

# CONTINUITY OF OPERATIONS PLAN

Southwest Arkansas Education Cooperative  
2502 S. Main Street  
Hope, AR 71801

Last Approved by Board:  
November 2017

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# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

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## Plan Overview

This document is the Continuity of Operations Plan for the Southwest Arkansas Education Cooperative (SWAEC). The information present in this plan guides cooperative administration and staff in the recovery of necessary data and provides an organizational framework in the event that a disaster destroys all or part of the facilities and/or data.

The primary focus of this document is to provide a plan to respond to a disaster that destroys or severely cripples the cooperatives facilities and/or its computer network or computer systems. The intent is to restore operations as quickly as possible with the latest and most up-to-date data available.

Various threats, both natural and human, against the cooperative and its resources exist. The cooperative's IT Security Policy documents preventative measures the technology department has implemented and/or is implementing as precautions and the Technology Disaster Recovery Plan documents responses specifically to IT-related recovery. However, we need to take into account natural disasters and disasters out of our control to prevent. At a minimum, this document will detail the backup procedures, secondary locations, and emergency contact information.

Hard-copies of this continuity of operations plan are located in the cooperative's central office and the technology coordinator's office. The digital backup will reside with other necessary data in the storage of the off-site backup. Hope School District office will be the first place SWAEC would relocate. The second option would be to the Spring Hill district. Sites providing more distance to SWAEC would include Fouke, Texarkana, and Prescott School districts. Samples of Memorandums of Understanding (MOUs) are located in the appendix. Note: All MOUs are considered in perpetuity from the original date of authorized signatures.

### Agency-level criticality and sequence:

The most critical issue in regards to a disaster lies in the safety and well-being of SWAEC personnel. As that is assessed and handled, the next most critical issue becomes stability and soundness of the physical assets. These would be assessed at the building's external features followed by examination of internal structures. Once the facilities are deemed safe, priority turns to restoring telecommunication and network connectivity such that business can be conducted with as little interruption as possible. This also includes hardware assessment of both core and employee equipment. Each department coordinator is then responsible for the overall recovery of their area with the aid of available personnel.

### Plan-level criticality and sequence:

The Director ultimately decides which sections of this plan get implemented and to what extent. Once the agency-level assessments (as mentioned above) are started, the teams outlined within this document will perform their assigned tasks. Any questions that arise during the implementation of this plan shall be directed to the Director, Assistant Director or other appointed personnel, as determined by the Director. The sequence of execution of the plan shall be determined based on the nature and severity of the disaster which caused the execution of the plan.

### Plan Review and Revisions

This plan will be reviewed and revised as necessary, based on major and/or significant changes to operating policies and/or procedures. The plan's latest revision date appears in the upper right-hand corner of the document. This document shall serve as the most current version, regardless of the date indicated in the upper right hand corner.

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Employees by Critical Attribute

Revision Date 10/2017

<b>Attribute Description</b>	<b>Employee Name</b>
APSCN Financial System Trained	Elsie Roach, Gina Perkins
Cognos Business Reporting Tools Trained	Elsie Roach
ACOOOP Trained	David Henderson
Lives < 10 miles from main office	Phoebe Bailey, Gina Perkins, Monica Morris, Darlene Estes
MS Office Expertise	David Henderson, Phoebe Bailey, Gina Perkins, Monica Morris, Debbie Propps, Kelly Cornelius, Vikki Bearden, Valarie Harvel, Melanie Birthright, Monica Holston
Network Administrator	David Henderson
Notary Public	Gina Perkins
PC Troubleshooting Experience	David Henderson, Gina Perkins, Monica Holston
Registered Nurse	Edie Greenwood
eSchool	Elsie Roach, Eva Wood, Vikki Bearden
Access to Network Server	David Henderson, Phoebe Bailey, Monica Morris

## Cross Training Plan

Where possible, cross training takes place among SWAEC employees. This includes, but is not limited to:

- Server administration – More than one employee is able to access the server with administrative rights in the absence of the Network Administrator. Director, Teacher Center Coordinator and other key personnel have access to server-related information (admin password, etc).
- Bookkeeping/Records Management – More than one employee is trained in using the APSCN Financial system.
- Grounds and General Maintenance – More than one employee is trained in various aspects of grounds and maintenance. Examples include (but are not limited to): Breaker boxes, sprinkler system, fire system, elevator procedures.
- Teacher Center – Poster making, check-out procedures, etc.
- Event scheduling – Creating events in escWorks, adding/removing registrants, running reports, etc.
- Early Childhood – Child count, classroom teachers, paraprofessionals
- Professional Development – Technology training, literacy training, math training, Common Core, etc.

Additional cross training takes place throughout the year as needed and/or desired by various personnel involved. In some instances, training is done between personnel of differing backgrounds in order to ensure a continuity of pertinent operations in the event of a disaster or in the absence of personnel.

**Employee Contact & Emergency Contact Information**

Emergency Contact/Information Sheet						
Name	Address	City, State, Zip	Phone	Cell	Emergency Contact	Relationship
Amy Leslie	<div> <div>REDACTED FOR</div> <div>PRIVACY</div> </div>					
Billie Blakely						
Callie Gilbey						
Connie Echols						
Connie Thomason						
Danaka Thomas						
Daniel Collier						
Darlene Estes						
David Henderson						
Debbie Propps						
Diana Aguirre						
Donna Carozza						
Edie Greenwood						
Elsie Roach						
Eva Wood						
Gail McClenton						
Gina Perkins						
Hazel Smith						
Hope Sallade						
Jamie Williams						
Jaslyn Richardson						
Jeff Killingsworth						
Judith Hubbard						
Karen Harris						
Kelly Cornelius						
Lacheryl Smith						
Leslie Dixon						

Leslie Savell	<div>REDACTED FOR PRIVACY</div>
Letha Duke	
Lisa Black	
Lori Cree	
Lynn Foster	
Manuela Amaya	
Mary Berry	
Meanie Birthright	
Monica Holston	
Monica Morris	
Morgan Billings	
Phoebe Bailey	
Sandra Browning	
Shana Martin	
Sharon Henry	
Sharon Wickless	
Shashank Avari	
Socorro Henley	
Sue Terry	
Tanya Collins	
Taylor Jester	
Tephanie Johnson	
Teresia Craven	
Valarie Harvel	
Vanessa Sheburne	
Velvet Ogden	
Viki Bearden	

# **Continuity of Operations Plan**

## **Southwest Arkansas Education Cooperative**

### **Reporting Structures by Priority**

*Revision Date 10/2017*

#### **Top-Level Priority Contacts**

Phoebe Bailey, Director  
Monica Morris, Teacher Center Coordinator  
Eva Wood, Early Childhood Coordinator

