Disaster Recovery Guide

DALLAS COLLEGE

THIS PAGE INTENTIONALLY LEFT BLANK

DALLAS COLLEGE

Record of Changes

Description of Change	Date of Change	Entered By	Date Entered

DALLAS COLLEGE

THIS PAGE INTENTIONALLY LEFT BLANK

TABLE OF CONTENTS

DALLAS COLLEGE

THIS PAGE INTENTIONALLY LEFT BLANK

INTRODUCTION

Although infrequent, emergencies of all types and severity occur on campus and can have a devastating impact on you, your work, and your colleagues. Consider the following situations:

- A fire breaks out in your work area and/or lab or an adjacent area, forcing you to evacuate the building…
- A sprinkler head malfunctions and floods your lab…
- An ice storm paralyzes campus, closing all roads for three days…
- A pandemic has sickened 50% of your staff…

How would you respond to these events? What would you do to prevent a major disruption or the loss of valuable work? What would you do to preserve equipment?

Knowing what to do and having a plan will help limit disruptions and reduce unacceptable losses in your operations.

Your services are vital to the mission of Dallas College. Many work areas and/or labs are extremely complex and depend on specialized equipment, supplies, environments, information technology systems, support services, and, of course, highly skilled people. Breakdowns or disruptions in any one of these elements can cause serious harm to Dallas College's mission. Prolonged failures in some of these areas (i.e., loss of electrical power) may eventually lead to irreparable damage to equipment and the potential loss of students to other institutions.

This guide has been developed to help supervisors and employees develop a disaster recovery part of a business continuity plan to help ensure that Dallas College's mission can continue following a disaster or major disruption.

A business continuity plan (BCP) is a collection of resources, actions, procedures, and information that is developed, tested, and held in readiness for use in the event of a major disruption of operations. This planning helps prepare the Dallas College departments and organizations to maintain critical functions after a disaster or other major disruption. In the event of a major disaster or other disruption, having a business continuity plan will minimizethe impact and help you return to normal operations as quickly as possible.

A business continuity plan is different from an emergency plan. An emergency plan tells you what to do immediately before or during an emergency, like what to do if you see a fire, or what to do during an ice storm. A business continuity plan helps you minimize the impact on our operations regardless of the incident and helps you return to normal operations as soon as possible.

HOW TO USE THE GUIDE

This guide will help advise you in the creation of a business continuity plan. It includes helpful information as well as usefulworksheets to help collect vital information.

As you develop your business continuity plan, you will inevitably identify things that are needed to help you be better prepared. It is important to capture these suggestions during the planning process. There is a Mitigation/Follow-Up Actions Worksheet at the back of the guide to help capture and manage the suggestions.

Once you have completed the guide, you will submit the information to the Business Continuity Office. Contact the Business Continuity office at BCO@dcccd.edu for instructions on uploading your plan into the college continuity planning tool.

If you have any questions about this guide, or if you need additional assistance in your business continuity planning, please contact the Business Continuity Office at BCO@dcccd.edu .

A PDF version of this guide and additional resources are available on the Business Continuity Office's SharePoint site at (Disaster Recovery Guide Blank Templates (sharepoint.com))

GETTING STARTED

Developing a business continuity plan may seem like an overwhelming task, but in reality, you probably already have much of the required information and process. This guide will help walk you through the planning steps in a logical order.

- ❑ Don't do this alone. Business continuity planning is everyone's responsibility. Develop a planning team to help bring all the pieces together. Consider including your lead administrator and other essential staff.
- ❑ Schedule regular meetings with the planning team. Start with one-hour meetings once a week for 4 weeks. Add additional meetings as needed.
- ❑ Follow this guide and complete the worksheets.
- ❑ Review existing procedures. They may provide helpful information for developing your business continuity plan.

DEPARTMENT PROFILE

The Work-Group Profile provides basic information about your facility as well as information about anyexisting emergency or business continuity plans.

☑ *Task: Complete the Work-Group Profile worksheet below.*

Department Profile	
Department Name:	
Street address:	
Building Name:	Room number(s):
e-mail contact:	
Lead Person for guide completion:	
Supervisor:	
Person to contact to discuss emergency planning:	
Total number of employees:	
Employees who are part of CERT (College Emergency Response Team):	
Do you have an emergency procedures* specific to your work-group? ❑ No ❑ Yes: Last time it was revised:	
Do you have a business continuity plan? ❑ No ❑ Yes: Last time it was revised:	

*Dallas College's Emergency Procedure Guidelines can be found on the Business Continuity Office website at http://www.dallascollege.edu/XXXXXXXXXXXXXXXXXX/.

IDENTIFY KEY EMERGENCY CONTACTS

Knowing who to contact in an emergency is critical. Start your business continuity planning by identifying the key emergency contacts for your site. Always keep a written copy with you and share it with others in your lab. If you are like most people, you probably keep all your contacts in your cell phone. But what if you lost your phone? Do you have a backup copy of your contacts? How long would it take to reconstruct your contacts list? A little pre-planning now can save valuable time later.

Other Important Contacts

In addition to your emergency contacts, you will also want to maintain updated lists of all employees, students, essential vendors, and funding organizations/program officers. Include after-hours contact informationif available. Keep copies readily accessible in multiple locations. Consider e-mailing the lists to yourself and saving them in a special folder so you can access them from any location. Regularly review and update lists.

