



***COLLIN COLLEGE
BUSINESS RECOVERY PLAN***

COLLIN HIGHER EDUCATION CENTER



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NOTIFY RECOVERY TEAM

- The District Director of Safety, Security and Facility Services will inform the Recovery Team Leader when it is safe to enter the building.
- The appropriate Team Leader will inform Recovery Teams when it is safe to begin damage assessment and recovery activities.

Campus Recovery Team Contact Information

Recovery Team Leaders – CHEC – Critical Apps.	Office Phone	Cell Phone	Home Phone
District VP Administration/CFO - Ralph Hall (Leader)	972.758.3831		
District Director of Safety, Security, Facilities & Contr. – Ed Leathers	972.881.5142		
Chief Information Systems Officer – David Hoyt	972.599.3133		
Vice President of Organizational Effectiveness/HR – Kim Davison	972.985.3781		
VP of Public Relations & College Development – Lisa Vasquez	972.758.3794		
AVP of Academic Outreach – Joe Butler	972.599.3121		

MEET RECOVERY TEAM AT COMMAND POST

- **Location:** Spring Creek Campus
- **Time:** When Notified by the President or Recovery Team Leader
- **Contact Name:** Ralph Hall – District VP Administration/CFO

DAMAGED SITE	COMMAND POST	PHONE #	ROOM #
Central Park Campus			
Spring Creek Campus			
Preston Ridge Campus			
Collin Higher Education Center			
Courtyard Center			
High School Sites			

USE THE CRITICAL APPLICATION EMPLOYEE CONTACT LIST TO NOTIFY THE APPROPRIATE PERSONNEL TO:

- Proceed to Command Post
- If Appropriate, Bring Business Recovery Plan
- If Appropriate, Be Prepared to Travel
- Bring College ID Card or name badge with Logo
- Bring Pertinent Resources from Home or Off-Site
- **Please share all information with your supervisor who will provide frequent status reports to the command center.**

IF DIRECTED, MEET THE LEADERSHIP TEAM AT THE COMMAND POST

Location: Spring Creek Campus

- **Time:** As directed
- **Phone Number:**
- If Command Post is Not the work area, Instruct Appropriate Staff to Report to the Designated Recovery Site
- Meet Appropriate Staff at Assembly Site
- Brief Staff on the Situation
- Document Information Provided at the Briefing
- Report Status of Critical Functions and Potential Concerns to the Campus Recovery Team during the Briefing
- Contact Vendors and/or Clients if Appropriate
- Begin Team Recovery Activities

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INTRODUCTION – COLLIN HIGHER EDUCATION CENTER

Collin College's Business Recovery Plan is designed to provide a guide for the senior administration of the College during times of long-term crisis. This plan is invoked when a College facility is disabled for greater than two weeks.

The strategy for this plan is based on the worst-case scenario and includes recovery procedures for all disasters affecting the facilities, student and business processes. Its purpose is to minimize losses and turn a potential disaster into a minor business interruption by reducing the recovery duration to 48 hours and minimizing its impact on continuing critical operations. This plan describes recovery procedures (at the unit level) written in specific details so available staff can effectively expedite the recovery process

The President of Collin College or a designated representative declares an emergency. The Vice President/Provost at the effected campus begins implementing this plan by contacting recovery team leaders who then notify their recovery teams to meet at the designated recovery site to begin damage assessment and recovery processes.

ORGANIZATIONAL INVOLVEMENT

Maintenance of the Business Recovery Plan for Collin's complex systems and the many end-user processes is challenging, yet critical, and requires members of the entire organization. College-wide support is vital for the maintenance of all emergency and recovery plans.

LEADERSHIP TEAM

Name	Office #	Cell #	Home #	Campus
District President – Cary Israel	972.758.3801			CHEC
District VP Administration/CFO – Ralph Hall	972.758.3831			CHEC
District Sr. VP AA/Stu. Dev. – Colleen Smith	972.758.3880			CHEC
VP Student Development – Barbara Money	972.599.3151			CHEC
VP Org. Effectiveness/HR – Kim Davison	972.985.3781			CHEC
VP/Provost – CPC – Sherry Schuman	972.548.6803			CPC
VP/Provost – PRC – Brenda Kihl	972.377.1551			PRC
VP/Provost – SCC – Mary McRae	972.881.5771			SCC
VP of PR & College Dev – Lisa Vasquez	972.758.3794			CHEC

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Leadership Team Responsibilities

- Ensure the required resources are allocated to execute the plan.
- Investigate all legal liabilities and insurance policies for asset management.