#### **Secondary-Level Priority Contacts**

David Henderson, Technology Coordinator  
Lynn Foster, HIPPY Coordinator  
Darlene Estes, PD Clerk  
Vikki Bearden, Early Childhood Clerk  
Gina Perkins, Assistant Bookkeeper

#### **Third-Level Priority Contacts**

All remaining Cooperative employees (see list of employees above)



# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Team Function Detail and Priority Report

*Revision Date 10/2017*

#### Priority Level-One with Dependencies

##### *Administration Function*

Phoebe Bailey, Director

Monica Morris, Teacher Center Coordinator

Eva Wood, Early Childhood Coordinator

#### TASKS AND FUNCTIONS ASSIGNED TO THIS TEAM

1. Determine cause of disaster and contact insurance company.
2. Establish secure perimeter around all recovery site and alternate location.
3. Initiate the call list and Emergency notification system.
4. Notify alternative administration site.
5. Notify Vendors to stand by.
6. Notify local media.
7. Checklist of usable resources still available.
8. Notify vendors of resources needed in all affected areas of district.
9. Start setting up alternate location.
10. Move administration operations and available resources to alternate site.
11. Report to personnel on status of recovery effort.
12. Provide support in the cleanup of the administration area following the disaster.

#### Internal Dependencies Required:

- Personnel must be forthcoming in generating a list of usable resources.
- Status updates are dependent upon the Director or designee.

#### External Dependencies Required:

- Call list initiation and other notifications are dependent upon availability of telecommunication services.
- Alternate administrative site cannot be set up until that site makes appropriate accommodations.

## Priority Level-Two with Dependencies

### *Staff Functions*

Lynn Foster, HIPPY Coordinator

Darlene Estes, PD Clerk

Vikki Bearden, Early Childhood Clerk

## TASKS AND FUNCTIONS ASSIGNED TO THIS TEAM

1. Continue call list if specified.
2. Checklist of usable resources still available in designated area, i.e. class room.
3. Report to administration essential material needed to maintain a learning environment.
4. Help move still usable resources to alternate site.
5. Provide support in the cleanup of facilities area following the disaster.

### Internal Dependencies Required:

- Availability and accessibility of Priority Level-One personnel for reporting purposes.

### External Dependencies Required:

- Availability of equipment and vehicles for moving usable resources.
- Availability of supplies for providing cleanup.

## Priority Level-Three with Dependencies

### *Additional Staff Functions*

All other agency staff will serve as level-three priority personnel unless otherwise directed by the Director or designee.

All of team priority 3 will assist in cleanup and recovery as needed or complete assignments by team leaders/administration.

### Internal Dependencies Required:

- Communication from organization personnel
- Other Internal Dependencies will be determined by Priority Level-One personnel.

### External Dependencies Required:

- External Dependencies will be contingent upon specific tasks as duties as determined by Priority Level-One personnel.
- Availability of supplies for providing cleanup.

## Information Technology

### *IT Staff Functions*

David Henderson, Technology Coordinator

### TASKS AND FUNCTIONS ASSIGNED TO THIS TEAM

1. Initiate the call list if necessary.
2. Check network connectivity and electricity.
3. Power down and unplug ALL machines.
4. Notify Administration of extent of the damages.
5. Notify alternate IT site.
6. Contact DIS APSCN Team.
7. Notify Vendors to stand by.
8. Create a checklist of usable resources still available.
9. Notify vendors of resources needed.
10. Move IT operations and available resources to alternate site, if necessary
11. Start setting up alternate location, as necessary.
12. Report to Administration on status of recovery effort.
13. Coordinate media and press releases with the school's public information officer.
14. Provide support in the cleanup of the server room following the disaster.

#### Internal Dependencies Required:

- Accessibility of buildings in order to determine damage and connectivity.

#### External Dependencies Required:

- Stability and soundness of facilities may hinder accessibility to check equipment and connectivity.
- Availability of power and telecommunications for notifications.
- DIS APSCN support response time may determine connectivity timeframe.
- External IT site availability will be determined by the speed at which alternate accommodations can be provided and set up.

**Short Term and Long-Term restoration of Information technology interruptions:**

- Short-Term restoration includes, but is not limited to, the following:
  - Follow the steps enumerated above in “TASKS ASSIGNED TO THIS TEAM” for Information Technology
  - Evaluate equipment, connectivity, usage, etc of enterprise and end-user equipment, software, systems, etc.
  - As needed, replace, repair enterprise and end-user equipment, software, systems, etc.
- Long-Term restoration includes, but is not limited to, the following:
  - Follow the steps enumerated above in “TASKS ASSIGNED TO THIS TEAM” for Information Technology
  - As outlined below, ensure required enterprise equipment, software, systems, etc are functional within the scope and capabilities of the overall restoration process and procedure.
  - As enumerated above, maintain contact with organizational, local, and state representatives as to the progress and nature of Information Technology restoration.

**Business Continuity During Technology Outage/Restoration (BCP/Paper Procedures)**

- In the event of a technology outage, bookkeeping services will be moved to an alternate location in order to continue the issuance of checks, receipts, etc.

## Process Configuration Report

### ***Administration***

Process	Software Description	Equipment Description	Supply Description	Vital Records
<b>Bookkeeping Payroll</b>	APSCN	Table /Chair	Check Stock	Monthly Payroll Check list
		Computer with APSCN	Paper	Out-lines, tax, insurance, TR, Benefit and Deduction folders
		Printer		
		Phone		
A/P Checks	APSCN		Same as above	Purchase Orders
				Source Docs
	Cognos			Vendor List
Receipt Checks and Deposit	APSCN		Receipt Book	Revenue Folders
			Deposit Slips	APSCN Account List
Run Reports (Monthly or quarterly)	APSCN		Paper	Budget Book
				APSCN Print-out
Fixed Assets	APSCN		Paper	Fixed Asset Binder
	Cognos			APSCN Printouts
<b>Teacher Center Coordinator</b>	MS Office Suite	Desk/Chair	Paper	Employee Evaluations
		Printer	File Folders	Employee Records a. Inservice records b. Personnel
		Telephone	Office Supplies	