☑ ***Task: Complete the Key Emergency Contacts Worksheet. Give a copy to everyone on your planning team.***

☑ ***Task: Create contact lists for important contacts (employees, students, , other work-group providing essential services, vendors, etc.)***

Key Emergency Contacts Worksheet	
Primary Location (Building & Rooms #s):	
Street Address:	
Lead Person: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Supervisor: Name: E-mail:	Business phone: Cell Phone: After-hours phone:
Administrator: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Business Manager: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Facilities Contact: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Other Essential Contact: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Business Continuity Office: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Business Continuity Office: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Business Continuity Office: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Business Continuity Office: Name: E-mail:	Business phone: Cell phone: After-hours phone:
Business Continuity Office: Name: E-mail:	Business phone: Cell phone: After-hours phone:

DETERMINING YOUR CRITICAL FUNCTIONS

Critical functions are those services, programs, or activities that are necessary to the ongoing business of the college and would directly affect the success of your work-group if they were to stop for an extended period of time. The success of your work-group and the support you provide to the college rely on these functions. Stopping them for an extended period of time would cause harm to your work-group and the college.

Your critical functions will serve as your guide for how to restart your operations following a disaster or major disruption. They help answer the question "What is the minimum level of service or activity my work-group must offer to still consider us to be in business?" By identifying and prioritizing your critical functions, you can determine which personnel, facilities, equipment, and materials are necessary to keep your work-group functioning following a disaster or major disruption. Prioritizing your functions will also help you determine the recovery time objective (RTO) – the length of time the function can be suspended without causing significant disruption to your operations.

In general, you should be able to organize your mission into three to five critical functions; more if you are a highly complex work-group.

CONDUCTING A BUSINESS IMPACT ANALYSIS

A Business Impact Analysis (BIA) is completed for each critical function to help assess and document potential impacts and negative consequences of a disaster or major disruption on the function. Conducting a BIA also helps establish recovery priorities by looking at dependencies, peak periods, harmful consequences, and financial risks. The Business Impact Analysis (BIA) should be completed before starting on the Disaster Recovery Guide.

PRIORITIZING YOUR CRITICAL FUNCTIONS

While everything you do each day may seem essential, in reality, some functions and activities are more critical than others. Some activities can be suspended for several weeks, while others cannot be stopped for more than one day. Knowing the priorities of your functions will help you establish a disaster recovery plan that focuses on the functions that are the most important. Below is general guidance to help you prioritize your functions.

Critical	Function directly impacts the life, health, safety, or security of the Dallas Collegecommunity and stopping would have significant consequences.	< 4 hours
High	Function must continue at normal or increased level. Pausing for more than 24 hours may cause significant consequences or serious harm to business operations, upstream and downstream dependent organizations or units, revenue and finances, reputation, or other core mission services.	< 24 hours
Medium	Function must be continued, if at all possible, perhaps in reduced mode. Stopping for more than one week may cause major disruption to business operations, upstream and downstream dependent organizations or units, revenue and finances, or other core mission services.	< 1 week
Low	Function could be suspended for up to one month without causing significant disruption to business operations, upstream and downstream dependent organizations or units, revenue and finances, or other core mission services.	< 1 month
Deferrable	Function may pause and resume when conditions permit. Deferring this function for more than one month may cause slight disruption to business operations, upstream and downstream dependent organizations or units, revenue and finances, or other core mission services.	> 1 month

☑ ***Task: Complete Critical Function Worksheet.***

DETERMINING CRITICAL RESOURCES

Knowing your critical functions and their criticality/priority rating is the first step in creating a business continuity plan. Next, you will want to determine what essential resources are needed for each function. Resources can be broken down into three main categories – People, Places, and Things. Things include equipment, supplies, vendors, and IT applications and services. A brief list of your essential resources is included on the Critical Function and Business Impact Analysis, but you will want to track your essential resources like equipment, supplies, and vendors in more detail. The following section provides additional information about how to identify and track yourmost essential resources.

Critical Function Worksheet

Instructions: *Complete one worksheet for each critical function for your workgroup.*

Department			
Business Unit			
Brief Description *What is this function responsible for? What does it accomplish?*	**Conduct wet and dry laboratory research and computational research.**		
Priority Rating + RTO *RTO =Recovery Time Objective (Maximum time this function can be down before significant problems would occur)*	**Rating**	**Description**	**RTO**
	❑ Critical	Directly impacts Life, Health, Safety, or Security. Cannot stop.	< 4 Hours
	❑ High	Must continue at normal or increased level. Pausing for more than 24 hours may cause significant consequences or serious harm.	< 24 Hours
	☒ **Medium**	Must continue, if at all possible, perhaps in reduced mode. Stopping for more than one week may cause major disruption.	< 1 Week
	❑ Low	May be suspended for up to one month without causing significant disruption.	< 1 Month
	❑ Deferrable	May pause and resume when conditions permit.	> 1 Month
Key Personnel for this function	Primary: Alternate: Alternate:		
Key Roles required to perform the function *(Admin Asst., manager, financial analysis, etc.)*			
Vendors vital to this function			
RESOURCE REQUIREMENTS			
Required IT Products and Services	☒ Network Services ☒ Email ☒ Telecom ☒ VPN Others: Office 365		
Required IT Applications			
Essential External Websites			
Required Facilities			
Vital Records and Private Information			
DEPENDANCIES and PEAK PERIODS			
Upstream Dependencies *Other work-groups vital to this function that you rely on.*			

Downstream Dependencies *Other workgroups that rely on this Function*	
Peak Periods *Significant or demanding months for this function*	

HARMFUL CONSEQUENCES

Suppose the critical function is not resumed quickly following a major disruption or disaster. Which of the listed harmful consequences might occur and how long after the disaster might the harm begin to occur? Check (X) the box to indicate when harm might occur. Select N/A if the consequence does not apply to the critical function you are evaluating.

