LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

DISASTER RECOVERY BUSINESS CONTINUITY PLAN

Revised – August 2012
1.0 PLAN INTRODUCTION & OBJECTIVES

The primary focus of the document is to provide a plan for responding to a disaster that threatens LCTCS office operations. The intent is to restore operations and continue services to colleges and constituents as quickly as possible.

Primary OBJECTIVES of the Plan

This disaster recovery plan has the following primary objectives:

1. Identify critical business functions and the consequence of service disruption to those functions.
2. Present an orderly course of action for restoring critical service capability to the LCTCS enterprise.
3. Set criteria for making the decisions to recover at a cold site or repair the affected site.
4. Describe an organizational structure for executing the plan.
5. Provide information concerning personnel that will be required to execute the plan.
The aims of the Plan are to:

- protect staff, students, and others;
- secure the system office infrastructure and facilities;
- maintain the system’s lines of communication;
- resume core business and academic activities as soon as possible.

The Plan makes provisions for the establishment of a Disaster Recovery Team (DRT) who will be responsible for the immediate handling of the incident and for co-ordinating the LCTCS response to the incident. The first objective will be to establish the extent of the incident and to ensure correct information is provided to all parties involved. The DRT will subsequently establish immediate response strategies and tactics, deploy appropriate resources and initiate emergency-recovery processes.

When activated, the DRT will meet in one of a number of pre-designated Control Rooms which will form the focus for the LCTCS’ immediate response to the incident.

The Plan is reviewed annually and suitable changes made. The Plan should be tested annually by a simulation exercise involving members of the DRT (see also 1.3).

All members of the DRT will receive a copy of the Plan. In addition, copies will be provided to LCTCS management team, as required. Full details of Plan holders will be maintained.

The existence of the LCTCS DRP can be conveyed to the non-management staff and the public community by means of an abridged guidance document.
1.1 DEFINITION OF “DISASTER” LEVELS OF SERVICE AND ESTIMATED INITIAL RECOVERY TIME

For the purposes of this Plan, a “disaster” is an incident which, because of its scale or impact, is beyond the scope of resolution by normal mechanism or decision making authority within acceptable time frames.

An assessment of a reported incident will be made by the DRT at the time, but the following can be used as a general guide for defining levels of incidents:

**Level 1: A relatively minor or local incident causing no serious physical threat to personnel or property** - This may result in a limited disruption of services, involve no legal ramifications and pose no threat to the reputation of the system office.

**DRP/DRT activated: NO.**

**Level 2: Situations or incidents which pose a potential threat to personnel or property and/or can cause disruption to the operation of the system office or one of its colleges** - This may threaten the reputation or status of the system or have potential legal ramifications, may involve loss of significant damage to a college's operations, may involve the isolation and/or evacuation of part of a building and assistance from the external Emergency Services; for example a gas leak, fire, bomb, or terrorist alert, extensive water damage to more than one area of the building, a significant compromise to a facility, etc.

**DRP/DRT activated: POSSIBLY**
Level 3: Major incidents which (if not already) have the potential to escalate quickly into disasters - This will significantly affect the system office, the communication ability or, status of the office, and may compromise the functioning of an entire department or facility, building or group of buildings, causing disruption to the system office’s overall operation. Major efforts are required from the system office’s own support services, as well as from external Emergency Services; for example, complete or severe damage to a facility, dislocation of office staff because of a disaster event, occupation of a building by a pressure / campaign group, serious death or injury to one or more staff that may compromise operations.