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Configuration Report

Revision Date 10/2017

### Cooperative Programs

Process	Software Description	Equipment Description	Supply Description	Vital Records
<b>Professional Development</b> Schedule Professional Development	MS Office Suite	Conference Tables	Paper Supply	PD Contracts
	Adobe	Chairs	DVDs/CDs	PD Invoices
		Podiums	Paper Supply	PD Records
		Desk	Laptop	
		Desk chair	printer	
		File Cabinets	Pens/pencils/ markers/ File folders	
		Copier/Color Copier	3-ring Binders	
		Document Camaras	Gray Boards/Paper	
		Projectors		
		Speakers		
<b>Teacher Center</b> Provide districts with materials and videos to help with instruction	MS Office Suite	Tables	Construction Paper	
		Poster Maker	Poster Board	
		Laminator	Binders	
		Ellison Dies/ Cutters	notebooks	
		Scissors	Pens/pencils/highlighters	
		Stapler	Post-it notes	
		3-hole punch	Paper clips	
		Book Binder	Flash drives	
		DVD copier	Dollies (two-wheelers)	
		Laptops		
<b>Early Childhood</b> Replace Due Process folders	MS Office	Printer	Paper	SEAS
	Adobe	Computers	Pens	APSCN
	Web-Access	Telephones	File Folders	
		Copiers		
		Fax Machine		
		Filing Cabinets		
Schedule Conferences with parents to obtain signatures	same as above	same as above	same as above	same as above
Schedule students	same as above	same as above	same as above	Teacher lists
				APSCN
<b>Workforce Education</b>	MS Office Suite	Desk/chair	Paper	Equipment Inventory

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Process Configuration Report

Revision Date 10/2017

#### Cooperative Programs

Process	Software Description	Equipment Description	Supply Description	Vital Records
Determine needs to provide services to SWAEC member schools				
		CPU	File Folders	Perkins Proposals
		Printer	Office Supplies	School Records a. Completers b. Placement
		Telephone		Technical Visit Reports
<b>Target Assessment</b> Scanning/Pre-slugging	MS Office Suite	Computer/Monitor		
		OpSCAN 6 Scanner	Boxes of Scan Sheets	List of member schools
	Web-Access	Laser Jet Printer		
<b>GT/CPEP</b> Determine needs to provide services to SWAEC member schools	MS Office	Desk/Chair	Paper	N/A
		Telephone	Pens	
		Internet	Office Supplies	
		E-mail		
<b>Distance Learning</b> Equipment (cameras, CIV system, codecs)		Codecs, cameras, etc		
<b>Math Department</b> Determine needs to provide services to SWAEC member schools	MS Office Suite	Computer	Paper	Calendar
		Document Camera	3-hole punch	
		Projector	Rolling Cart	
		Printer		
		Cell Phone		
			Markers/Chart paper	
<b>Literacy Department</b> Determine needs to provide services to SWAEC member schools	MS Office Suite	Laptops	Paper	Calendar
	Adobe	Projector	3-hole punch	Budgets
		Document Camera	3-ring binders	Participant Information
		Printer	CDs	
		Speakers	Books for trainings	
		Tables/Chairs	Training DVDs	
			Highlighters	
			Post-It Notes	
			Anchor Sets of trade books/Big Books	
			Pocket Charts/Sentence Strips	

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Configuration Report

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### Cooperative Programs

Process	Software Description	Equipment Description	Supply Description	Vital Records
			Gray Board/paper	
			Office supplies	
			Rolling cart	
<b>STEM Department</b> Determine needs to provide services to SWAEC member schools	MS Office Suite	Desk/chair	Paper	Teaching License
	Logger Lite	Book cases	Flask drive	Science Frameworks
	Logger Pro	Vernier probes and LabQuest	Office supplies	SWAEC schools/phone numbers
	Timer Tools	Computer	Calendar	Budget
	LabQuest Emulator	Printer	Backup Hard drive	Science Specialist Reports
		Cell phone	Multiple power cords	
		Document camera	AIMS Science Books	
		Digital projector	GEMS Science Books	
		Portable printer	Pedagogy and Coaching Materials/books	
			Fiction/Nonfiction texts	
			Resource Materials	
			Misc. Science Materials	
			Binders/SMART Accountability notebook	

## Process Configuration Report

### Information Technology

Process	Software Description	Equipment Description	Supply Description	Vital Records
E-mail	Cloud-based	N/A	Google Apps for Educ	Electronic Site Manual
Active Directory	MS Windows 2008R2	Server	Dell 710 (SWSC2008)	Electronic Site manual
Network		Gigabit Managed (L2) switch	HP Procurve	Electronic Site Manual
User Home Folders	MS Windows Server 2008R2	Server	SWSC2008	Electronic Site Manual
Swaecmoodle	Linux-based server	Dell 210 server	Swaecmoodle.k12.ar.us	Electronic Site Manual
DHCP/DNS	MS Server 2008R2	Dell 710 Server	Dell 710 (SWSC2008)	Electronic Site Manual
WAN x2		State-owned Cisco	100 MBPS from State	Electronic Site manual
Financial Records	eFinance (APSCN)	Cloud-based (DIS/APSCN)	APSCN/DIS	DIS/APSCN
Invoicing	QuickBooks Online	Cloud-based	Qbo.intuit.com	Electronic Site manual
Phone System	FortivoiceEnterprise	FVE100E		
Phones		Fortinet Phones	FON175,FON375,FON675	



# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

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### Process Supplies Summary

#### Administration

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
<b>Bookkeeping</b>									
Electricity						x			
Internet, Server, E-mail						X			
Table/chair	2					X			
Computer with APSCN	2					X			
Check Stock						X			
Paper						X			
Tax, Insurance, TR, Benefits & Deduction Folders						X			
Budget Book or APSCN Expenditure Budget Printout						X			
Cash Ledger or Board Report						X			
Wal Mart Credit Card (extra card in safe or off-site location)						X			
Receipt Book (from office or replacement)							x		
Revenue Folders or Printout from APSCN							X		
Deposit Book							X		
Binders and File Folders							X		
Bank Statement Binders							x		

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Supplies Summary

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### Cooperative Programs

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
<b>Professional Development/ Teacher Center</b>									
Electricity						x			
Computer	5						x		
Printer	5						x		
Color Printer									
Internet/Server							x		
Office Supplies							x		
Calculator	5						x		
PD Files						x			
Desk/Chair	5					x			
File Folders	500					x			
Receipt Book	1						x		
File Cabinets	8								x
Conference Tables	75								x
Conference Chairs	300								x
Podiums	5								x
Gray Boards	10								x
Document Cameras	5								x
Projectors	6								x
DVDs/CDs									x
Paper Supply									x
3-ring Binders									x
Chart Paper	10								x
Copy Machine	5								x
Color Copy Machine									x
Poster Maker									x
Laminator									x
Ellison Dies/ Cutters									x
Laptops	20 for trainings								x
3-hole punch (heavy duty)									x
DVD copier									x
Book Binder/materials									x
Speakers	2 sets for travel								x
Construction Paper									x
Poster Board									x
Scissors									x
Stapler									x