	Possible Harmful Consequence	***How long after a disaster might the harm occur?***							
		N/A	**0-2 Days**	**1 Week**	**2 Weeks**	**3 Weeks**	**4 Weeks**	**> 4 Weeks**	**Comments**
1	Disruption of teaching?								
2	Disruption of research?								
3	Departure of faculty?								
4	Departure of staff?								
5	Departure of students?								
6	Well-being of staff/faculty?								
7	Well-being of students?								
8	Payment deadlines unmet by campus?								
9	Loss of revenue to campus?								
10	Legal obligations unmet by campus?								
11	Legal harm to the University?								
12	Impact on other campus unit(s)?								
13	Impact on important business partner(s)?								
14	Impact on Dallas College's brand image?								
15	Function Without Power?								
16	Other harmful consequence?								

FINANCIAL IMPACTS

Suppose the critical function is not resumed quickly following a disaster. What might be the financial consequences for each time period, if any, if this function is not restored? Check (X) the box to indicate the possible financial impact.

Loss of Revenue *How much revenue would the work-group or the college lose in each time period?*	**None**	**< $10k**	**$10k - $50k**	**$50k - $250k**	**$250k - $500k**	**>$500k**
Up to 1 Week:						
1 - 4 Weeks:						
1 - 3 Months:						
3 - 6 Months:						
Delayed Receipts *If unknown, skip this section.*	**None**	**< $10k**	**$10k - $50k**	**$50k - $250k**	**$250k - $500k**	**>$500k**
Up to 1 Week:						
1 - 4 Weeks:						
1 - 3 Months:						
3 - 6 Months:						
Operational Costs *Costs the department or university might incur if the function is not restored quickly? Skip if unknown.*	**None**	**< $10k**	**$10k - $50k**	**$50k - $250k**	**$250k - $500k**	**>$500k**
Up to 1 Week:						
1 - 4 Weeks:						
1 - 3 Months:						
3 - 6 Months:						

SPECIALIZED EQUIPMENT

Many work-groups rely on highly specialized equipment. Some of these are one-of-a-kind while others are common, but very expensive. Consider the most important equipment in your work area. How would you continue your mission if it were damaged or destroyed? How long would it take to replace? What would you do while waiting for the new equipment to be installed? Having a detailed inventory of your essential equipment and a backup plan can help minimize the effects of a disaster or other emergency.

Business Continuity Considerations

- ❑ Maintain a list of specialized equipment that your work-group relies on. Include information such as make, model, serial number, and where it was purchased. *Complete the Specialized Equipment Worksheet below.*
- ❑ For all equipment (but especially one time capital purchases) have you check to ensure the equipment is still manufactured? Is the vendor still in business? Has the equipment been replaced by a newer version that as new specific requirements to operate or to communicate with other equipment?
- ❑ Determine if your building has alternate backup emergency power such as a generator. *See Loss of Power below for additional information.*
- ❑ Determine if critical equipment is connected to backup or emergency power.
- ❑ For highly customized equipment or experimental apparatus, keep duplicate copies of drawings, diagrams, plans, or specifications in a secure off-site location. Scan information if possible and store off site or on an encrypted USB storage device.
- ❑ Identify equipment with special utility requirements, such as process chilled water, high voltage, three phase power, etc.
- ❑ Ensure that equipment warranties and extended service and maintenance contracts are in force and kept up to date.
- ❑ Establish or adopt industry recommendations for routine calibration, testing, and preventive maintenance, and ensure they get done.
- ❑ Keep copies of the inventory readily accessible in multiple locations.

☑ *Task: Complete the Specialized Equipment Worksheet for your facility.*

DALLAS COLLEGE

THIS PAGE INTENTIONALLY LEFT BLANK

Specialized Equipment Worksheet

Instructions: *List the specialized, hard-to-replace equipment used by your work-group*

Equipment	Model #	Serial #	Supplier	What Process was used for Purchase?	Inventory ID #	Special Requirements

TEMPERATURE-SENSITIVE EQUIPMENT

Most laboratories today rely on an array of temperature-sensitive equipment. Consider what would happen if this equipment failed. How would it impact your mission? Having a detailed inventory of temperature-sensitive equipment and a backup plan can help minimize the effects of a disaster or other emergency.

Business Continuity Considerations

- ❑ Maintain a list of all the equipment containing temperature-sensitive materials (i.e., refrigerators, freezers, etc.) or need to operate at a certain temperature (i.e., computer servers or switch gear) *Complete the Temperature-Sensitive Equipment Worksheet below.*
- ❑ Be aware of the emergency power systems for your locations and what equipment is connected to it. *See Loss of Power below for additional information.*
- ❑ Ensure that temperature-monitoring alarms, if equipped, are working. Consider contracting for remote monitoring through an outside vendor if necessary.
- ❑ Know the maximum length of time the equipment can be without power, but still maintain acceptable temperature.
- ❑ Maintain a list of all your temperature-sensitive specimens/materials in each location and the approximate time limit before the specimens/materials will be adversely affected by a temperature change. This will help you to prioritize the relocation of specimens/materials if necessary.

