TUSKEGEE UNIVERSITY

OFFICE OF INFORMATION TECHNOLOGY

Tuskegee University

IT Disaster Recovery Plan

1200 Old Montgomery | Room 70-408 John A. Kenney Hall | Tuskegee, Alabama 36088 |334 727 8350
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Revision History

REVISION	DATE	NAME	DESCRIPTION
Original 1.0	August 1, 2014	James E. Cooper	Interim CIO
Verion 2.0	May 15, 2016	E. Jenell Sargent	Chief Information Officer
Version 2.1	July 1, 2017	E. Jenell Sargent	Chief Information Officer

Information Technology Statement of Intent

This document delineates our policies and procedures for technology disaster recovery, as well as our process-level plans for recovering critical technology platforms and the telecommunications infrastructure. This document summarizes our recommended procedures. In the event of an actual emergency situation, modifications to this document may be made to ensure physical safety of our people, our systems, and our data.

Our mission is to ensure information system uptime, data integrity and availability, and business continuity.

Policy Statement

Tuskegee University has approved the following policy statement:

- Tuskegee University shall develop a comprehensive IT disaster recovery plan.
- A formal risk assessment shall be undertaken to determine the requirements for the disaster recovery plan.
- The disaster recovery plan should cover all essential and critical infrastructure elements, systems and networks, in accordance with key business activities.
- The disaster recovery plan should be periodically tested in a simulated environment to ensure that it can be implemented in emergency situations and that the management and staff understand how it is to be executed.
- All staff must be made aware of the disaster recovery plan and their own respective roles.
- The disaster recovery plan is to be kept up to date to take into account changing circumstances.

Objectives

The principal objective of the disaster recovery program is to develop, test and document a well-structured and easily understood plan which will help Tuskegee University recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

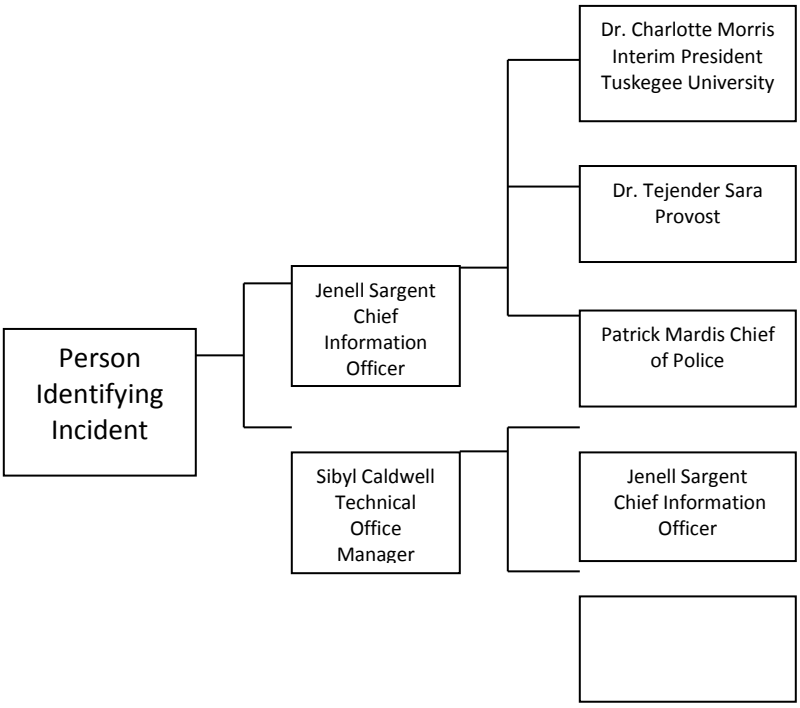
- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are cost-effective
- The need to consider implications on other company sites
- Disaster recovery capabilities as applicable to key customers, vendors and others

Key IT Personnel Contact Info

Name, Title	Contact Option	Contact Number
Jenell Sargent, CIO	Work	334-727-8111
	Alternate	615-364-2236
	Mobile	
	Home	
	Email Address	jsargent@tuskegee.edu
	Alternate Email	
Harold Glover	Work	334-727-8038
	Alternate	
	Mobile	334-421-0828
	Home	
	Email Address	hglover@tuskegee.edu
	Alternate Email	
Sibyl Caldwell	Work	334-727-8350
	Alternate	
	Mobile	334-233-2632
	Home	
	Email Address	scaldwell@tuskegee.edu
	Alternate Email	
Tijan Foon	Work	334-727-8539
	Alternate	
	Mobile	404-431-1441
	Home	
	Email Address	Tfoon1@tuskegee.edu
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	

Name, Title	Contact Option	Contact Number
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	