DRP/DRT activated: YES
# Level of Service Disruption Until Initial Recovery

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<tr>
<th>Incident Level</th>
<th>Estimated Initial Recovery Time</th>
<th>Objective</th>
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<tr>
<td>Level 1</td>
<td>1 business day</td>
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<th>Payroll</th>
<th>Media Relations</th>
<th>Facilities</th>
<th>General Administrative</th>
<th>EVP/Perkins</th>
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<td>Access to critical information systems via normal and emergency communication tools</td>
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<td>Payroll Processing Period: Access to critical information systems via normal and emergency communication tools by management to complete processes</td>
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<td>Pell Check Processing: Slowed processing.</td>
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- **Non-Payroll Processing Period:**
  - Up to 25% reduction for common processes and services completion
  - Availability of Management via normal and emergency communication tools
  - Access to critical information systems via normal and emergency communication tools

- **Payroll Processing Period:**
  - Access to critical information systems via normal and emergency communication tools by management to complete processes
  - Slowed processing by staff – May require OT to complete
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<tr>
<td>Level 2</td>
<td>1-3 business days</td>
<td>Common processes and services severely compromised or suspended. Urgent or emergency item processing.</td>
<td>Availability of Management via emergency communication tools</td>
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<td>Pell Check Processing: Fallback to secondary site to complete process.</td>
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<td>Level 3</td>
<td>1-30 business days</td>
<td>Common processes and service suspended. Urgent or emergency item processing if resources available. Availability of Management via emergency communication tools Access to critical information systems via emergency communication tools Payroll Processing Period: Access to critical information systems via emergency communication tools by management to complete processes Staff may fallback to secondary site to complete processes. May resort to using last electronically processed payroll.</td>
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See Information Systems DR/BC Plan
1.2 PHASED PREPARATION LEVELS FOR APPROACHING HURRICANE

**Phase 1 – 1,000 miles – Hurricane in Western Caribbean Basin**
- DR team members monitor hurricane track

**Phase 2 – 700 miles – Entering Gulf of Mexico**
- College Admin & DR Team contact list updates available to DRT members
- System Office command, fall back locations checked
- IT DR facilities checked
- Food and drinks stockpiled & available
- Coordinate with State Agencies and GOSHEP as needed
- Flashlights, battery powered weather and general radios available
- Initiate digital radio checks – daily
- LCTCS DR team members check alternative email feeds
- LCTCS DR team members check and carry alternative communication devices (mobile voice & data device, I pad, etc.)

**Phase 3 – 350 miles – 230 Miles from Louisiana Landfall**
- LCTCS DR Team activated
- Teleconference Status calls with college DR teams - minimum every 48 hours
- Spare Blackberry batteries & chargers positioned & charging
- Check Emergency generator fuel status - Refuel if necessary
- Check Emergency HVAC service
- LCTCS Office personnel begin backup of critical desktop files to external storage devices
- LCTCS personnel with laptops ensure equipment is in service and needed connections to critical systems are in place
• Emergency network switching established in 1st and 2nd floor conference rooms
• Information Technology, HR/Payroll, Accounting/Finance, Facilities pre-planning activities executed as needed
• Activate Purchasing cards
• Personnel, if necessary, make preparations for working from other remote locations
• Routine business travel in system office fleet vehicles suspended
• System Office fleet vehicles checked, protected and fully fueled

Phase 4 – Projected Landfall in Louisiana – Baton Rouge Area Affected within 24 to 36 Hours
• Physically secure and protect office spaces and hardcopy records as needed
• Secure facility as needed
• Disconnect office electrical equipment
• Where possible, personnel return home to work, or evacuate to safety as needed or recommended by public officials
• Routine office business suspended. Only emergency event related business conducted
• Notification of office closure communicated along appropriate channels

1.3 CRITERIA TO CONSIDER FOR RECOVERY AT COLD SITE OR REPAIR AFFECTED SITE

DR recovery team members will survey the LCTCS Facility and determine, using the following guidelines, whether to reoccupy/repair the existing site or establish operations at a designated cold site.

1. Determine the environmental, health and safety of the surrounding environment.
2. Determine the level of accessibility and ability of the external and internal building structures to restore and sustain operations. This will be done in conjunction with the LCTCS Facilities Department or another competent authority.

3. Determine the ability and quality of utility or emergency power to restore and sustain operations. This will be done in conjunction with the LCTCS Facilities Department, LCTCS Information Systems or another competent authority.

4. Determine the ability of HVAC services to properly host operations. This will be accomplished in conjunction with the LCTCS Facilities Department or another competent authority.