☑ *Task: Complete the Temperature-Sensitive Equipment Worksheet for your facility.*

☑ *Task: Complete the Temperature-Sensitive Materials Worksheet for your facility.*

DALLAS COLLEGE

Temperature-Sensitive Equipment Worksheet

Instructions: *List the temperature-sensitive equipment used by your work-group*

Temperature-Sensitive Equipment *Equipment Name, ID #, Location, etc.*	Connected to Back- Up Power?	Connected to Temperature Alarm?	Max. Time Without Power	Other Information

Temperature-Sensitive Materials Worksheet

Instructions: *List the temperature-sensitive equipment used by your workgroup*

Temperature-SensitiveMaterials *Material Name*	Location of Material	How Long Before Material is Affectedby Temperature Change?	Other Information

SUPPLIES AND VENDORS

Many work areas require highly specialized equipment, chemicals, samples, and other materials, as well as specialized vendors. Consider how you would operate if your routine supply chains were disrupted. How long can you manage before placing your next order? What would you do if your normal supplier was no longer available?

Business Continuity Considerations

- ❑ Identify specialized supplies that you rely on. This include supplies that are difficult to obtain, require special authorization or handling, or are only available from limited vendors. *Complete the Specialized Supplies Worksheet below.*
- ❑ Identify key vendors of essential equipment, supplies, and service contracts. Contact your business office to request a report of your recent purchases. *Complete the Essential Vendors Worksheet below.*
- ❑ Develop contact lists including routine and emergency after-hours contact information.
- ❑ Identify an alternate backup vendor for essential must-have items.
- ❑ Where feasible, increase standing inventories of crucial supplies and reagents, especially those that typically rely on just-in-time ordering.
- ❑ Review and update all contact lists on a regular basis.
- ❑ Keep copies of contact lists readily accessible in multiple locations. Share with others in your work area.
- ❑ Have a conversation with your suppliers about their business continuity plan. Propose the same scenario and ask how they plan to maintain deliveries of supplies following a disaster or other interruption to their business.

☑ *Task: Complete the Specialized Supplies Worksheet for your facility.*

☑ *Task: Complete the Essential Vendors Worksheet for your facility.*

Specialized Supplies Worksheet

Instructions: *List all the* specialized supplies used by your work-group. Create an Excel spreadsheet if your list is extensive.

Specialized Supplies			
Item	**Vendor / Supplier**	**Ordered Through**	**Special Instructions**

Essential Vendors Worksheet

Instructions: *List all the essential vendors used by your work-group. Create an Excel spreadsheet if your list is extensive.*

Essential Vendors			
Company Name	**Description**	**Contact Name**	**Contact Info**
			Business phone:Cell phone: E-mail: After-hours #:
			Business phone:Cell phone: E-mail: After-hours #:
			Business phone:Cell phone: E-mail: After-hours #:
			Business phone:Cell phone: E-mail: After-hours #:
			Business phone:Cell phone: E-mail: After-hours #:
			Business phone:Cell phone: E-mail: After-hours #:

PROTECT UNIQUE DATA AND MATERIALS

Business Continuity Considerations

- ❑ Maintain accurate records/inventory for unique data and materials.
- ❑ Properly maintain and service all equipment and devices that secure the data or materials.
- ❑ Develop redundant storage for irreplaceable materials, if possible, preferably both on- and off-site for maximize protection. Considering splitting the storage of vital materials -- separating and storing separate caches in different locations.
- ❑ Develop emergency procedures that outline what to do with your materials and how to shut down your workstation and/or lab in the event of a disaster or major disruption.

LOSS OF POWER

One of the biggest concerns of any IT supervisor or lab supervisor is the thought of a power outage. A power outage creates the potential for loss of valuable data and or material. At some point during your you could lose power to your computer or lab equipment due to extreme weather, rolling blackouts, or equipment malfunctions. You can lessen the effects of a power outage, and your chances of losing your hard work, by being prepared and following some easy procedures.

Business Continuity Considerations

- ❑ Be familiar with the emergency backup power system(s) for your area, including what is covered (and not covered) and how long the backup power can be relied upon. Contact facilities manager if unsure about backup power for your location.
- ❑ Verify that temperature-sensitive equipment holding critical data and/or materials are connected to an emergency power supply, if available for your area. Consult with facilities before connecting equipment to emergency power outlets to avoid overloading circuits.
- ❑ Install uninterruptible power supply (UPS) for equipment highly sensitive to slight power delays or fluctuations.
- ❑ Know how long freezers, refrigerators, etc. NOT connected to emergency power supply will maintain proper temperatures in the event of a power failure.
- ❑ Maintain a list of essential equipment that may be damaged by a power surge when the power is restored.

- ❑ Maintain a list of essential equipment that may have an automatic “ON” switch and may come on by itself when power is restored, even if no one is around. Consider unplugging or turning off this equipment during the outage to avoid harmful effects when the power returns.

- ❑ Identify equipment that may need to be reset or restarted when the power is restored.

- ❑ Ensure that seals to freezers are intact. Most freezers will keep their temperature steady or below freezing for up to 10 hours if kept closed and properly sealed.

LOSS OF OTHER UTILITIES

Power is not the only utility that may be affected by a disaster or equipment malfunction. Consider the impact of a prolonged failure of water systems, heating and cooling, or specialized ventilation systems. Some of these failures will have limited impact to work area while others may be catastrophic. The time of year will also be a factor. If the outage is expected to be short, it may be best to suspend operations until the problem is resolved.