Notification Calling Tree



External Contacts

Name, Title	Contact Option	Contact Number
Building/Facilities Contact		
Marcus Dean	Work	334-727-8098
	Mobile	334-421-0632
	Home	
	Email Address	mdean@mytu.tuskegee.edu
Power (Campus Facilities)		
	Work	334-727-8866
	After Hours	334-727-8757
	Home	
	Email Address	
Telecom Carrier 1	AT & T	
Dale Lunn	Work	334-273-2108
	Mobile	
	Fax	
	Home	
	Email Address	dl2797@att.com
Hardware Supplier 1		
Allie Stadler (Dell)	Work	512-513-2687
	Mobile	
	Emergency Reporting	
	Email Address	Allie.stadler@dell.com
Tim Lahey (CDW-G)	Work	877-625-7685
	Mobile	
	Emergency Reporting	
	Email Address	timlahey@cdwg.com or Tuskegee@cdwg.com
Cable Television	Charter Communications	
George Wilbanks	Work	205-824-5564
Charter Business 800#	Mobile	

Name, Title	Contact Option	Contact Number
800-314-7195, account phone number is 334-727-835	Home	
	Email Address	George.Wilbanks@charter.com
Insurance – Name		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
Site Security –		
Chief Patrick Mardis	Work	334-727-8911
	Mobile	334-421-3538
	Home	
	Email Address	mardisp@mytu.tuskegee.edu

1 Plan Overview

1.1 Plan Updating

It is necessary for the DRP updating process to be properly structured and controlled. Whenever changes are made to the plan they are to be fully tested and appropriate amendments should be made to the training materials. This will involve the use of formalized change control procedures under the control of the IT Director.

1.2 Plan Documentation Storage

Copies of this Plan, CD, and hard copies will be stored in secure locations to be defined by Tuskegee University. Each member of senior management will be issued a CD and hard copy of this plan to be filed at home. Each member of the Disaster Recovery Team and the Business Recovery Team will be issued a CD and hard copy of this plan. A master protected copy will be stored on specific resources established for this purpose.

1.3 Backup Strategy

Key business processes and the agreed backup strategy for each are listed below. The strategy chosen is for a recovery site at Tuskegee University 's offices in located in John A. Kenney Hall E-learning lab. This strategy entails the availability of a site which will enable the resumption of key business processes in the event of a disaster

KEY BUSINESS PROCESS	BACKUP STRATEGY
IT Operations	
Tech Support - Hardware	
Tech Support - Software	
Teaching and Instruction	
Email	
Student Records	
Finance	
Human Resources	
Payroll	
Purchasing	
Accounts Payable	
Grants Management	
Testing Fully Mirrored Recovery site -	
Workshop Fully Mirrored Recovery site -	
Help Desk	

Web Site	

1.4 Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats and the results of our deliberations are included in this section. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

Potential disasters have been assessed as follows:

Potential Disaster	Probability Rating	Impact Rating	Brief Description Of Potential Consequences & Remedial Actions
Flood	3	4	All critical equipment is located on ground floor of Kresge Center
Fire	3	4	FM200 suppression system installed in main computer centers.
Tornado	5		
Electrical storms	5		
Act of terrorism	5		
Act of sabotage	5		
Electrical power failure	3	4	Redundant UPS array together with auto standby generator that is tested weekly
Loss of communications network services	4	4	Two diversely routed T1 trunks into the Kresge Center building for two different communication carriers.

Probability: 1=Very High, 5=Very Low annoyance

Impact: 1=Total destruction, 5=Minor

2 Emergency Response

2.1 Alert, escalation and plan invocation

2.1.1 Plan Triggering Events

Key trigger issues at headquarters that would lead to activation of the DRP are:

- Total loss of all communications
- Total loss of power
- Flooding of the premises
- Loss of the building

2.1.2 Assembly Points

Where the premises need to be evacuated, the DRP invocation plan identifies two evacuation assembly points:

- Primary – Rear of the Foster Hall of parking lot;
- Alternate – Parking lot of West Commons Apartments and Henderson Hall rear parking lot

2.1.3 Activation of Emergency Response Team

When an incident occurs the Emergency Response Team (ERT) must be activated. The ERT will then decide the extent to which the DRP must be invoked. All employees must be issued a Quick Reference card containing ERT contact details to be used in the event of a disaster. Responsibilities of the ERT are to:

- Respond immediately to a potential disaster and call emergency services;
- Assess the extent of the disaster and its impact on the business, data center, etc.;
- Decide which elements of the DR Plan should be activated;
- Establish and manage disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees are notified and allocate responsibilities and activities as required.

2.2 Disaster Recovery Team

The team will be contacted and assembled by the ERT. The team's responsibilities include:

- Establish facilities for an emergency level of service within 4.0 business hours;
- Restore key services within 12.0 business hours of the incident;
- Recover to business as usual within 12.0 to 48.0 hours after the incident;
- Coordinate activities with disaster recovery team, first responders, etc.
- Report to the emergency response team.

