



***COLLIN COLLEGE  
BUSINESS RECOVERY PLAN***

**SPRING CREEK CAMPUS**



***Updated:***

***January 2014***

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## **Collin College Business Recovery Plan – SCC**

### **QUICK REFERENCE GUIDE – SPRING CREEK CAMPUS**

#### **NOTIFY 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**

| <b>Recovery Team Leaders – SCC – Critical Apps.</b>                      | <b>Office Phone</b> | <b>Cell Phone</b> | <b>Home Phone</b> |
|--|---------------------|-------------------|-------------------|
| District VP Administration/CFO - Ralph Hall (Leader)                     | 972.758.3831        |                   |                   |
| Vice President/Provost – SCC – Mary McRae                                | 972.881.5771        |                   |                   |
| District Director of Safety, Security, Facilities & Contr. – Ed Leathers | 972.881.5142        |                   |                   |
| Chief Information Systems Officer – David Hoyt                           | 972.599.3133        |                   |                   |
| Registrar/Director of Admissions – Todd Fields                           | 972.881.5174        |                   |                   |
| Vice President of Organizational Effectiveness/HR – Kim Davison          | 972.985.3781        |                   |                   |
| VP of Public Relations & College Development – Lisa Vasquez              | 972.758.3794        |                   |                   |

#### **MEET RECOVERY TEAM AT COMMAND POST**

- **Location:** Collin Higher Education Center
- **Time:** When notified by President or Campus Recovery Team Leader
- **Contact Name:** Mary McRae – Vice President/Provost – SCC

| <b>DAMAGED SITE</b>            | <b>COMMAND POST</b>                                   | <b>PHONE #</b> | <b>ROOM #</b> |
|--------------------------------|---|----------------|---------------|
| Central Park Campus            | President's Workroom @ Collin Higher Education Center | 972.758.3800   | 407           |
| Spring Creek Campus            | President's Workroom @ Collin Higher Education Center | 972.758.3800   | 407           |
| Preston Ridge Campus           | President's Workroom @ Collin Higher Education Center | 972.758.3800   | 407           |
| Collin Higher Education Center | VP/Provost Office @ Spring Creek Campus               | 972.881.5771   | G227          |
| Courtyard Center               | VP/Provost Office @ Spring Creek Campus               | 972.881.5771   | G227          |
| High School Sites              | Provost Office @ SCC in conjunction with ISD Admin.   | 972.881.5771   | G227          |

#### **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 post.**

#### **IF DIRECTED, MEET THE LEADERSHIP TEAM AT THE COMMAND POST**

**Location:** Collin Higher Education Center

- **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 Designated Recovery 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 – SCC***

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### **INTRODUCTION - SPRING CREEK CAMPUS**

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 Spring Creek Campus has the following campus-specific issues.

- Photography Dark Room (B Module)
- Science Labs (H & I Modules)

### **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   |

**SPRING CREEK CAMPUS**

**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 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 teams will be to use their resources and set into motion procedures to restore Collin College's critical administrative and instructional applications.

**CRITICAL APPLICATIONS – SPRING CREEK CAMPUS**

| <b>Critical Applications</b>               | <b>Contacts</b>                         | <b>Cell Phone</b> | <b>Home Phone</b> |
|--|---|-------------------|-------------------|
| ACCESS Office<br>Second Contact            | Barbara Money<br>Sharon Steele-Blakeman |                   |                   |
| Admissions/Records<br>Second Contact       | Todd Fields<br>Debbie Dunn              |                   |                   |
| Child Development Center<br>Second Contact | Gary Hodge<br>Janet Galantay            |                   |                   |
| Distance Learning<br>Second Contact        | Joe Butler<br>Jennifer Summerville      |                   |                   |
| Information Center<br>Second Contact       | Mary McRae<br>Doris Litrell             |                   |                   |
| Library<br>Second Contact                  | Linda Kyprios<br>John Schanot           |                   |                   |
| Networking<br>Second Contact               | David Hoyt<br>Shane Ammons              |                   |                   |
| Plant Operations<br>Second Contact         | Ed Leathers<br>Kenny Lanius             |                   |                   |
| Safety & Security<br>Second Contact        | Ed Leathers<br>Michael Gromatzky        |                   |                   |
| Student Development<br>Second Contact      | Barbara Money<br>Terrence Brennan       |                   |                   |
| Telephone System<br>Second Contact         | David Hoyt<br>Shane Ammons              |                   |                   |

**ACCESS OFFICE**

Upon notification of a disaster, the ACCESS Office will distribute personnel as needed. Personnel will be notified by telephone (cell phone if necessary). Those individuals designated to staff the recovery site will relocate to the Designated Recovery Site. The records needed to conduct business are located in three areas; the Student System, the college network's I: drive, and paper files.

The Student System will be available from other campus locations with access to the college network or through VPN. The ACCESS Office database is housed on the college's I: drive. The I: drive is located on the college's SAN's for availability and recovery purposes.

ACCESS Office paper files are currently vulnerable. Steps are being taken to scan these documents into CD. Copies of the CD's will be located at the PRC Dean of Students Office and in the CPC Records Center safe.