☑ *Task: Describe how the loss of each of the following basic utilities would impact your operations. Include any business contingency plans you have in place.*

Utility	How would an outage affect your work area?	How would you continue operating during an outage?
Electricity		
Water *(municipal)*		
Heating		
Air conditioning		
Humidity controls		
Ventilation systems		

BUSINESS CONTINUITY PLANNING FOR INFORMATION TECHNOLOGY

It is difficult to imagine how we could possibly work without our computers and the Internet. Whether it's a stand-alone desktop computer, laptop, tablet, high-capacity computing, or even a smart phone, we depend on computers every day. Unfortunately, computers and systems can fail or get stolen. What would you do if the internet were to go down? How long could you manage? What if your hardware or software crashed or was destroyed? Do you have secure automatic backup?

Continuity Considerations

- ❑ The Dallas College IT Department offers assistance with data backup. They can provide guidance about available solutions to back up your entire department's computers or just a single unit.
- ❑ Laptops should be routinely backed up, either to a network server or an encrypted USB storage device.
- ❑ Maintain a list of vital documents, files, and folders and include how they are backed up.
- ❑ In the event of a network problem in which you cannot access your software or files, contact the IT Help Desk for assistance. They should be able to help determine the nature of the problem and help you decide whether to retrieve your vital records from their backup.
- ❑ Keep duplicate copies of important documents stored in a secure off-site location or on an encrypted USB storage device.

IT Help Desk:

- Contact the Service Desk (login required) during normal business hours (7 a.m. to midnight, 7 days a week)
- Email ServiceDesk@dcccd.edu
- Visit the Service Portal

☑ Task: Use the worksheet below to document your vital documents and where they are backed up. If your list is extensive, create an Excel spreadsheet with the information.

Vital Documents Worksheet		
Document	**Primary Location**	**Backup Location**
Example: List of equipment vendors with after-hours emergency contact information	*Saved in work-group drive*	***emergency actions for work-group folder***

☑ ***Task: Use the worksheet below to document how your computer drives, files, and folders are backed up.***

Drives, Files, Folders Worksheet		
Drives, Files, and Folders	**Method of back up and frequency of back up**	**Who to contact to access backup copies**
Shared files on work-groups server *(public files that all staff can access)*		
Restricted work-group files anddocuments *(only accessible to selected staff)*		
Files and documents on individual staff computers		
Work-group file server		
Other files or documents		
Other files or documents		

☑ ***Task: Write a brief explanation of how your work-group's electronic information is backed up. Identify where the bulk of your documents and files are stored and how they are backed up. Include work-group specific servers and files as well as how individual workstations get backed up. Include key contact names and numbers to ensure that the information remains available to your work-group even if there is staff turnover.***

OTHER VITAL DOCUMENTS

While most documents and files are sent and kept electronically, there are still occasional paper copies of research notes, letters, and other documents. Consider how difficult it would be to replace these items. What if you couldn't get back into your lab to retrieve your lab notes?

Business Continuity Considerations

- ❑ Ensure that research notes, notebooks, letters, documents, spreadsheets, etc. are backed up to a network drive every day.
- ❑ Keep duplicate copies of irreplaceable notes, notebooks, manuscripts, and other documents in a safe location away from your lab or usual worksite.
- ❑ Regularly scan and save these items onto a network drive or onto an encrypted USB storage device.
- ❑ Regularly back up all information stored on laptops and tablets.

COLLEAGUE SUPPORT

During a disaster or other major disruption, consider the support that might be available from others in your field who preform similar work. Do you have a colleague or collaborator using the same equipment or supplies? Is there another institution nearby with similar facilities that you can turn to for support? Example: A nearby high school lab.

Continuity Considerations

- ❑ Create a list of colleagues, or collaborators who might be able to assist you following a disaster orother disruption.

☑ *Task: Use the worksheet below to document your support network.*

Colleague Support Network			
Colleague/Colleague	**Institute/Department**	**Contact Information**	**Assistance they might beable to provide**

EMERGENCY RELOCATION

A disaster, whether large or small, could force you to relocate your operations for an extended period. A fire, chemical spill, sprinkler malfunction, or even smoke from a fire in another work area, are just some of the incidents that might require you to relocate. Total recovery and restoration may take several days to several months. Where would you go if you couldn't use your current site? Do you have an available "hot site" you can move to immediately? Do you have a location in another building where you can transfer some or all your work? Can you co-locate with a colleague in another work area? Planning now for the unthinkable will save you valuable time in the event it happens.

Business Continuity Considerations

- ❑ Consider developing a partnership with other work-groups on campus or another Dallas College location that do similar work or use similar equipment as you. Arrange to store duplicates of vital records, backup supplies, and other materials in their work area. Review the partnership annually.

- ❑ Create a list of other colleges, independent school districts, and universities with similar equipment or doing similar work. Contact them regarding possible partnerships.

- ❑ Identify the minimum alternate site requirements needed to resume operations if you were forced to relocate.

- ❑ Identify a backup location, either another work area within your building, or another work area in your department/division, that you could use in the event of an equipment malfunction. Back-up locations must be pre-identified and approved by the Business Continuity Office.

NON-DALLAS COLLEGE BACKUP SITES

If a Dallas College property is not available, it might be possible to relocate your work to a non-Dallas College facility. The DFW area is host to several other college, schools, and universities which might have specialized space that could be utilized during a disaster. Consider reaching out to a peer to pre-identify possible off- campus space that might meet your needs.