Campus Recovery Team Leader Responsibilities

The primary responsibility of the Team Leader is to provide leadership of the campus recovery team and coordinate support for the recovery effort. Other responsibilities include:

- Participate in resumption meetings with the Leadership Team.
- Direct the disaster recovery efforts of the teams.
- Oversee communications activities of the teams.
- Coordinate with the command post site regarding all administrative issues.

Recovery Team Responsibilities

When notified by the Campus Recovery Team Leader or Leadership Team member that the Business Recovery Plan has been activated, the primary responsibilities of the team will be to use their resources and set into motion procedures to restore Collin College's critical administrative and instructional applications.

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Critical Applications	Contacts	Cell Phone	Home Phone
Admin Programming Second Contact	David Hoyt Subir Purkayastha		
Business Office Second Contact	Ralph Hall Julie Bradley		
CHEC Student Services Second Contact	Joe Butler Kandi Hoyer		
PR & College Dev Second Contact	Lisa Vasquez Marcy Cadena-Smith		
Human Resources Second Contact	Kim Davison Norma Smith		
Networking Second Contact	David Hoyt Shane Ammons		
Plant Operations Second Contact	Ed Leathers David Campbell		
President's Office Second Contact	Cary Israel Kim Davison		
Purchasing Second Contact	Cindy White Karen Bell		
Safety & Security Second Contact	Ed Leathers Michael Gromatzky		
Telephone System Second Contact	David Hoyt Shane Ammons		

ADMINISTRATIVE PROGRAMMING

Administrative Programming Services staff will serve to support the recovery of Banner and its related systems. They will be contacted as needed by Operating Systems or Academic Technology and Network Services.

BUSINESS OFFICE

Continuance operations for the Business Office are delegated through the Vice President of Administration and CFO. Upon identification, Business Office personnel will be notified by several means of communications (telephone, Internet, etc.) of the alternate work site(s) for central business operations.

The risk management department (AVP/Controller's Office) will notify the District's insurance companies concerning any potential insurance loss and recommended procedures within the first 24 hours.

Day-to-day banking operations are currently conducted over the Internet and therefore can be operational within 24 hours from any remote location with Internet access. Check writing capabilities can also be operational within 24 hours. Critical check writing software is located on the network and any special check stock can be delivered within

CRITICAL APPLICATIONS – COLLIN HIGHER EDUCATION CENTER

24 hours. The Bursars functions are located in each campus and other campus offices can perform any required cashier function.

Critical business operations electronic files are also stored on the network and can be recovered per the Networking section.

CHEC STUDENT SERVICES

Upon the declaration of a disaster, the CHEC Student Services Office personnel will be notified by several means of communications (telephone, internet, etc.) of the relocation site at the designated command post. The Office will contact all university partners regarding the status of the facility. CHEC Student Services will coordinate alternate classrooms for university partner classes as soon as possible. Day-to-day operations are currently conducted with network-based files and over the internet and therefore can be operational within 24 hours from any of the campuses.

COLLEGE & PUBLIC RELATIONS

The office of College & Public Relations is responsible for managing communication on behalf of the college. This includes media relations, publications, advertising, photography, and website content management. In the event of an emergency, all 12 employees would relocate to the Command Post, assembling in the Vice President/Provost's office for details.

Media calls for a crisis at any campus should be routed to the cell phone number of Lisa Vasquez who will coordinate with media, issue statements and organize press conferences as needed.

Critical data includes publication archives; media contact information, news releases and other communication documents. With the exception of the publication archives, the majority of data is stored on network H drives. All publications are archived on the SAN when completed. To access the publication files on the SAN in a crisis, the Macs labs at SCC or PRC (such as ADGT) would be used.

HUMAN RESOURCES

The Associate VP of Organizational Effectiveness and Human Resources or designee, will contact each HR staff member and advise them of the situation, and identify alternate work locations, dates, and times.

