EDUCATION – PRIORITY 1

Taylor County School District

INFORMATION TECHNOLOGY DISASTER RECOVERY PLAN

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PLANNING FOR DISASTERS

INTRODUCTION

The purpose of this plan is to outline the district's disaster recovery preparation procedures, guide the efforts of the Disaster Recovery Committee, and highlight the responsibilities of district staff who would be involved in restoring the operations of critical information technology systems in the wake of a disaster in our district. Where applicable, coordination of responsibilities among district staff is also outlined. As noted below, the extent of damage to district facilities will often determine who is responsible for restoring services to our technology systems.

CRITICAL FUNCTIONS

Critical functions include the ability to pay vendors and employees and to work with student records. Therefore, the critical systems that have been identified are TERMS (Finance and Human Resources) and the Student Information System, both of which have been determined by the District to be equally critical. The programmers for these systems are located in the Panhandle Area Educational Consortium (PAEC) facilities in Chipley, Florida. The software and data for the systems are hosted at the Northwest Regional Data Center (NWRDC) for TERMS and at FOCUS data centers for the SIS.

By conscious design, the district does not host critical systems in-house. Building and maintaining facilities to provide the level of robustness and redundancy required to withstand a disaster is expensive, and the district has determined that it is more cost-effective to outsource that work to entities that specialize in it. Thus, all critical systems are hosted by third parties and can be accessed via the Internet from any location. This greatly decreases the risk of critical systems going down due to a disaster, and allows the district to reach those systems even if the district's local network is inoperable. Because of this design, local firewalls, routers, and servers are not considered to be critical devices.

NWRDC

NWRDC's data center is located in Tallahassee, Florida and is designed to withstand a variety of potentially disastrous events including strong hurricanes and extended local power outages.

NWRDC's disaster recovery plan has been read by the district, and is to be considered a supplement to the district's plan. The network manager maintains a current copy of the NWRDC disaster recovery plan and integrates it with the district's plan. NWRDC tests its plan annually, using a backup site located in New York that would be used in the event of an extended outage at the Tallahassee facility. The district's MIS coordinator and finance director coordinate their respective departments' participation in these tests, ensuring that all requisite data and services are available from the backup site.

ALTERNATE FACILITIES

The district maintains a disaster recovery cooperative agreement with PAEC and multiple other geographically dispersed districts. All entities within the agreement have offered to provide facilities, equipment, and network connectivity to peers whose sites have had their critical information technology operations interrupted by a disaster. Additionally, the district's Finance Department maintains agreements with other school districts to provide for the printing of accounts payable and payroll checks should circumstances requires it.

BACKUP INTERNET CONNECTIVITY

Internet connectivity is required in order to access critical systems hosted by third parties. Because of this, it's imperative that alternate methods of connectivity be maintained.

Each department maintains at least one laptop and cellular Internet access device that may be used to gain access to IT critical systems in the event of an interruption of the district's Internet connectivity. This allows key district employees to access the Internet from any location that has a cellular signal, which serves both to increase productivity by allowing employees to work remotely and to remove reliance on the local network for accessing critical systems.

PLAN MAINTENANCE

This plan is reviewed and tested annually by the MIS coordinator and finance director, and updated as needed. Testing will be coordinated an integrated with PAEC's and NWRDC's annual testing, and the results will be documented and provided to the superintendent.

The most recent version of the plan will be made available online on the district's website, and printed copies of the plan and phone contact list will be maintained onsite by the MIS department and offsite by all members of the Disaster Recovery Committee. When the plan is updated, the network manager will post the revised version online and distribute printed copies to committee members.

RESPONDING TO DISASTERS

PLAN ACTIVATION

Activation of the plan may be declared by the superintendent, the MIS coordinator, or the disaster recovery coordinator. In the event that none of them is available to activate the plan, the network manager may do so.

The plan will be activated if the people authorized above determine that a disaster has rendered critical systems or the district's network inoperable.

COMMUNICATION

The person activating the plan will contact the disaster recovery coordinator, who will be responsible for contacting all members of the Disaster Recovery Committee. Committee members will then contact their direct reports as necessary to implement the plan.

DISASTERS AFFECTING NWRDC

In the event of a disaster impacting NWRDC's facilities, the NWRDC Coordinator will contact PAEC as documented in NWRDC's disaster recovery plan. PAEC will then contact the district MIS coordinator or network manager by phone and e-mail to notify the district of disaster recovery procedures. PAEC maintains e-mail addresses as well as landline and cell numbers for the MIS coordinator and network manager. The MIS coordinator will notify PAEC if that contact information changes.

In the extremely unlikely event of an outage of both NWRDC's Florida and New York facilities, the district would coordinate with PAEC and NWRDC to restore data to an alternate site. NWRDC maintains copies of backups at a facility in Georgia that could be retrieved for restoration at the alternate site.