In the event of a relocation, work-groups will work with the Business Continuity Office to determine where the work area will be relocated to. The Business Continuity Office will consult with the College and Campus Leadership Team to identify possible backup sites.

☑ **Task:** ***Write a brief description of the minimum space requirements of your work area. Include the total square footage, room configurations (number of tables, chairs, cubical, offices, etc.), storage, utilities, environmental controls, and other requirements. Documenting this now will help if you need to find an alternate site quickly after a disaster.***

☑ ***Task: Complete the worksheet below for alternate sites that have been identified as possible locations to use in an emergency.***

Alternate Site Worksheet	
Alternate site location:	
Street address:	
Contact:	
Critical functions that could relocate to this site:	
Staff that could relocate here:	
Essential supplies and equipment already at site:	
Specialized supplies and equipment needed:	
Summary of any limitations or special considerations if this site were to be used:	
Other helpful information:	

DEVELOPING RECOVERY STRATEGIES AND TASKS

When a disaster or major disruption happens, every moment counts. You have identified and prioritized your critical functions, have identified the required resources, and possible alternate locations. The next step is to outline the actions to take after a disaster to maintain or restore each function. This will involve developing recovery strategies and recovery tasks.

Recovery strategies are the backup plans that help you stay in business after a disaster or major disruption. They indicate what the department or unit needs to do to recover and return to normal operations. Example: If your critical function is to manage staff schedules, then the recovery strategy is “to continue managing staff schedules”.

Each recovery strategy is followed by recovery tasks. Tasks are specific actions or activities undertaken to accomplish the strategy. Recovery tasks serve as checklists that guide your recovery actions and are organized by required resources – People, Places, and Things. Recovery tasks can help answer the basic question “What if?

- What if 50% of your staff was out sick for several weeks?
- What if your work area was destroyed by fire? Where would you go?
- What if your specialized equipment was damaged or destroyed?
- What if you lost access to the Internet?

When creating your recovery tasks be sure to include enough details to make them useful. If they are too vague, they won’t be helpful. Include important steps to take, required resources, and key contacts needed to complete the task. Don’t make them overly complicated either. An effective recovery strategies and tasks should be easily understood by all members of your recovery team.

☑ *Task: Complete a Recovery Planning Worksheet for each function you have identified.*

Recovery Planning Worksheet

Instructions: *Complete one worksheet for each critical function for your work-group.*

Critical Function Recovery Strategy: Continue to Conduct Classes
Requirements: ***(List of required "must have" items or systems)***
Key Roles ***(List of roles or qualifications needed for this function)***
Individualized Recovery Tasks ***Instructions: Describe your backup plan for each of the items below. If none exists write None. Skip any Task that does notapply to this function (Example: the function does not require any*** **specialized equipment or supplies)**
Recovery Task #1: Operate with reduced staff **How would you continue this function if your usual workforce was reduced by 50% for an extended period?**
Recovery Task #2: Loss of essential facilities **What would you do if you did not have access to the primary facilities needed for this function? List each facility and describe your back-up plan.**
Recovery Task #3: Loss of essential IT services and applications **What would you do if you lost access to your essential IT services** ***(e.g., email, internet)*** **or applications** ***(e.g., Colleague, 25Live)*****? List each service and application and describe your back-up plan.**
Recovery Task #4: Loss of essential or specialized equipment **What would you do if your essential equipment failed? List the equipment and describe your back-up plan.**

Recovery Task #5: Loss of essential or specialized supplies **What would you do if you ran out of specialized supplies? How long could you function before you would need to restock? What is your back-up plan?**
Recovery Task #6: Loss of essential upstream dependent departments or services **What would you do if you lost access to an upstream dependent department or service needed for this function? List each dependency and describe your back-up plan.**
Recovery Task #7: Loss of utilities **What would happen if you lost basic utilities like electricity, water, HVAC? List each utility and describe your back-up plan.**
Recovery Task #8: Other: **List any other essential item, service, vendor, or person, that this function relies on that is not captured above. Indicate how long could you operate without the item or person. Describe your plan for continuing operations without it / them.**

Recovery Planning Worksheet

Instructions: *Complete one worksheet for each critical function for your workgroup.*

Critical Function Recovery Strategy: Continue Business Operations
Requirements: ***(List of required "must have" items or systems)***
Key Roles ***(List of roles or qualifications needed for this function)***
Individualized Recovery Tasks ***Instructions: Describe your backup plan for each of the items below. If none exists write None. Skip any Task that does not apply to this function (Example: the function does not require any*** **specialized equipment or supplies)**
Recovery Task #1: Operate with reduced staff **How would you continue this function if your usual workforce was reduced by 50% for an extended period?**
Recovery Task #2: Loss of essential facilities **What would you do if you did not have access to the primary facilities needed for this function? List each facility and describe your back-up plan.**
Recovery Task #3: Loss of essential IT services and applications **What would you do if you lost access to your essential IT services** ***(e.g., email, internet)*** **or applications** ***(e.g., Colleague, Jaggaer)*****? List each service and application and describe your back-up plan.**
Recovery Task #4: Loss of essential or specialized equipment **What would you do if your essential equipment failed? List the equipment and describe your back-up plan.**

Recovery Task #5: Loss of essential or specialized supplies What would you do if you ran out of specialized supplies? How long could you function before you would need to restock? What is your back-up plan?
Recovery Task #6: Loss of essential upstream dependent departments or services What would you do if you lost access to an upstream dependent department or service needed for this function? List each dependency and describe your back-up plan.
Recovery Task #7: Loss of utilities What would happen if you lost basic utilities like electricity, water, HVAV? List each utility and describe your back-up plan.
Recovery Task #8: Other: List any other essential item, service, vendor, or person that this function relies on that is not captured above. Indicate how long could you operate without the item or person. Describe your plan for continuing operations without it / them.

