the event of calls occurring, please follow the procedures below.

- Take down the name, organization and contact numbers for the media person calling and advise them that “a spokesperson will be in touch with them as soon as possible.”
- If pushed for details or further information, politely tell them that “a spokesperson for the company will be available to answer all queries and will call back as soon as possible.”
- When the media call they will be both very nice and unassuming or very abrupt and demanding. Both methods are used to either secure information in a friendly, non threatening environment or the opposite, where by they use their seeming authority to demand information. Journalists like answers and they want them straight away.
- Be polite, even identify with their need for information but acknowledge to them that you are not in a position to assist them. However, you will ensure that “a company spokesperson will be calling them back.”
- It is important to clearly identify the publication and contact details, both work and cell phone for a quick response.
- Be aware that the caller may not clearly identify himself or herself as a media person.
- Journalists will often ring and just ask for the mobile number of the Chief Executive or Head of Operations. **Do not give out these names or contact numbers to the caller.** In this situation the response needs to reinforce the message that “a spokesperson for the company will call back as soon as possible.”
- Once media calls have started to come in and you have journalists’ names and numbers, it is vitally important that the information is handed immediately to the Crisis Management Team Leader. Do not give out names or contact numbers to the caller. If media calls are left unanswered for more than one hour, this will build tension and create further issues.
- The Crisis Management Team Leader will be the KEY contact point for all media enquiries. However, media should not be referred directly to this person. It is important that you take down their details and reinforce that “a spokesperson for the company will be in touch as soon as possible.”
- It is now up to the Crisis Management Team Leader and Crisis Management Team to formulate responses to the media and ensure that those responses are clear, direct and quickly distributed to the media, in conjunction with other authorities that may be involved in the incident (i.e., Police, Emergency Services, etc.)

APPENDIX K – CONTACTING DRS

General Assistance

In accordance with industry standards and best practice, DRS recommend that this plan be tested on a regular basis. Regular and well-defined tests and exercises are widely considered the most effective means of ensuring the validity of a ERP. For assistance in exercising this plan, please contact DRS:

Phone: (202) 552 2331

Email: sales@expressbcp.com