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Supplies Summary

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### Cooperative Programs

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
Pens/pencils/highlighters									x
Post-it notes									x
Flash drives	20								x
Dollies (two-wheelers)	4								x
<b>Early Childhood</b>									
Telephone						x			
Electricity						x			
Internet						x			
Computers						x			
Copy Machine						x			
Printer						x			
Office Supplies						x			
Office Furniture						x			
Materials							x		
Books							x		
Games							x		
Glue							x		
Scissors							x		
Markers							x		
Binders							x		
Folders							x		
Construction Paper							x		
Bags/totes							x		
Filing Cabinets							x		
Trash Cans							x		
Label maker							x		
Modem							x		
Fax Machine							x		
Tests								x	
Testing forms								x	
Screening kits								x	
Audiometers								x	
Vision Kits								x	
<b>Target Assessment</b>									
Computer	1					x			
Opscan 6 Scanner	1					x			
Scan Sheets	10 boxes					x			
Laser Jet Printer	1					x			

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Supplies Summary

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### Cooperative Programs

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
<b>GT/CPEP/Distance Learning</b>									
Desk	1					x			
Desk Chair	1					x			
Telephone	1								
Computer	1								
Internet									
E-mail									
Printer	1								
Distance Learning Equipment (cameras, CIV system, codec)	2 rooms, 2 portable								
<b>Math Department</b>									
Computer						x			
Document Camera						x			
Projector						x			
Printer						x			
CMP-2 (6 <sup>th</sup> , 7 <sup>th</sup> , and 8 <sup>th</sup> grade materials)						x			
Growing with Mathematics (PreK through 5th grade)						x			
Pattern Blocks						x			
Base Ten Blocks						x			
Lesson Plan Books						x			
TI-73 Calculators						x			
TI-15 Calculators						x			
TI-10 Calculators						x			
Children's Trade books	10 to 15							x	
<b>Literacy Department</b>						x			
Laptop	3					x			
Printer	3					x			
Portable Printer	1								
3-hole punch						x			
Tab Dividers						x			
3-Ring Binders						x			
Basic Office furniture (Desk, book case, etc.)	3					x			
Basic Office Supplies (stapler, file folders, etc.)						x			
Paper						x			
3" Binders	2 doz					x			
CDs						x			

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Supplies Summary

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### Cooperative Programs

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
Internet						x			
Cell Phone	3					x			
Levelized testing packet						x			
Slossen Word Test						x			
Rolling Cart	2					x			
Core Texts						x			
Gray Board	3						x		
Chart Paper	6						x		
Rolling Cart	3						x		
Markers	3 doz						x		
Document Camera	3						x		
Training Text Books for ELLA/ELF							x		
Anchor Trade/Big Books							x		
Training DVDs for ELLA/ELF							x		
Leveled Books for students							x		
Office Supplies							x		
Journals							x		
Professional Texts								x	
Projector	3								
External Speakers									
Conference Tables	6								
Chairs	24								
Highlighters									
Post-It Notes									
Pocket Charts/Sentence Strips									x
Trade Books for Model Teaches									x
Flip Camera									x
<b>Science Department</b>									
Computer	1								
Printer	1								
Cell Phone	1								
Calendar	1								
Desk	1					X			
Chair	1					X			
Paper						X			
Officie Supplies						X			

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Process Supplies Summary

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#### Cooperative Programs

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
Computer bag	1					X			
SWAEC list of Schools with numbers						X			
Science Frameworks						X			
Science Specialist/phone numbers						x			
Flash Drive	1						X		
Portable Hard Drive	1						X		
Document Camera	1						X		
Projector	1						X		
Portable Printer	1						X		
Power Cords	6						X		
3 ring binders	1 doz								
Smart Accountability Notebook								X	
AIMS Science Books								X	
GEMS Science Books								X	
Pedagogy/Coaching Materials								x	
Desk	1								X
Chair	1								X
Fiction/Nonfiction texts									X
Resource Materials/Text books									x
<b>School Psychology/Behavior Department</b>									
Computer	1					X			
Printer	1					X			

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Supplies Summary

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### Information Technology

Supplies	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
Router	1					X			
10/100 MB Switch	1					X			
CATS Cable	1					X			
Punch down tool, crimpers, R145 ends, etc.	1					X			
Telephone Service	1					X			
Telephone Equipment	1					X			
Wireless Access Point	1					X			
Fax Machine	1					X			
Copier	1					X			
Laser Printer Mono	1					X			
Laser Printer Color	1					X			
SonicWall	1					X			
Spam Filter	1					X			

### Process Software Summary

#### Administration

Software	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
<b>Bookkeeping</b>						X			
MS Office Suite						X			
Adobe						X			
APSCN						X			
COGNOS						X			
APSCN						X			

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative Process Software Summary

Revision Date 10/2017

### Cooperative Programs

Software	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
<b>Professional Development/ Teacher Center</b>									
MS Office Suite						X			
Adobe						X			
<b>Early Childhood Department</b>									
APSCN						X			
<b>Math/Literacy/Science Departments</b>									
MS Office Suite						X			
Science Department									
Logger Lite									X
Logger Pro									X
LabQuest Emulator									X
<b>Target Assessment Department</b>									
MS Office Suite						X			
Adobe						X			
<b>School Psychology/ Behavior Department</b>									
Behavior Scoring Software						X			

### Process Software Summary

#### Information Technology

Software	Quantity Required	Day 1	Day2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
MS Office Suite						X			
MS Windows 2008R2 Server	1					X			



# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Process Software Summary

Revision Date 10/2017

#### Cooperative Programs

Software	Quantity Required	Day 1	Day 2	Day 3	Day 4	Day 5	Wk2	Wk3	Wk4
<b>Professional Development/ Teacher Center</b>									
MS Office Suite						X			
Adobe						X			

#### Process Vital Records

##### Administration

Record	Location	Archived	Back Up	Media Type
<b>Bookkeeping</b>				
Monthly Payroll Check list	APSCN Server/File Cabinet	Daily	Daily	N/A
Out-lines, tax, insurance, TR, Benefit and Deduction folders	APSCN Server/File Cabinet	Daily	Daily	N/A
Purchase Orders	APSCN Server/File Cabinet	Bi-monthly	Bi-monthly	Paper
Source Docs	APSCN Server/File Cabinet			
Vendor List	APSCN Server/File Cabinet	Daily	Daily	N/A
Revenue Folders	APSCN Server/File Cabinet			
APSCN Account List	APSCN Server/File Cabinet	Daily	Daily	N/A
Budget Book	File Cabinet			
APSCN Print-out	File Cabinet			
Fixed Asset Binder	File Cabinet	Yearly	Yearly	N/A
APSCN Printouts	APSCN Server/File Cabinet			
<b>Director</b>				
Employee Evaluations	File Cabinet			
Employee Records a. Inservice records b. Personnel	File Cabinet	Inservice records--ESCworks		