5. Assess damage and determine the ability of network infrastructure (LAN and WAN) to serve and sustain operations for critical application systems. This will be in conjunction with LCTCS Information Systems or another competent authority.

6. Assess damage and determine the ability of processor, storage and ancillary equipment to serve and sustain operations for critical application systems in the facility. This will be in conjunction with LCTCS Information Systems or another competent authority.

7. If the physical structures or facility utilities are unable to support operations, determine which equipment, materials, and other resources may be salvaged to support critical operations. Make arrangements for pickup and transportation of salvaged equipment to the recovery site – if appropriate. If not appropriate, consider removal of salvageable items to another site for storage.
1.4 PROCEDURES

The DRT shall meet as regularly as necessary for status reporting, debriefing, etc. and, not less than every 24 hours during the first 5 days following activation of the plan. Meetings will take place at a selected time and location (unless otherwise instructed). Meetings may occur using an electronic format (e.g. teleconferencing, web conferencing, etc.) if the means are available.

Any Team Member receiving notification of a potential disaster is required to implement the Team Call-Out procedure.

In the event of public or media interest, (see also section 4 of this plan) Team Members must refer inquiries to the Team Spokesperson and avoid individual comments. Where communication is essential (rarely the case) restrict comment to:

- confirmation of the obvious;
- cause and effect are under investigation;
- implementation of the LCTCS DR plan is in progress;
- detailed statements will be provided by the system spokesperson as soon as possible

1.5 MONITORING AND REVIEW

A member of the DRT team will be responsible, with advice from the other members of the Team, for monitoring developments throughout the year that may impinge on the effectiveness of the Plan.
Appropriate LCTCS office personnel will perform a desktop walk through, or conduct or participate in a simulated disaster test of the general plan and specific department component plans on an annual basis. Plan changes – if any – will be reported to and reviewed by the DRT manager, compiled, and a summary report made.

2.0 THE DISASTER MANAGEMENT TEAM (DMT)

The Disaster Management Team is composed of appointed members (or alternates) and is required to pursue the aims of the Plan which are:

- protect staff, students, and others;
- secure the system infrastructure and facilities;
- maintain the system’s lines of communication;
- resume core business and academic activities as soon as possible.

2.1 TEAM OBJECTIVES:

a) Determine the scope and impact of the incident.
b) Develop strategy to deal with the immediate effects of the incident.
c) Prioritize immediate actions. Prevent further damage/harm.
d) Allocate individual and group responsibilities for implementing action.
e) Deploy resources and equipment.
f) Communicate information, advice and instructions.
g) Monitor and re-evaluate conditions.
In addition, the team will:

- respond quickly and steadily as the incident develops;
- be familiar with the DRP and any updates;
- give priority to recovery program and assign essential normal duties to other staff during critical recovery stages

2.2 TEAM INSTRUCTION

A member called from home should bring the following:

- Copy of the Plan with any amendments;
- Copy of any separate relevant emergency protocols;
- Mobile Telephone;
- State Identification campus card;
- Other relevant documents or equipment specific to your area of authority for recovery activities
2.3 COMPOSITION OF DISASTER MANAGEMENT TEAM

The plan can be implemented by:

System President
Executive Vice President
Senior Vice President for Finance & Administration
Vice President for Enterprise Services / IT
Director of Facilities
Assistant Director of Facilities

After alerting the appropriate emergency services – if necessary – the initiator will immediately contact or have others contact the members of the DRT.

**Members of the Disaster Recovery Team**

*Members*

System President
Executive Vice President
Senior Vice President for Finance and Administration
Director of Facilities
Vice President Enterprise Services / IT
Assistant Director of Facilities  
Executive Director of Media Relations  
Director of Fiscal Affairs  
Director of Human Resources  
Director of Budget  
All Executive Staff  

Members should have readily available critical personal office items for DR recovery operations (documents, laptops, air cards, I-pads, phones, procedures, lists, etc.) and user specific items that would be needed in the event displacement from the LCTCS office is required.