In the event of a disaster impacting the district, the Disaster Recovery Committee will convene as quickly as is safely possible to determine an appropriate plan of action, including establishing a timeline for restoring affected information systems. The committee is comprised of the superintendent of schools, the facilities coordinator, the director of finance, the director of personnel, the director of support services, the MIS coordinator, and the network manager. The facilities coordinator is designated as the disaster recovery coordinator, and will be responsible for contacting committee members and setting the date and location of the initial and subsequent meetings.

The following personnel have been designated as replacements for key members of the committee should they be unable to participate:

Primary Position	Backup Position
Superintendent of Schools	Administrative Assistant to the Superintendent
Director of Personnel	Administrative Assistant to the Superintendent
Director of Finance	Administrative Assistant to the Director of Finance
Facilities Coordinator	Director of Finance
MIS Coordinator	Network Manager

Network Manager	MIS Coordinator

The disaster recovery coordinator will contact backup personnel if primary personnel are unable to participate.

Contact information for committee members can be found in the attached contact list, which is maintained by the Facilities Coordinator and updated and distributed as personnel changes occur.

If the Administrative Office Complex (AOC) is damaged to the extent that it becomes unusable for an extended period, the facilities coordinator will have the responsibility of securing temporary alternative office sites for vital student record, finance, and personnel employees.

Available office space in other district facilities will be considered, along with the rental of portable facilities. If portables are used, the MIS coordinator is assigned to procure outside contractors to provide telecommunication connectivity to such facilities and any necessary upgrading of internal wiring of the rented portables. The facilities coordinator, the MIS coordinator, and the network manager will jointly inspect the damaged facilities to determine the appropriate plan of action. The facilities coordinator will be responsible for communicating with the local power provider and assessing the impact of any interruption of power to our facility to the overall recovery efforts.

If damage to the AOC is significant but immediately repairable, the facilities coordinator will be responsible for procuring on an emergency basis the necessary contractual services to provide the construction repair work to allow occupancy of such offices. Minor repair needs would be the responsibility of the facilities coordinator and district maintenance staff.

The network manager will be responsible for any connectivity issues with the district's internet access. The network manager will also be responsible for any internal connection problems that are of a minor nature.

If major damage occurs to internal connections, the facilities coordinator will be responsible for procuring outside contractors for repair or installation of a replacement system. The facilities coordinator and the network manager will jointly inspect the condition of the district's communication systems to determine the appropriate plan of action.

Repair or restoration of service at the PC level will be the responsibility of the district computer technicians.

If the district's facilities are significantly damaged or power and Internet service is disrupted for an extended period, the district will partner with another member of the disaster recovery cooperative agreement to obtain office space and connectivity. The facilities coordinator will contact those districts to make arrangements.

The director of finance and the MIS coordinator will be responsible for contacting the Gateway Consortium at PAEC and coordinating any recovery efforts required with the TERMS system. If necessary (e.g., due to damage to the district's equipment or an extended lack of Internet access), the director of finance will be responsible for inquiring with surrounding districts for possible alternative site usage as agreed to under the Disaster Recovery Cooperative Agreement. The director of finance or designated finance staff will procure replacement check stock if the original stock is destroyed. The network manager is responsible for restoring printing services to the check printer. In the interim, the director of finance will contact one of the districts that have agreed to print checks for the district in order to ensure the fulfillment of accounts payable and payroll obligations.

The MIS coordinator will be responsible for contacting Student Information System staff and coordinating any recovery efforts required for the student record system.

The director of finance, the director of personnel, and the MIS coordinator will be responsible for identifying key deadline dates for their respective operations for discussion at the initial committee meeting.

Efforts outlined here to recover the usage of the district's information technology systems will be coordinated with the overall recovery of the entire operation from a natural or man-made disaster. The district's dedication to protecting the personal needs of students, staff, and community following the disaster will be not be compromised by any of the efforts mentioned within this plan.

CRITICAL VENDORS

Vendor	Product(s) / Service(s)	Contact
Carroll Communications	Internal data wiring	appliedtroy@aol.com 8505085882
Florida Department of Management Services (DMS)	Internet connectivity	http://dms.myflorida.com 850488-2786
Northwest Regional Data Center (NWRDC)	SIS/TERMS hosting	http://www.nwrdc.fsu.edu 850-245-3500
Panhandle Area Educational Consortium (PAEC)	SIS/TERMS programming	http://www.paec.org 8506386131
Source Technologies	Finance check-printing system	http://www.sourcetech.com 704-969-7500

REVISION HISTORY

Revision(s) Made	Date
Initial plan created	October, 2010
Added revision history Added information about annual	

testing of the plan Expanded details of communication flow ☐ Added a table of contents ☐ Added plan activation information Designated a disaster recovery ☐ coordinator Added information about backup Internet connectivity	November, 2010	
Expanded information about critical functions Expanded details of communication ☐ flow	June, 2011	
☐ Added director of support services in the disaster recovery committee	March, 2017	