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Process Vital Records

Revision Date 10/2017

#### Cooperative Programs

Record	Location	Archived	Back Up	Media Type
<b>Professional Development</b>				
PD Contracts	Administrative Assistant's office	SWAEC server/Google Drive	Daily	MS Office
PD Invoices	Teacher Center Coordinator's file cabinet			
PD Records	ESCworks	ESCworks	Daily	
Online Professional Development Calendar	Web-based, N/A	WebOffice4Schools, escWorks		N/A
<b>Teacher Center</b>	Server Room	Daily	SWAEC Server	
<b>Early Childhood</b>				
SEAS	Web-based, N/A			
APSCN	Web-based/N/A			
<b>Workforce Education</b>	Web-based/N/A			
Teacher lists				
APSCN	Paper Copy in WE office			
Equipment Inventory	Web-based/N/A			
Perkins Proposals	Individual School Server			
School Records a. Completers b. Placement	Web-based			
Technical Visit Reports	Paper Copy in WE office			
<b>Target Assessment</b>	Dept of WE/Paper Copy in WE office			
List of member schools	<a href="http://www.swaec.org">www.swaec.org</a>			
<b>Math/ Literacy/ Science Departments</b>	Target Assessment Computer			
Calendar				
Budgets	Web-based			
Teaching License	Bookkeeping/TCC/computers	APSCN/File Cabinets		
Frameworks	Asst. Bookkeeping office/ADE Licensure	File Cabinet		
SWAEC schools/phone numbers	Web-based			
Specialist Reports	Receptionist			
	Web-based			

**REDACTED FOR  
PRIVACY**

## Location List

### *Main Offices*

2502 S. Main Street, Hope, AR 71801 (870)777-3076

### *Early Childhood Program locations*

Clinton Primary School, Hope, AR

Lewisville Elementary School, Lewisville, AR

Prescott Elementary School, Prescott, AR

Washington Charter Elementary School, Texarkana, AR

Fouke School District, Fouke, AR

## Alternate Location List

### Close alternate locations:

- Hope Public Schools <= 5 miles
- Spring Hill Public Schools <= 10 miles
- Prescott, Nevada, Blevins Public Schools <= 20 miles

### Distant alternate locations:

- Genoa Central Public Schools >= 40 miles
- Fouke, Lafayette County, Texarkana Public Schools >= 30 miles

Access to alternate locations shall be provided by the hosting site as available and/or appropriate. This may include, but is not limited to:

- Office space, network resources, portable buildings, classroom space
- Offsite storage may consist of storage buildings, portable storage containers, safety deposit boxes, etc

## IT Processing Site(s)

- Hope Public Schools Administration Building, 117 East Second Street, Hope, AR 71801
  - Contact: Bobby Hart, Superintendent or Jeff Madlock, Technology Coordinator
- Prescott Public Schools Administration Building, 762 Martin Street, Prescott, AR 71857
  - Contact: Robert Poole, Superintendent, or Edgar Blom, Technology Coordinator

### **Supplies for All Processes (except Information Technology)**

- Cleaning Supplies
- Brooms
- Mops
- Dust pans
- Paper Products
- Bathroom Supplies
- Trash Bags
- Trash Cans
- Safety signs
- Cordless Drill
- Drill bits
- Basic Hand Tools
- First Aid Kit/Supplies
- Coffee Pot
- Standard Office Supplies including stapler, staples, paper clips, pens, pencils, paper, post its, tape dispenser, tape, white-out, calendars, rubber banks, acco clips, CDs, highlighters, markers, sharpies,
- Hand sanitizer
- Sanitizing wipes
- Thumb Drives
- Serving Utensils
- Cleaning rags
- Fire extinguisher

### Supplies for Information Technology Processes

- Standard Office Supplies (See list for all processes.)
- Computer repair kit
- DVDs
- Toner
- Ink Cartridges
- Toner Cartridges for printers
- Patch cables
- Extra computer parts
- Switches
- USB Cables
- Fishing tapes

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

*Revision Date 10/2017*

### Media Statements

The Director is responsible for media contact. If in the event the director is not available, the Assistant Director/Teacher Center Coordinator will provide media statements.

#### ***Sample Statement 1:***

At this time, Southwest Arkansas Education Service Cooperative is not releasing any information concerning the incident today. A formal press statement will be held at a later time.

#### ***Sample Statement 2:***

The Southwest Arkansas Education Service Cooperative experienced a (fire, flood, tornado) today. We know the following information:

Facilities damaged:

Staff involved:

Injuries:

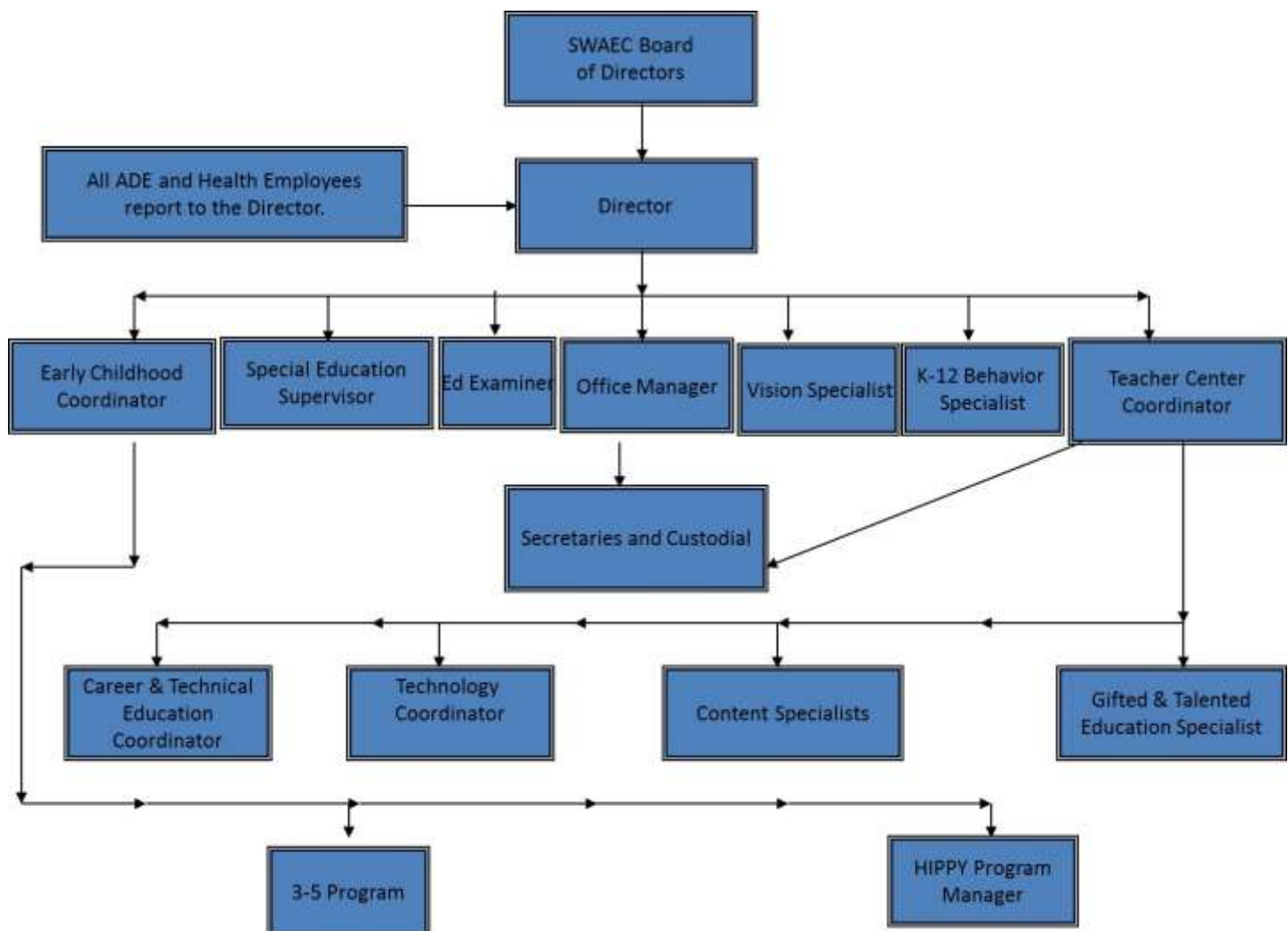
Deaths:

#### ***Sample Statement 3:***

Southwest Arkansas Education Cooperative will be closed until further notice. We will release more information as it becomes available.

## Order of Succession

Phoebe Bailey, Director  
Current Board President (Becky Kessler, Texarkana Public Schools)  
Monica Morris, Teacher Center Coordinator  
Eva Wood, Early Childhood Coordinator  
Elsie Roach, Business Manager





# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

Revision Date 10/2017

### Emergency Action Plan

In the event of emergency, employees will be alerted by:

#### **Verbal announcement:**

Description of the Verbal Announcement for a **TERRORIST** Incident or Hazardous Material Incident:

“A (type of incident) has occurred in the area. The agent can be harmful if it becomes in contact by ingestion, inhalation, or absorption by humans. Please stay away from open windows and remain in the building. Please use shelter-in-place procedures”

Description of the Verbal Announcement for a **FIRE** is similar to:

“There is a problem in the building. Everyone vacate the building.”

Description of the Verbal Announcement for a **TORNADO**:

“A tornado warning has been issued for Hempstead County. All employees proceed to the first floor of the building and report to the Mail Room, Restrooms, or central hallway. Please wait for further instructions.”

Description of the Verbal Announcement for an **EARTHQUAKE**:

“In the event of an **EARTHQUAKE**, all employees are to remain in the building and get under their desks away from potential falling hazards such as bookshelves and/or machinery. Then, evacuate the building in a safe manner.”

Personnel must monitor television or radio broadcasts if available. Two cordless radios, including NOAA Weather radios are available and on the premises.

The following employees are to perform rescue or medical duties during an emergency:

Any employee who has knowledge of first-aid is authorized to assist hurt or injured employees. Phoebe and Monica will make sure all employees and visitors in need of assistance have been helped. If there is anyone who cannot be evacuated, Phoebe will be responsible for notifying emergency responders of the location of the person.

After an emergency, employees are to gather in the following location(s):

- Terrorist or hazmat incidents involving biological, chemical, or radiological agents, personnel will meet in the center aisle of the building.
- Tornado, earthquake and/or fire, personnel are to meet in the front parking lot of the Cooperative.

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

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After an emergency evacuation, the procedure for accounting for all employees is:

Each Coordinator responsible for personnel is to conduct a roll of the employees in their department. Each coordinator reports to Phoebe. The names and possible location of the missing employees will be given to the fire or police departments by the coordinators or his representative.

Employees are not allowed to leave the area or go home until accountability measures have been completed.

### **Documentation**

- Without access to the appropriate procedures, documents, vendor lists, and approval processes, the recovery process could be hampered by delays. The Cooperative's technology plan is a documentation of the districts networks, equipments and IT processes.

### **UPS**

- The Cooperative will install Uninterruptible Power Supply (UPS) on each major server. In addition a few key workstations will be equipped with UPS, they include the bookkeeper and the tech coordinator's management workstations.

### **Thunderstorms**

- During business hours, if a severe thunderstorm warning is issued for Hempstead County; all personnel will be responsible for turning off their computers and printers and unplugging them until the storm has passed. The technology department will determine if the warning warrants unplugging the servers, switches or routers.
- If the weather forecasters are forecasting a high probability of severe thunderstorms overnight, all personnel will be responsible for turning off their computers and printers and unplugging them.

### **Faculty/Staff Data**

- All personnel are responsible for their own data. Users are recommended to back up any data they wish to keep to their home directories and to an external source such as cd or flash drive. The Cooperative makes no guarantees about personal data backup however the technology department will make a backup of the home directories on a weekly basis.

### **Backup Policy and Procedures**

- A backup is a duplicate of data that is stored on the file server(s), external hard drives, network attached storage device, and/or workstation(s). The purpose of a backup is to be able to retrieve any information that might have been lost or destroyed for whatever reason (virus, hard drive crash, natural disaster, etc).
- Full backups of the Network Servers are performed weekly.
  - Weekly Backups are kept on an external hard drive.
  - A weekly backup is to be kept offsite at a member district, specifically, Prescott Schools Data Center.
  - No financial data is stored onsite.
  - The technology department will monitor the backup procedures and modify if necessary.