2.4 TEAM MEMBER ROLES  

**Disaster Coordinator:** The DRT Coordinator is responsible for all actions of the DRT in fulfilling the objectives of the DRP. Specifically to:

a) maintain overall executive control and co-ordinate actions;

b) liaison with the Executive Director of Media Relations and Team Spokesperson regarding information releases (internal and external);

c) enlist the services of any other member of LCTCS staff to assist with the incident

The Disaster Coordinator may be the System President, his designee, or the highest ranking member on-site or in effective communication and control during an event.
**Team Administrator:** To work with the Team Coordinator, logging and addressing questions, recording Team actions and decisions, maintaining an official record of events, and relaying information as required.

Primary designations for the Team Administrator role may be the Vice President for Enterprise Services/IT, Facilities Director, or Assistant Facilities Director. In their absence, the Disaster Coordinator may appoint any available LCTCS DR Team member. Given the board duties of the Team Administrator, additional personnel may be enlisted to assist the administrator as needed.

**Executive Director of Media Relations:** Responsible for all information releases (see also section 4 of this plan) and to:

a) manage all system office statements, media releases and interviews, arrange press conferences and media visits;
b) serve as a member of the GOHSEP Joint Information Center (JIC);
c) monitor press/media coverage and take action as required;
d) manage internal communications with staff;
e) set up and manage telephone Helplines;
f) advise on actions necessary to protect the System’s reputation
Sr. VP Administration and Finance

Director of Facilities
Assistant Director of Facilities
Director of Fiscal Affairs
Director of Budget
Director of Human Resources
Payroll Manager

Responsible for facilities, security and safety, accounting, finance, budgeting service HR / Payroll recovery

Facilities: Responsible for checking the damaged location, dealing with Security, Safety and the Emergency Services and to:

a) Implement emergency procedures and plans concerning affected areas, if applicable;
b) Liaison with College facility operation representatives;
c) Organize the containment and assessment of physical and environmental damage;
d) Initiate and control the restoration of building services, and access for business continuity;
e) Assist in salvage, damage management and clean-up operations;
f) Locate, supply and equip alternative workspaces or accommodations as necessary;
g) Liaison with any applicable Landlords or Tenants;
h) Liaison with contractors and vendors as needed;
i) ensure at all times the health and safety of all persons at any affected locations;
j) Assess and provide advice in relation to specific facility hazards;
k) Liaison with Health & Safety officials, Environmental Agencies and any other relevant statutory authorities;
l) Advise the DRT and others on facility implications of the incident.
Financial:
   a) implement emergency procedures and plans concerning affected areas, if applicable;
   b) liaison with College accounting, finance, and budgeting representatives;
   c) contact and be the liaison with the LCTCS Insurers/Loss Adjusters;
   d) ensure correct cost capture procedures are in place;
   e) assess business interruption losses;
   f) establish position of any legally binding contracts which may be threatened by the incident;
   g) restore critical LCTCS business and accounting services;
   h) liaison with Division of Administration, Office of State Purchasing (includes State Travel), and Office of Risk Management (finance section of State leasing), and any other relevant statutory authorities;
   i) advise the DRT and others on the accounting, finance, and budgeting implications of the incident

HR/Payroll
   a) implement emergency procedures and plans concerning affected areas, if applicable;
   b) liaison with College HR/Payroll representatives;
   c) liaison with appropriate state agencies involved in human resource, benefits, and payroll administration;
   d) ensure appropriate HR/Payroll policies and procedures are followed;
   e) ensure critical HR/Payroll documents are secured;
   f) assess business interruption losses related to HR/Payroll;
   g) restore critical LCTCS HR/Payroll processes
**Vice President for Enterprise Services/IT:** Responsible for all aspects involving Information Technology, Information Management Services and telecommunication services. Specifically to:

a) implement the LCTCS IM/IT DR/BCP Plan if applicable;  
b) liaison with College Information System representatives;  
c) assist in damage assessment, salvage and clean up operations relative to Information Systems/Management & Telecommunications;  
d) liaison with contractors and vendors as needed;  
e) locate and supply alternative Information System/Telecommunications equipment and services as necessary;  
f) restore IT systems, applications, data, and telecommunication systems;  
g) advise the DRT and others on the IM/IT implications of the incident;  
h) liaison with Board of Regents Technology representative, Office of Information Technology, Office of Telecommunications, and any other relevant statutory authorities;  
i) serve as a backup and assist the Director of Facilities as needed

