LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

DISASTER RECOVERY BUSINESS CONTINUITY PLAN

Revised - May 9, 2009
I. PLAN STRATEGY

1.0 PLAN INTRODUCTION & OBJECTIVES

The primary focus of the document is to provide a plan for responding to a disaster that compromises LCTCS office operations. The intent is to restore operations as quickly as possible with the latest and most up-to-date data available.

**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 carrying out the plan.
5. Provide information concerning personnel that will be required to carry out 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 reputation;
- 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. Their 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. 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. 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. Will significantly affect the system office and/or the reputation or status of the office. 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 required from the system office’s own support services as well as from the external Emergency Services; for example complete or severe damage to a facility, dislocation office staff because of a disaster event, occupation of a building by a pressure / campaign group, students, serious death or injury to one or more staff that may compromise operations.

**DRP/DRT activated: YES**
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<th>Incident Level</th>
<th>Estimated Initial Recovery Time</th>
<th>Finance Accounting</th>
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<td>Payroll Processing Period: Access to critical information systems via emergency communication tools by management to complete processes.</td>
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<td>Common processes and services are suspended. Urgent or emergency items can be processed if resources are available. Availability of Management via emergency communication tools. Access to critical information systems via emergency communication tools.</td>
<td>Non-Payroll Processing Period: Common processes and services are suspended. Urgent or emergency items can be processed if resources are 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 sites to complete processes. May resort to using last electronically processed payroll.</td>
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1.2 CRITERIA TO CONSIDER TO RECOVER 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 done 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 done 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 done 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.

1.3 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 enquiries to the Team Spokesperson and avoid comment of their own. 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;
- a detailed statement will be provided by the system spokesperson as soon as possible.

1.4 **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.
II. DISASTER MANAGEMENT

2.0 THE DISASTER MANAGEMENT TEAM (DMT)

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

- protect staff, students, and others
- secure the system office infrastructure and facilities;
- maintain the system’s reputation;
- 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/or 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 calmly as the incident develops;
- to be familiar with the DRP and any updates;
- to give priority to the recovery program and assign essential normal duties to other staff during critical recovery stages.

### 2.2 TEAM INSTRUCTION

In the event of being called from home bring the following:-

- your copy of the Plan, with any amendments;
- your copy of any separate relevant emergency protocols;
- your mobile telephone (if issued);
- your 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
The Senior Vice President for Administration & Finance
The Director for Enterprise Information Systems
The Director for Facilities, Safety & Risk Management

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

Members of the Disaster Recovery Team

Members

System President
Director of Facilities
Director of Fiscal Affairs
Director of Human Resources
SVP for Finance & Administration
Director of Budget
Director of Public Relations
Each member should have at their disposal critical personal office items for DR recovery operations (documents, laptops, air cards, blackberries, satellite phones, procedures, lists, etc.) and user specific items that would be needed in the event displacement from the LCTCS office is required.

2.4 CHAIN OF COMMAND
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) liaise with Director of Public 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 communications during an event.

Team Administrator: To work with the Team Coordinator, organize the Control Room, logging and dealing with questions, recording Team actions and decisions, maintaining an official record of events, relaying information as required.

Primary designations for the Team Administrator role may be the Director - Enterprise Information Systems, Director - Facilities, or Director - Budget. 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 assist the administrator as needed.

Director of Public Relations: Responsible for all information releases (see also section 4 of this plan) and to:
a) interface with the management team not directly participating on the DRT.
b) manage all system office statements, media releases and interviews, arrange press conferences and media visits.
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 University’s reputation.
g) liaise with Dean of Colleges and Students Services and the Director of Personnel.

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

a) organize the containment and assessment of physical and environmental damage.
b) initiate and control the restoration of building services, and access for business continuity.
c) assist in salvage, damage management and clean up operations.
d) locate, supply and equip alternative workspaces or accommodation as necessary.
e) liaison with any applicable Landlords or Tenants.
f) To ensure at all times the health and safety of all persons at any affected locations.
g) assess and provide expert advice in relation to specific hazards.
h) To liaison with Health & Safety officials, Environmental Agencies and any other relevant statutory authorities
**Director of Fiscal Affairs**

**Director of Budget**

**Sr. VP Administration and Finance:** Responsible for accounting, finance, budgeting service recovery and to:

a) contact and be the liaison with the LCTCS Insurers/Loss Adjusters.
b) ensure correct cost capture procedures are in place.
c) assess business interruption losses.
d) establish position of any legally binding contracts which may be threatened by the incident.
e) restore critical LCTCS business and accounting processes.
f) To liaison with Division of Administration, Office of State Purchasing (includes State Travel), Office of Telecommunications, and Office of Risk Management (finance section of State leasing).

**Director of Enterprise Information Systems:** Responsible for all aspects involving Information Technology, Information Management Services and telecommunication services. Specifically to :-

a) assist in damage assessment, salvage and clean up operations relative to Information Systems/Management & Telecommunications.
b) implement the LCTCS IM/IT DR/BCP Plan if applicable.
c) restore IT systems, applications, data etc..
d) advise the DRT and others on the IM/IT implications of the incident.
e) liaise with Board of Regents Associate Commissioner for Technology, Office of Information Technology, Office of Telecommunications, and any other relevant statutory authorities.
f) To serve as a backup and assist the Director of Facilities as needed.
**Director of Human Resources**

a) liaison with College HR/Payroll representatives  
b) liaison with appropriate state agencies involved in human resource, benefits, and payroll administration.  
c) ensure appropriate HR/Payroll policies and procedures are followed.  
d) Ensure critical HR/Payroll documents are secured.  
e) assess business interruption losses related to HR/Payroll.  
f) restore critical LCTCS HR/Payroll processes.

**EVP System Operations**

a) liaison with College/Region Academic Affairs representatives and Regional Directors  
b) liaison with appropriate state agencies associated with Higher Education/Occupational Education administration.  
c) Manage interactions and services with higher education and occupational organizations who offer services.  
d) ensure appropriate academic and workforce policies and procedures are followed.  
e) Ensure critical academic affairs and workforce development documents are secured.  
f) assess business interruption losses related to academic affairs and workforce development.  
g) restore critical LCTCS academic affair and workforce development processes.
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
The Senior Vice President for Administration & Finance
The Director for Enterprise Information Systems
The Director for Facilities

One of the above personnel will then decide if the DRT is to be activated and specify the meeting time and place.

It is anticipated that where an incident involves the physical structure of the system office, Facilities will be the first point of contact and after alerting the appropriate emergency services they will immediately advise the most senior systems officer on site at the time of the incident.

A confidential list of Home and Mobile telephone numbers pertaining to Team Members is shown in Section 3, of this Plan.

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 their 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 2nd Floor Conference Room, 265 South Foster Dr., Baton Rouge, LA

2) Baton Rouge Technical College, Acadian Pkwy, 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 accommodation 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;
- 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.
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

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Customer Notification

**KEY CUSTOMERS**

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