***Disaster Recovery Procedures***

Office Personnel

- Should a disaster incapacitate a single office within the Cooperative, administrative personnel would be relocated to a different area within the Co-op. If all Cooperative offices are destroyed, physical space is available at the Hope School District.

Sensitive Data

- Financial, personnel, and other relevant data are housed on APSCN servers hosted in Little Rock. This data could be accessed through an alternate site such as the Hope School District or another neighboring school district. The Cooperative does not have rights nor the capability to backup APSCN data. That is handled in Little Rock.

IT Department Staff

- If a disaster destroys the network, the IT department will immediately begin to secure a server, router, media converters, and switches in order to recreate the network as quick as possible. If minimal rewiring is required the IT department will handle the wiring. If extensive rewiring is needed, a local contractor will be contacted to perform the cabling. The server OS will be installed and the IT department will restore data using the backup data.

**Highest Priority**—Network backbone (firewall, switches, wiring components, main servers)

**Medium Priority**—Web server, network printing, desktop computer of critical personnel.

**Low Priority**—Instructional computer labs, desktop computers and individual peripherals

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

Revision Date 10/2017

### Technology Department Contact Information

David Henderson, Technology Coordinator

Home

Cell

REDACTED FOR PRIVACY

If a technology disaster occurs, the technology department will contact the Director of the Cooperative.

### Administrative Contact Information

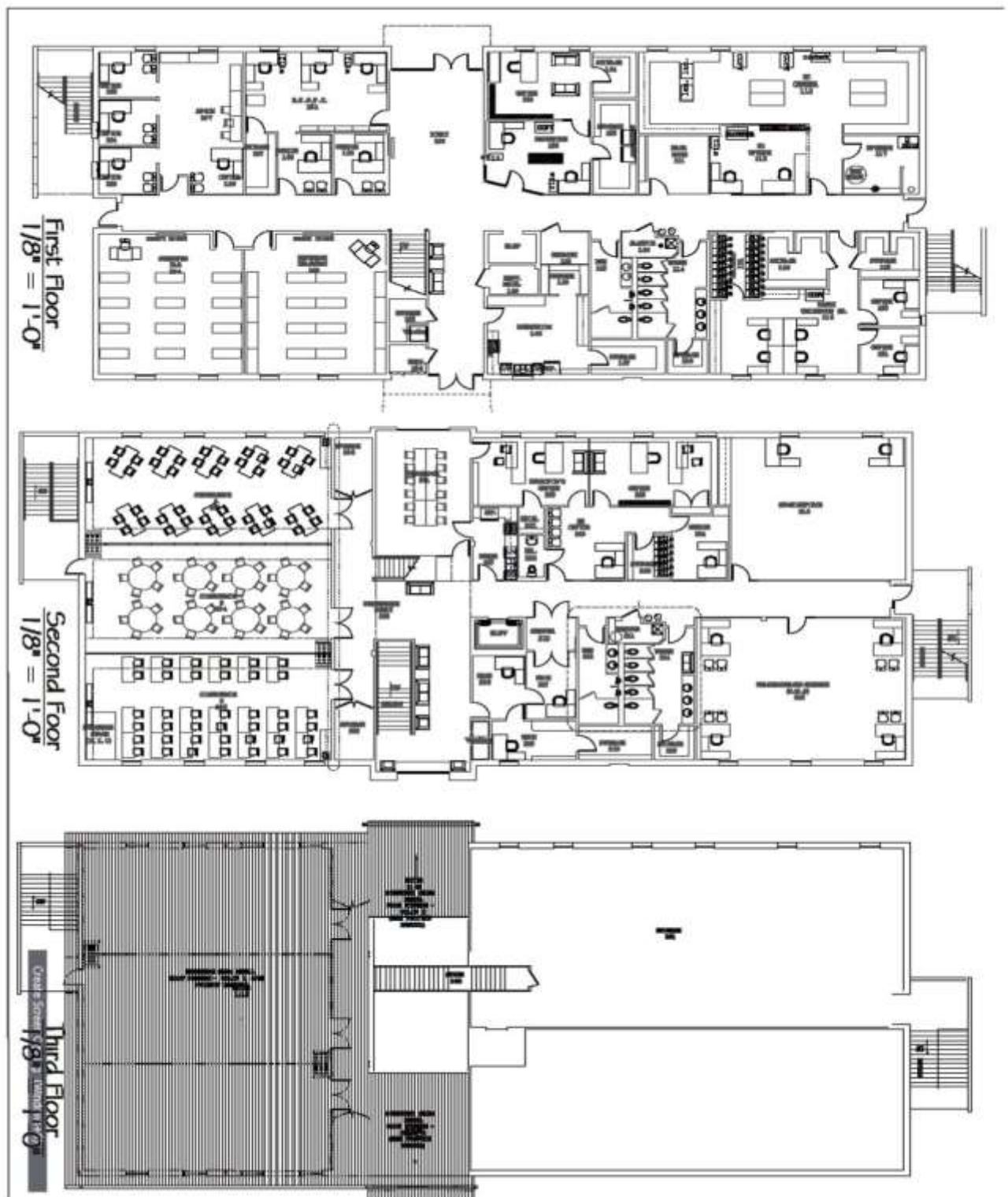
Name	Location	Cell Number	Home Number	Title
Phoebe Bailey	Central Office	REDACTED FOR PRIVACY		Director
Monica Morris	Central Office			Teacher Center Coordinator
Elsie Roach	Central Office			Bookkeeper
Gina Perkins	Central Office			Asst. Bookkeeper

# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

### Building Diagram

Revision Date 10/2017



# **Continuity of Operations Plan**

## **Southwest Arkansas Education Cooperative**

### **Procedure Documentation**

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Procedure documentation for APSCN can be found at <http://www.apscn.org/> or by calling 1-800-435-7969.

Weekly, Monthly, and Annual backups are performed using removable media. The Weekly and Monthly backups are overwritten at the end of each specified period (that is, Week 1 media is overwritten in Week 1 of the following month, Week 2 media is overwritten in Week 2, etc, while each month media is overwritten at the end of each subsequent month). Annual media is not overwritten.

Media is stored at the Prescott School District data center, located at 762 Martin Street, Prescott, AR 71857.

### **Devolution Plan**

Devolution planning addresses how SWAEC will operate following a disaster in which operations from the main location are no longer possible. Devolution allows SWAEC to transfer its essential responsibilities to personnel at a different office or location that offers a safe and secure environment.

The devolution sites for SWAEC include member school districts with which the Cooperative has signed Memorandums of Understanding (MOU). Following is a list of functions and tasks facilitating devolution, should the need arise:

**Essential Functions** - Identify only the most essential functions to transfer to devolution site to encourage immediate, seamless transition. Priority Level-One staff handles this.