Recovery Planning Worksheet

Instructions: *Complete one worksheet for each critical function for your work-group.*

Critical Function Recovery Strategy: Manage Materials
Requirements: ***(List of required "must have" items or systems)***
Key Roles ***(List of roles or qualifications needed for this function)***
Individualized Recovery Tasks ***Instructions: Describe your backup plan for each of the items below. If none exists write None. Skip any Task that does not apply to this function (Example: the function does not require any*** **specialized equipment or supplies)**
Recovery Task #1: Operate with reduced staff **How would you continue this function if your usual workforce was reduced by 50% for an extended period?**
Recovery Task #2: Loss of essential facilities **What would you do if you did not have access to the primary facilities needed for this function? List each facility and describe your back-up plan.**
Recovery Task #3: Loss of essential IT services and applications **What would you do if you lost access to your essential IT services** ***(e.g., email, internet)*** **or applications** ***(e.g., Colleague, Jaggaer)*****?List each service and application and describe your back-up plan.**
Recovery Task #4: Loss of essential or specialized equipment **What would you do if your essential equipment failed? List the equipment and describe your back-up plan.**

Recovery Task #5: Loss of essential or specialized supplies What would you do if you ran out of specialized supplies? How long could you function before you would need to restock? What is your back-up plan?
Recovery Task #6: Loss of essential upstream dependent departments or services What would you do if you lost access to an upstream dependent department or service needed for this function? List each dependency and describe your back-up plan.
Recovery Task #7: Loss of utilities What would happen if you lost basic utilities like electricity, water, HVAV? List each utility and describe your back-up plan.
Recovery Task #8: Other: List any other essential item, service, vendor, or person that this function relies on that is not captured above. Indicate how long could you operate without the item or person. Describe your plan for continuing operations without it / them.

Recovery Planning Worksheet

Instructions: *Complete one worksheet for each critical function for your work-group.*

Critical Function Recovery Strategy: Ensure the continuation of *(enter name of function)*:
Requirements: *(List of required "must have" items or systems)*
Key Roles *(List of roles or qualifications needed for this function)*
Individualized Recovery Tasks *Instructions: Describe your backup plan for each of the items below. If none exists write None. Skip any Task that does not apply to this function (Example: the function does not require any* specialized equipment or supplies)
Recovery Task #1: Operate with reduced staff How would you continue this function if your usual workforce was reduced by 50% for an extended period?
Recovery Task #2: Loss of essential facilities What would you do if you did not have access to the primary facilities needed for this function? List each facility and describe your back-up plan.
Recovery Task #3: Loss of essential IT services and applications What would you do if you lost access to your essential IT services *(e.g., email, internet*) or applications *(e.g., Colleague, Jaggaer)*?List each service and application and describe your back-up plan.
Recovery Task #4: Loss of essential or specialized equipment What would you do if your essential equipment failed? List the equipment and describe your back-up plan.

Recovery Task #5: Loss of essential or specialized supplies What would you do if you ran out of specialized supplies? How long could you function before you would need to restock? What is your back-up plan?
Recovery Task #6: Loss of essential upstream dependent departments or services What would you do if you lost access to an upstream dependent department or service needed for this function? List each dependency and describe your back-up plan.
Recovery Task #7: Loss of utilities What would happen if you lost basic utilities like electricity, water, HVAV? List each utility and describe your back-up plan.
Recovery Task #8: Other: List any other essential item, service, vendor, or person that this function relies on that is not captured above. Indicate how long could you operate without the item or person. Describe your plan for continuing operations without it / them.

EMERGENCY COMMUNICATIONS AND NOTIFICATION

Effective communication, both internally and externally, is crucial during any emergency, but also a frequent point of failure. Poor communication is often a top criticism after an incident. Effective emergency communications is more than just sending timely messages. Consider the following when developing your emergency communications plan:

- Who do you need to communicate with? Employees, students, visitors, vendors, college leadership?
- Who is responsible for communicating to each group?
- How will you communicate? E-mail? Phone? Text?
- What do you need to say? What do they need to know?
- How often will you communicate?

Continuity Considerations

- ❑ Make a list of your work-group's most important customers and all students/staff/faculty. Plan to communicate regularly with them before, during, and after an incident. Share your communications plan with them.
- ❑ Share your contacts list with key members of your staff in case you need their help with notifications.
- ❑ Create an emergency notification "call tree" to use during a disaster. *See below for instructions.*
- ❑ Prioritize who needs to be called and when they are called. Should you call your work-group supervisor and the Business Continuity Office before you notify students?
- ❑ Review and update all contact lists on a regular basis.
- ❑ Test your communications plan at least once per year.

WORK-GROUP "CALL TREE"

A work-group call tree is a quick and convenient way to notify your key contacts. To set up a call tree, identify who needs to be called and who will call them. Determine who has the authority to activate the call tree.
The work-group call tree would be different from the Dallas College notification system, DallasCollegeAlerts. Your call tree will allow you to contact the individuals within your work-group and communicate recovery information, while DallasCollegeAlerts is a mass notification that alerts all college staff, faculty, and students of emergencies.