**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

**CRITICAL APPLICATIONS – SPRING CREEK CAMPUS**

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:

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.

**CHILD DEVELOPMENT CENTER**

In the event of a disaster at the Spring Creek Campus, the following steps will be put into operation.

- The Child Development Director will wait for the directive from the Campus Recovery Team or Leadership Team.
- The Director will notify all child development staff where they will meet if the Child Development Center is closed.
- The Director will have all family names and contact numbers at school and his/her home.
- The Director will notify all families and let them know the situation at the Center.
- Child development personnel will assist families in locating childcare in the event of long-term closing of the Center.

**CRITICAL APPLICATIONS – SPRING CREEK CAMPUS**

**DISTANCE LEARNING**

Upon notification of a disaster, the Distance Learning and TLC offices will relocate to the designated recovery site. The systems needed to deliver Distance Learning courses are located external to SCC.

The necessary components for Online (Blended & Web primarily delivered via Blackboard) are:

- IWS Servers: Courtyard Center
- CougarWeb: Central Park Campus
- Help Desk: Courtyard Center
- Outsourced HelpDesk: external to Collin College
- Internet: Preston Ridge and Central Park Campuses
- Blackboard Servers: Central Park Campus
- Web Servers : Central Park Campus
- Blackboard Collaborate: external to Collin College

The Online Student Support Center staff will be relocated to the Preston Ridge Campus, Central Park Campus or a site that permits access to Banner, Blackboard and Blackboard Collaborate.

The Teaching Learning Center staff works directly with faculty in course development and therefore, resources necessary to the continued production and support of distance learning will need to be available. The SCC TLC staff will relocate to the TLC located on the Preston Ridge Campus or Central Park Campus.

Individual academic departments will need to make arrangements with the Provosts on CPC and PRC campuses for those classes designated as Blended needing campus space for face-to face meetings.

**INFORMATION CENTER**

In the event of a disaster at the Spring Creek Campus, the following telecommunication processes will be put into operations.

The Information Center staff will be assigned to respond to calls either on campus or at the alternate location and await direction from the Campus Recovery Team or Leadership Team regarding what information to release to the public.

The Information Center staff is responsible for responding to telephone contacts made through the Spring Creek Campus VoIP Telephone system.

Should a disaster occur, the Executive Director of Academic Technology and Network Services or his designee will contact the local telephone company, (SCC telephone provider) and request that certain Spring Creek numbers are temporarily redirected to specified extensions at the alternate location.



**CRITICAL APPLICATIONS – SPRING CREEK CAMPUS**

**LIBRARY**

When notified that the Disaster Plan has been activated, the Library's Executive Director (hereinafter ED) will notify the library staff to report to work at the designated alternate library. The library staff will use existing equipment and collections at the alternate library location to continue services for displaced SCC faculty, staff, and students.

When notified that the facility can be entered with safety, the ED and designated staff will conduct an assessment of damage to the collections. Salvageable library materials and furnishings will be protected on site from further damage using existing emergency supplies of plastic sheeting secured with tape. Damaged library materials will be discarded at the earliest possible time to prevent the spread of mold or contaminants to salvaged materials. Due to (1) the cost of restoration services in comparison to the cost of purchasing replacements and (2) the relative youth of the library's collections, replacement of damaged materials is the most cost-effective course of action for the college.

Most of the library's critical computer systems are housed in non-college locations with the exception of remote access to library resources. This server is located in the computer room at CPC; access to it will be critical to the delivery of services to students unable to attend onsite classes or use the library onsite. Other critical library systems housed off campus are:

- Integrated Library System (Polaris Library Systems, website [www.polarislibrary.com](http://www.polarislibrary.com))
- Electronic Reserves System (Docutek, Inc., website [www.docutek.com](http://www.docutek.com))

The library's critical administrative and operating files are stored on the I: drive or can be reconstructed from Purchasing, Accounting, and Human Resources files maintained at other campuses.

The library can be reopened when (1) the facility is cleared for occupancy, (2) the college's internal network and Internet services have been restored, and (3) sufficient staff and student computers and furniture are available in the library to support the conduct of business. Until these criteria have been met, library services should be conducted from the designated alternate library location to minimize disruption of services for students.

**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.

**CRITICAL APPLICATIONS – SPRING CREEK CAMPUS**

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 SCC are located at CPC. These servers are backed up daily, weekly and monthly at PRC and most are replicated daily to CYC.

**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 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.

**STUDENT DEVELOPMENT (DEAN OF STUDENTS FUNCTION)**

Upon notification of a disaster, the Dean of Students function will relocate to the designated recovery site. The records needed to conduct business are located in three areas; the Student System, the college network's I: drive and on CD's with each Dean of Student Development.

The Student System will be available from other recovery sites with access to the college network. The Dean of Students database is located on the network's I: drive and housed on the College's SANs for availability and recovery purposes.

The Dean of Students' paper files are scanned onto CD's. Copies of the CDs are with each Dean of Student Development in an off-campus location.

**CRITICAL APPLICATIONS – SPRING CREEK 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.

**OTHER APPLICATIONS – SPRING CREEK CAMPUS**

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. The Vice President/Provost and administrative staff will coordinate recovery efforts from the campus Information Center.