



IT Network Disaster Recovery

Procedure: 5.2.3
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Responsible College Officer:
Vice President of Information Technology
Effective Date: 5/28/14
Revised Date: 5/28/14
Original Procedure #: N/A

REQUIREMENTS/PROCEDURES

REQUIREMENTS:

I. DEFINITION OF A DISASTER

A disaster is defined as an incident localized to the data processing facility in Room 102 of the Piqua campus (or to the building or space housing the facility) rendering networking equipment and computer services inoperable. Examples of incidents that could cause such a disaster include fire, flood, structural collapse, etc.

II. PERSONNEL INVOLVED

- **Vice President of Information Technology.** Coordinates restoration of Room 102 services. Provides liaison to the President and President's Cabinet for reporting the status of the recovery operation. Manages communications between the recovery personnel and the faculty, staff, and students of Edison.
- **Director of Network Services.** Manages and directs the recovery efforts in Room 102 pertaining to the LAN network including voice and data. Assists in the recovery of the Datatel systems as deemed necessary.
- **Applications System Analyst.** Assists in the efforts to recover the LAN network including voice and data. Assists in the recovery of the Datatel systems as necessary.
- **Coordinator of IT Logistics.** Assists in the efforts to recover the LAN network including voice and data. Assists in the recovery of the Datatel systems as necessary.
- **Director Physical Plant and Facilities.** Manages and directs recovery efforts pertaining to the cleanup and recovery of the area. Provides for adequate services at a remote site as needed.
- **Director of Administrative Computing.** Assists in the efforts to recover the Datatel system.
- **Vice President for Finance and Administration.** Coordinates purchasing needs and initiates emergency notification systems.
- **Controller.** Manages and directs the purchasing of new/replacement equipment as needed.
- **Director Physical Plant and Facilities:** Coordinates all services for the restoration of plumbing and electrical systems and structural integrity. Assesses damage and makes a prognosis for occupancy of the building affected by the disaster.

Support Team Personnel:

- Coordinator of Client Services
- Client Services Technicians
- Client Services Technician
- Helpdesk staff
- Other(s), as directed by the President

PROCEDURE:

1. Disaster Detection

The detection of an event which could render, or has rendered, information processing systems at Edison inoperable is the responsibility of Maintenance, Information Services, or whoever first discovers or receives information about an emergency situation developing in Room 102.

2. Personnel Notification

The person who discovers the possible disaster will notify the Director of Network Services directly. As appropriate, the Director of Network Services will notify the Vice President of Information Technology.

3. Business Continuity

The Vice President of Information Technology (or designee) is responsible to insure that business continuity is initiated to the extent possible.

4. Disseminate public Information

The Vice President of Information Technology (or designee) is responsible for communicating the status of network operations to the personnel and students of the College.

5. Disaster Recovery Strategy

Immediate actions should be taken to recover the room, equipment, and data.

Involved personnel will determine if it is possible to recover from the service outage without remote site processing arrangements. Whether or not to activate the remote site depends on the severity of the disaster and criticality of the processes due to run.

If critical processes are scheduled to run within the next 48-72 hours, or if an outage is expected to last more than 72 hours, remote site processing should be invoked. Generally, if the recovery of the room cannot be accomplished within forty eight (48) hours, the remote site facility personnel should be notified of the intention to invoke the remote site hosting agreement. The remote site is the Darke County Campus. Processing should begin with critical processing items.

A Domain Controller is already installed at DCC. Should Room 102 be destroyed, the DCC domain controlled should be promoted to a primary domain controller. Any unnecessary clients should be disconnected from the network switch in DCC. Programs should be loaded according to prioritization, rating each function as Critical, Essential, Necessary, or Other.

The remote site will be able to support critical applications for up to 3 weeks, along with as many non-critical applications as possible, even if run in a degraded mode. Within this 3 week period, Room 102 will be returned to full operational status if possible.

If the damage is so great to Room 102 that a longer period of time is required for reconstruction, another room will be designated as a temporary network room. Equipment will be installed to provide for processing all services until the permanent site is ready.