**Executive Vice President**

a) liaison with College Academic Affairs, Workforce and Student Service representatives;  
b) liaison with Board Of Regents concerning academic and student affairs as needed;  
c) liaison with appropriate state agencies associated with Higher Education/Occupational Education/Workforce Development administration;
d) manage interactions and services with higher education and occupational organizations who offer academic/education services to LCTCS students to offset disrupted delivery LCTCS educational services;

e) ensure appropriate academic and workforce policies and procedures are followed;

f) ensure critical academic affairs and workforce development documents are secured;

g) assess business interruption losses related to academic affairs and workforce development;

h) restore critical LCTCS academic affair and workforce development services

**Executive Director – LCTCSOnline**

a) Ensure ongoing delivery of critical LCTCSOnline services.

### 2.5 TEAM CALL – OUT PROCEDURES

In the event of an LCTCS staff member becoming aware of a serious incident (see Levels guide) they will initiate contact with either the:

- System President
- Senior Vice President for Finance & Administration
- Executive Vice President
- Assistant Director of Facilities
- Director of Facilities
- Vice President of Enterprise Services/IT

One of the above personnel will then decide if the DRT is to be activated and specify the meeting time and place.
A confidential list of Home and Mobile telephone numbers pertaining to Team Members is provided to DR team members in a separate document.

2.6 EVENT MONITORING

Depending on the type of event and lead times before the event occurs (e.g. hurricane), DRT members or designees may be asked to stand duty to monitor, report, or direct activities associated with the LCTCS effort to prepare for the event. Assignments and rotations will be developed as needed.

In addition, community and technical colleges may be directed to provide specific updated information on the location of primary and secondary command centers, and contact people for post-event damage assessments.

Periodic status meetings may occur with community and technical colleges to assess the progress of preparation for the event and to provide assistance, as needed.

2.7 CONTROL ROOMS

The Control Room is the Operations Center for the DRT. The LCTCS Control Rooms, (in descending order of selection) depending on access and availability, are:

1) LCTCS 1st and 2nd Floor Conference Room, 265 South Foster Dr., Baton Rouge, LA
2) Capital Area Technical College, Baton Rouge, 3250 N. Acadian Thruway E., Baton Rouge, LA – Student Activity Center (2nd Floor)

3) Bossier Parish Community College, 622 East Texas Street, Bossier City, LA (Second Floor Executive Conference Room, Computer Lab facility)

Notes

a) Control Rooms will contain confidential and sensitive information – during incidents entry must be controlled and restricted to authorized personnel only.

b) Control Rooms must NOT be used for press, media or staff/student briefings. (Alternative venue to be arranged).

c) If there is secure storage in the Control Rooms, a copy of the DRP may be pre-positioned in each.

d) Control Rooms should be chosen to provide access to sufficient accommodations for the DRT, adequate telephone and computer connections, photocopier and fax machine availability.

e) Pre-positioned supplies (emergency supplies) may be provided to include :-

- Flip Charts;
- Food and water;
- Stationery pads, pencils, pens, clips, drawing pins, LCTCS stationary, paper, etc;
- Safety equipment;
- Flashlights, spare batteries;
- Local Telephone Directory, Yellow Pages;
- Media contact lists;
- Maps and plans of the LCTCS building, immediate grounds, city maps, state maps, etc.
II. CONTACT LISTS

3.0 INTRODUCTION

This Section contains details (names, addresses, telephone numbers, etc.) of all emergency contacts, including DRT Members, of importance to the LCTCS.

3.1 DRT: IDENTIFICATION AND CONTACTS

See separate College Administration and Disaster Recovery Team Contact List – Separate document (Spreadsheet)