Example call tree format:

Work-group Supervisor *Activates the call tree*		
Who Will Notify Students*	**Who Will Notify Staff & Faculty***	**Who Will Notify Vendors***
Student, phone #	Staff, phone #	**Vendor, phone #**
Student, phone #	Staff, phone #	**Vendor, phone #**
Student, phone # ⇩ ⇩	Faculty, phone # ⇩ ⇩	**Vendor, phone #** ⇩ ⇩
Call everyone on list	*Call everyone on list*	***Call everyone on list***
Report back to Director	*Report back to Director*	***Report back to Director***
Department Director		

*Have a designated alternate for each call group in case the primary person is not available.

Emergency Notification by E-Mail

A call tree can also be done by e-mail. Create a group list of everyone to be contacted. Send out a test message at least once a year to ensure everyone is on the list. When sending out an emergency message, ask for a reply (either Reply All or just Reply to you) so you know who has received the message. *Note: Power or IT outage may impact sending and receiving e-mail.*

Emergency Notifications by Text Messages

A call tree can also be done by text message. Text messaging utilizes cellular phone service but can be more reliable during a disaster or other emergency. Even when cellular service is too weak or overloaded for voice calls, text messaging will often go through.

☑ *Task: Create a Work-group Call Tree*

EMPLOYEE PREPAREDNESS

The most valuable resources at Dallas College are human resources. Following a disaster or other emergency, all your preparedness and planning will go to waste if you don't have qualified people available to help execute the plan. Employee preparedness is an important part of your overall emergency preparedness planning and will help increase the likelihood that your employees will be safe and available after a disaster.

Employee Preparedness Considerations

- ❑ Ensure that your personnel are familiar with all aspects of your emergency and business continuity plans.
- ❑ Encourage them to have a personal preparedness plan at home. This should include an emergency communications plan as well.
- ❑ Encourage them to have a home and work disaster plan and disaster supplies kits.
- ❑ Encourage them to keep their emergency contact information updated in eConnect.

Additional Emergency Preparedness Considerations

Home and family: Prepare your home and those who depend on you by creating an emergency plan that includes your emergency communications plan, information about what to do if you must evacuate, and how to shelter-in-place. Assemble a disaster supplies kit that includes essential items that you and your family would need if you had to evacuate or if you had to shelter-in-place for several days. Remember to consider the special needs of elderly family members, infants and children, and pets. Assemble a kit for your car as well. Additional information about emergency preparedness can be found at www.ready.gov.

At work: Talk to your supervisor about what your responsibilities will be during a campus emergency. This includes clarifying expectations and reviewing emergency plans and notification procedures. Employees who perform critical functions (support life, health, safety, security) may be required to stay at or report to work during a disaster. Assemble a workplace preparedness kit. Include change of clothes and shoes, medications, personal hygiene items, mobile device charger, snacks, and water. Additional information about emergency preparedness can be found at http://www.dallascollege.edu/XXXXXprograms/emergency/ and www.ready.gov.

COMPLETE CONTINUITY TRAINING

Completing training can help you better understand the continuity planning process and how to develop a functional and beneficial business continuity plan. Training workshops are offered by the Business Continuity Office. To sign up for these workshops, please the Environmental Health and Safety training tool at https://www.dallascollege.edu/XXXXXXX/tools/training/. Online resources providing an introduction to continuity planning can be found on the Continuity Planning webpage at http://www.dallascollege.edu/XXXXXXXXX/continuity/.

TESTING/EXERCISING YOUR PLAN

Once your business continuity plan is finished, you will want to test it to be sure you and the rest of your work-group are familiar with it. One way to test your plan is to conduct a tabletop exercise or drill. Include all your planning team, as well as others in your unit who would be involved during and after a disaster or major disruption. Develop a plausible scenario that might impact your work-group (e.g., fire, sprinkler malfunction) and discuss the actions you would take to maintain your operations. Compare your discussions with your plan and make any adjustments as needed.

SUMMARY/NEXT STEPS

Business continuity planning does not begin after disaster strikes. Planning begins right now, with you and your co-workers completing this guide. The information you have collected and the conversations you have with your staff will help prepare you to respond quickly and efficiently to any emergency and to establish a recovery plan that will minimize interruption to your vital work.

Having a business continuity plan will not prevent a power outage, tornado, or a burst sprinkler pipe, but it could potentially save you and Dallas College thousands, possibly millions, of dollars in losses.

Now that you have completed the guide, here are a few final steps:

- Review the Mitigation/Follow-Up Actions Worksheet and establish a plan to complete the outstanding actions.
- Upload your plan into the Dallas College SharePoint business continuity planning page at https://wwww.dallascollege.edu/XXXXXX/businesscontinuitytools/
- Make an electronic copy of the complete guide and share it with the members of your planning team.
- Keep copies, either hard copy or electronic, at a separate location from your primary worksite.
- For a large work-group, create an executive summary and distribute it to everyone during a staff meeting.
- Test your plan with your entire work-group by conducting a tabletop exercise.
- Plan to review your plan in one year. Schedule the meeting now so you don't forget.

MITIGATION/FOLLOW-UP ACTIONS

☑ *Task: Use the worksheet below to capture suggestions and ideas that have been identified during the planning process that need to be addressed.*

Mitigation/Follow-Up Actions Worksheet

Instructions: List significant issues that have been identified during the planning process that need to be addressed. Include any possible solutions, due date, responsible parties, and date issue was resolved

Continuity Issues / Problem	Possible Corrective Action(s)	Assigned To	Due Date	Completion Date