**Determine Devolution Site** - Identify devolution site(s) with resources to carry out essential functions. MOU's are signed and are available at the Cooperative as well as at the devolution site(s).

**Critical Resources** - List the minimum necessary resources (people, equipment, and materials) to perform essential functions at the devolution site.

**Critical Personnel Resources** - Develop a roster identifying fully equipped and trained personnel at designated devolution site who have the authority to perform essential functions when the devolution option is activated.

**Process and Procedures** - Identify the likely triggers that would initiate or activate the devolution option.

**Process and Procedures** - Specify how and when direction and control of agency operations will be transferred to the devolution site.

**Process and Procedures** - Establish reliable processes and procedures to acquire resources necessary to continue essential functions and sustain operations for extended periods.

### **Reconstitution Plan**

As operations, cleanup, and the replacement of damaged resources fill any voids left in the wake of the disaster, SWAEC will resume normal operations. When physically ready and as communications allow, SWAEC will cease operations at any and all alternate locations in order to return to the primary location. Staff will assist in the return of functioning resources to the main location as directed by the Director or designee.

## **Continuity of Operations Plan**

### **Southwest Arkansas Education Cooperative**

*Revision Date 10/2017*

Upon full return to the main facilities, the Director (or designee) will debrief the staff regarding the status of any outstanding commitments left to address. The Director may also take that time to address exemplary achievements and/or areas of improvement and concern realized during the recovery process.

## **Pandemic Outbreak Plan**

In the event of a pandemic outbreak, Southwest Arkansas Education Cooperative will follow all guidelines, directives, and procedures as offered and/or authorized by local, state, and national health officials and organizations.

## **ATTACHMENT 01**

### **Employee Phone Tree/Call List**

SWAEC uses Remind101 to notify employees. SWAEC also uses Facebook, Channel 3 out of Shreveport, and local radio stations to notify personnel and community of office closures, emergencies, and/or disaster situations.

**Continuity of Operations Plan**  
**Southwest Arkansas Education Cooperative**  
**ATTACHMENT 02**

Revision Date 10/2017

**Sample Memorandums of Understanding**

**MEMORANDUM OF UNDERSTANDING  
BETWEEN**

Fouke AR School District (The District)

**AND**

Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

**1. PURPOSE**

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

**2. PRINCIPALS OF COOPERATION**

- a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.
- b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.
- c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.
- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

**3. DISTRICT POINTS OF CONTACT**

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Forrest Mulkey, Superintendent	870-653-4311

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

**5. SIGNATURES**

  
\_\_\_\_\_  
Superintendent

11-12-14  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
SWAEC Director

11-12-14  
\_\_\_\_\_  
Date



# Continuity of Operations Plan

## Southwest Arkansas Education Cooperative

Revision Date 10/2017

### MEMORANDUM OF UNDERSTANDING BETWEEN

Prescott AR School District (The District)

AND

Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

#### 1. PURPOSE

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- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

#### 3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Robert Poole, Superintendent	870-887-3016

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

#### 5. SIGNATURES

Robert Poole  
Superintendent

11-12-14  
Date

Phoebe Bailey  
SWAEC Director

11-17-14  
Date

## **Plan Testing for 2017 Calendar Year**

Summer 2017 (July-August) – SWAEC replaced all existing core networking equipment. This required the entire network to be taken offline as old equipment was removed and new equipment put into place. Communication between the IT Department and other staff proved vital in determining needs and success/failure of connectivity restoration once new equipment was put into place.

Summer 2017 (July-August) – SWAEC relocated all network connections to the 2<sup>nd</sup> floor of the main office. This involved disconnecting every connection on the first floor and running the cables (still attached to punch down blocks) through service ports between the first and second floors. Afterward, blocks were reattached to rack equipment. Lines were run to connect the relocated equipment to new core switching. Tests were conducted and all equipment verified connectivity.

## **INFORMATION TECHNOLOGY RESTORATION PROCEDURES**

SWAEC Information Technology restoration addresses multiple facets: Servers, end-users, and networking equipment.

**END-USERS:** End users are responsible for backing up their own data. IT advises that users back up the data to cloud-based storage available to the organization at no cost. Certain personnel are also testing client-based cloud backup services through a company called “Backblaze,” in which desktop data is securely backed up to a cloud storage system. Users are able to restore their own machines and/or specific data from their machines. SWAEC makes no promises nor guarantees to data backups for end-users.

**NETWORKING EQUIPMENT:** For the purposes of this document, this refers to switches, cabling, routers, etc. Routers are provided by state and/or private telcos (in 2016, AT&T). Those entities own the equipment. Restoration of that equipment would be handled by the appropriate owner. DIS helpdesk: 1-800-435-7989; AT&T Customer Service: 1-888-613-6330. Internal switches are currently SMC Layer 2, though no VLAN configurations are being used. A list of IP addresses is available on local servers and stored in cloud storage that is shared with the Director and Teacher Center Coordinator. In the event of needed replacement, four (4) 24-port switches are needed for the first floor and eight (8) 24-port switches are needed for the second floor. The telephone system is an NEC IPK-II with Voicemail Flash Card.

**SERVERS:** SWAEC houses two (2) Moodle servers with very limited use and backups are performed quarterly. As the information on those servers is NOT critical, the backups are stored on the Technology Coordinator’s local machine (which in turn is backed up with Backblaze). SWAEC has an Ocularis video camera system on site. Any repairs/restoration to that unit should be directed to: GenesisDatacom (501-833-0300). The primary domain controller (SWSC2008) is backed up to local removable disc. The drive is swapped out weekly and stored offsite (currently there is an agreement with Blevins School District). The backup is handled through the built-in server backup utility that comes with Windows 2008R2. Restoration is performed by the following:

- Acquire parts necessary to restore hardware. This may include hard drives, memory, etc or may require the entire server be replaced. Specs for the server: Dell R710, 24GB RAM, four (4) 1TB drives in RAID-5, Optical drive.
- Install Windows Server 2008R2
- Obtain the backup drive from offsite location
- Use built-in restoration software to restore data
- Manually repair data as needed – Note, backups are NOT bare metal backups!
  - Usernames use one of two conventions as of 2016:
    - Firstinitiallastname (ex: dhenderson)
    - Firstname.lastname (ex: david.henderson)
  - Emails use: [firstname.lastname@swaec.org](mailto:firstname.lastname@swaec.org) (Ex: [david.henderson@swaec.org](mailto:david.henderson@swaec.org))
  - SWAEC is a G-Suite for Education environment