HR staff will be assigned to assist employees as well as their families and the public, as needed, to answer questions and address problems regarding pay, benefits, and employment.

Since a significant amount of employee/applicant information and history is stored in electronic format, which is backed-up and stored offsite, disruption of service to employees and the public should be minimized. Loss of normal human resource

CRITICAL APPLICATIONS – COLLIN HIGHER EDUCATION CENTER

paper documents such as applications, benefit materials, policy & procedure documentation can be re-created by employees as needed.

Critical paper documents such as contracts, transcripts, archived data records or any item identified by the AVP as difficult or impossible to replace will be prioritized for storage in fireproof, secure and locked cabinets, and be scanned into a permanent storage form such as electronic data or microfilm for recovery to meet rules of judicial and governing bodies.

NETWORKING

The District's Wide Area Network (WAN) is composed of a 48-strand fiber optic network connecting the Central Park, Spring Creek, Collin Higher Education Center, Courtyard and Preston Ridge campuses. The college uses 4 strands of the 48 for the data network. These 4 strands are connected to Cisco 6500 Series switches at each site and create a 10 Gigabit Ethernet backbone. This system will automatically reroute traffic if the fiber is cut between two sites. The District has an Emergency Restoration contract with Capco Communications for the fiber WAN.

Each campus uses the Cisco 6500 series switch at the core of its Local Area Network (LAN). The LAN's have a gigabit Ethernet backbone. Each campus network is independent and will not affect another campus's capabilities.

The files of all individuals with a network account at CHEC are located at CYC. These servers are backed up daily, weekly and monthly at PRC.

PLANT OPERATIONS

Plant Operations will use their employee contact list to notify all Facility managers and associated Operations Personnel to assemble the maximum number of staff available to assist at the disaster area.

All available radios, vehicles and equipment (not required to maintain critical status at other sites) will be assembled and utilized at the disaster area.

The District Director of Safety, Security and Facility Services will maintain contact with the Recovery Team and Leadership Team at the Command Post, to provide pertinent information from the scene.

Campus Plant Operations personnel will work with energy providers to restore temporary utilities in the quickest possible manner.

PRESIDENT'S OFFICE

Upon the declaration of a disaster, the President's Office personnel will be notified by several means of communications (telephone, internet, etc.) of the relocation site at the

CRITICAL APPLICATIONS – COLLIN HIGHER EDUCATION CENTER

designated command post. Day-to-day operations are currently conducted with network-based files and over the internet and therefore can be operational within 24 hours from any of the campuses.

PURCHASING

Purchasing data is stored in Banner, SciQuest's hosted requisition system and lonwave's hosted bidding system. If an emergency should occur at CHEC preventing Purchasing staff from accessing their computers, a computer at any another campus location can be used to access information and process orders. Purchasing personnel will be direct to the designated location by Recovery Team personnel.

SAFETY & SECURITY

During the first sign of a disaster, the Safety and Security Office will secure the campus. As soon as emergency services arrive from McKinney, the officers will turn the site over to the McKinney authorities and fill a back-up role. When the campus is turned back over to the College authorities, Safety and Security will resume the role of securing the campus.

TELEPHONE SYSTEM

Each campus has its own independent Voice over IP Call Manager. There are incoming and outgoing telephone lines provided by the local telephone company to multiple District locations. All campus telephone lines can be used to route external calls from any campus location. The Call Managers are connected together over the fiber optic Wide Area Network, but do work independently. The primary Call Manager is located at Preston Ridge. If a campus is disconnected from the network, that campus Call Manager will take over the calls and route them out of the local circuits. The Call Managers are backed up weekly.

If a disaster occurs at any campus, the Executive Director of Academic Technology and Network Services will contact the campus telephone vendor and specified numbers will be temporarily redirected to an alternate location. There is a minimum of four (4) hours downtime during the programming changes.

The use of existing cell phones by key personnel will be the most immediate form of communication for coordinating necessary services and the acquisition of materials. Emergency vendor numbers are maintained on the network through the "I" drive.

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Other college applications deemed less critical to the continuation of business processes and instructional programs are not included in the critical applications inventory. Manual processes and hard copy paper forms will be used to document and track the recovery activities of these units as needed.