



***COLLIN COLLEGE
BUSINESS RECOVERY PLAN***

COURTYARD CENTER



Updated:

January 2014

TABLE OF CONTENTS

QUICK REFERENCE GUIDE3

INTRODUCTION4

LEADERSHIP TEAM4

LEADERSHIP RESPONSIBILITIES.....5

CAMPUS RECOVERY TEAM LEADER RESPONSIBILITIES...5

RECOVERY TEAM RESPONSIBILITIES5

CRITICAL APPLICATIONS – FIRST 48 HOURS.....6

OTHER APPLICATIONS9

Collin College Business Recovery Plan - CYC

QUICK REFERENCE GUIDE – COURTYARD CENTER

NOTIFY CAMPUS RECOVERY TEAM

- The District Director of Safety, Security and Facility Services will inform the Campus Recovery Team Leader when it is safe to enter the building.
- The appropriate Recovery 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– CYC – Critical Apps.	Office Phone	Cell Phone	Home Phone
District VP Administration/CFO - Ralph Hall (Leader)	972.758.3831		
Vice President/Provost – PRC – Brenda Kihl	972.377.1551		
District Director of Safety, Security, Facilities & Contr. – Ed Leathers	972.881.5142		
Chief Information Systems Officer - David Hoyt	972.599.3133		
VP of Public Relations & College Development – Lisa Vasquez	972.758.3794		
Vice President of Organizational Effectiveness/HR – Kim Davison	972.985.3781		
Registrar/Director of Admissions – Todd Fields	972.881.5174		

MEET CAMPUS RECOVERY TEAM AT COMMAND POST

- **Location:** Spring Creek Campus
- **Time:** When Notified by the President or Campus Recovery Team Leader
- **Contact Name:** Brenda Kihl – Vice President/Provost - PRC

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

Collin College Business Recovery Plan - CYC

INTRODUCTION – COURTYARD 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. The Courtyard Center has the following campus-specific issues.

- Continuing Education
- HelpDesk
- Small Business Development

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

Collin College Business Recovery Plan - CYC

Leadership Team Responsibilities

- Ensure the required resources are allocated for plan development.
- 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 business 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 Recovery Team Leader, 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.

Collin College Business Recovery Plan - CYC

CRITICAL APPLICATIONS – COURTYARD CENTER

Critical Applications	Contacts	Cell Phone	Home Phone
Academic Technology Second Contact	David Hoyt Shane Ammons		
Admissions/Records Second Contact	Todd Fields Michelle Wilson		
Continuing Education Second Contact	Steve Hardy Natalie Greenwell		
Networking Second Contact	David Hoyt Shane Ammons		
Plant Operations Second Contact	Ed Leathers Thomas Moses		
Safety & Security Second Contact	Ed Leathers Michael Gromatzky		
Telephone System Second Contact	David Hoyt Shane Ammons		
Web Systems Second Contact	David Hoyt Heather Webb-Losh		

ACADEMIC TECHNOLOGY

A variety of servers are located at CYC. Each server is backed up using the standard rotation schedule to the tape backup system at PRC as well as being replicated daily to CPC. Critical servers can be rebuilt at CPC from the daily replication. Non-critical servers at CPC would be reallocated to the critical ones from CYC until replacement servers can be delivered. The files of all individuals with a network account at CYC are located at CYC.

ADMISSIONS/RECORDS

Upon notification of a disaster, a campus-based command post will be established as defined in the ARO disaster recovery plan depending on the impacted campus. The Registrar/Director of Admissions will be the lead contact and will notify appropriate staff as needed and through the communication system most capable at the time (i.e. land line, cell phone or email).

The following priorities are recognized as governing the general framework of decision making in the event of an impending or a large scale disaster in ARO.

- Priority 1 Human safety issues including evacuation of buildings
- Priority 2 Essential records protection and recovery
- Priority 3 Electronic equipment protection and recovery
- Priority 4 Fittings and furniture protection and recovery

Many student records have been digitized and are stored on the college servers. Confidential records are stored at an undisclosed, secured location. Paper documents are stored in a climate controlled environment. Should this environment become compromised, the following action items are to occur:

CRITICAL APPLICATIONS – COURTYARD CENTER

1. Assess the damage
2. Stabilize the environment
3. Activate the in-house disaster recovery team or commercial service
4. Restore the area

It is understood that the physical, paper documents are the most vulnerable and the Records Center is working with the various departments that utilize the facility to ensure documents will be backed up in a digital format.

CONTINUING EDUCATION

In the event of a catastrophic occurrence that required relocation, Continuing Education personnel would be notified via phone call beginning with a call from the CEWD-AVP to each direct report director who in turn would be responsible for contacting personnel reporting to them. Temporary accommodations for CE administrative critical staff could be at either the Preston Ridge Campus or the Spring Creek Campus. Depending on the severity and duration of the temporary relocation, classes would either be suspended or canceled and rescheduled at other campuses on a space available basis. The majority of records are class handout materials and most of those materials are in electronic format and can easily be accessed from other locations where the college network is accessible.

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 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.

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.

CRITICAL APPLICATIONS – COURTYARD CENTER

The District Director of Safety, Security and Facility Services will maintain contact with the Campus 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.

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 Plano, the officers will turn the site over to the Plano 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 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.

WEB SYSTEMS

The college's instructional web sites (iws.collin.edu and iws2.collin.edu) are housed on servers at the Courtyard Center.

Back-ups of the servers are housed at PRC as well as being replicated daily to CPC.

The systems can be replicated at CPC within the 48 hour window if CYC is not functioning.

OTHER APPLICATIONS – COURTYARD CENTER

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.