2.3 Emergency Alert, Escalation and DRP Activation

This policy and procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been

addressed to ensure that communications can be quickly established while activating disaster recovery.

The DR plan will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. Suppliers of critical goods and services will continue to support recovery of business operations as Tuskegee University returns to normal operating mode.

2.3.1 Emergency Alert

The person discovering the incident calls a member of the Emergency Response Team in the order listed:

Emergency Response Team
• Jenell Sargent
• Sibyl Caldwell
• Harold Glove

If not available try:
• Tijan Foon

The Emergency Response Team (ERT) is responsible for activating the DRP for disasters identified in this plan, as well as in the event of any other occurrence that affects Tuskegee University ’s capability to perform normally.

One of the tasks during the early stages of the emergency is to notify the Disaster Recovery Team (DRT) that an emergency has occurred. The notification will request DRT members to assemble at the site of the problem and will involve sufficient information to have this request effectively communicated. The Business Recovery Team (BRT) will consist of senior representatives from the main business departments. The BRT Leader will be a senior member of Tuskegee University 's management team, and will be responsible for taking overall charge of the process and ensuring that Tuskegee University returns to normal working operations as early as possible.

2.3.2 DR Procedures for Management

Members of the management team will keep a hard copy of the names and contact numbers of each employee in their departments. In addition, management team members will have a hard copy of Tuskegee University ’s disaster recovery and business continuity plans on file in their homes in the event that the headquarters building is inaccessible, unusable, or destroyed.

2.3.3 Contact with Employees

Managers will serve as the focal points for their departments, while designated employees will call other employees to discuss the crisis/disaster and Tuskegee University 's immediate plans. Employees who cannot reach staff on their call list are advised to call the staff member's emergency contact to relay information on the disaster.

2.3.4 Backup Staff

If a manager or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties.

2.3.5 Recorded Messages / Updates

For the latest information on the disaster and the organization's response, staff members can call a toll-free hotline listed in the DRP wallet card. Included in messages will be data on the nature of the disaster, assembly sites, and updates on work resumption.

2.3.7 Alternate Recovery Facilities

If necessary, the alternate site at Kenney Hall will be activated and notification will be given via recorded messages or through communications with managers. The Alternate Site staffing will consist of members of the disaster recovery team only for the first 24 hours, with other staff members joining at the alternate site as necessary.

2.3.8 Personnel and Family Notification

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalization of injured persons, it will be necessary to notify their immediate family members quickly.

3 Media

3.1 Media Contact

Assigned staff will coordinate with the media, working according to guidelines that have been previously approved and issued for dealing with post-disaster communications.

3.2 Media Strategies

1. Avoiding adverse publicity
2. Take advantage of opportunities for useful publicity
3. Have answers to the following basic questions:
    - What happened?
    - How did it happen?
    - What are you going to do about it?

3.3 Media Team

- Office of the President
- Marketing and Communications Director

3.4 Rules for Dealing with Media

Only the media team is permitted direct contact with the media; anyone else contacted should refer callers or in-person media representatives to the media team.

4 Insurance

As part of Tuskegee University ’s disaster recovery and business continuity strategies a number of insurance policies have been put in place. These include errors and omissions, directors & officers’ liability, general liability, and business interruption insurance.

If insurance-related assistance is required following an emergency out of normal business hours, please contact: _____

Policy Name	Coverage Type	Coverage Period	Amount Of Coverage	Person Responsible For Coverage	Next Renewal Date

5 Financial and Legal Issues

5.1 Financial Assessment

The emergency response team shall prepare an initial assessment of the impact of the incident on the financial affairs of Tuskegee University. The assessment should include:

- Loss of financial documents
- Loss of revenue
- Theft of check books, credit cards, etc.
- Loss of cash

5.2 Financial Requirements

The immediate financial needs of Tuskegee University must be addressed. These can include:

- Cash flow position
- Temporary borrowing capability
- Upcoming payments for taxes, payroll taxes, Social Security, etc.
- Availability of company credit cards to pay for supplies and services required post-disaster

5.3 Legal Actions

Tuskegee University legal department and ERT will jointly review the aftermath of the incident and decide whether there may be legal actions resulting from the event; in particular, the possibility of claims by or against Tuskegee University for regulatory violations, etc.

6 DRP Exercising

Disaster recovery plan exercises are an essential part of the plan development process. In a DRP exercise no one passes or fails; everyone who participates learns from exercises – what needs to be improved, and how the improvements can be implemented. Plan exercising ensures that emergency teams are familiar with their assignments and, more importantly, are confident in their capabilities.

Successful DR plans launch into action smoothly and effectively when they are needed. This will only happen if everyone with a role to play in the plan has rehearsed the role one or more times. The plan should also be validated by simulating the circumstances within which it has to work and seeing what happens.

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