

Business Continuity Plan
Southern Regional Technical College
2020-2021

REVIEWED: *George Duff* DATE: 4/28/20
BUSINESS CONTINUITY COORDINATOR
SOUTHERN REGIONAL TECHNICAL COLLEGE

APPROVED: *Jim Han* DATE: 4/28/2020
PRESIDENT/EXECUTIVE
SOUTHERN REGIONAL TECHNICAL COLLEGE

REVIEWED: *Isabelina* DATE: 6/10/20
EMERGENCY MANAGER
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED: *James Ziegler* DATE: 7/8/2020
DIRECTOR OF CAMPUS SAFETY
TECHNICAL COLLEGE SYSTEM OF GEORGIA

Business Continuity Plan

Southern Regional Technical College **2020-2021**

Overview:

The Business Continuity Plan (BCP) supports the State Board of the Technical College System of Georgia Policy 3.4.1. "Emergency Preparedness, Health, Safety and Security" assertion which states, "The Technical College System of Georgia (TCSG) and each of its associated technical colleges and work units are committed to healthy, safe and secure workplaces and/or educational settings for all employees, students, volunteers, visitors, vendors and contractors. Each technical college or work unit shall develop, review and submit, at least annually to the System Office, those plans and procedures which are essential to respond to matters of natural and man-made hazards; public health; occupational and environmental safety as well as security. These plans and procedures shall be established with the goals of mitigating risk to individuals and physical resources as well as of maintaining compliance with national, state and local regulations."

The intent of the Business Continuity Plan is to guide response and recovery from a major emergency and where appropriate, to be linked or combined with emergency operations procedures. This BCP has been prepared through a collaborative process, with a thorough examination of critical mission functions, a systematic hazard vulnerability assessment, and comprehensive development of strategies for each critical mission function recognized to be potentially at risk during emergency. This BCP is exercised and reviewed annually as a part of the evaluative and planning processes.

One business continuity event occurred during the 2019-2020 year. This was the COVID-19 pandemic. As a result of what was learned, we re-assessed the Business Continuity Impact to Medium and the Financial Impact to High.

Southern Regional Technical College engages in the following contractual agreements regarding business continuity: GEMA/HSA regarding Hurricane Re-Entry Logistical Staging Areas.

Southern Regional Technical College engages in the following training, drills and exercises. *Active shooter exercises in concert with local first responder entities and TCSG System Office.* The protocol for the retention of training records is 3 years. The protocol for the annual review of the BCP is annually reviewed by the Business Continuity Coordinator beginning with biennial peer symposia. The reviewed BCP is then reviewed by the President of SRTC and presented to the TCSG System Office for approval, no later than May 1st of each calendar year. The protocol for the retention of the BCP is retained for 3 years in the President's Office.

The Business Continuity Plan contains the following appendices:

Appendix A: Business Continuity Plan Signature Page and Overview

Appendix B: Critical Mission Functions Chart

Appendix C: Hazard Vulnerability Assessment Instrument

Appendix D: Business Continuity Plan Worksheets

Appendix E: Emergency & Utility Contacts

Appendix B – Critical Mission Functions Chart Exemplar

Critical Mission Functions Chart

OPERATING UNIT	CRITICAL MISSION FUNCTION	ALLOWABLE DOWNTIME	PRIORITY LEVEL
Executive Leadership	President's Office	0	High
Executive Leadership	VP Admin Services	12 hrs	High
Executive Leadership	VP Operations	12 hrs	High
Executive Leadership	Executive VP/VP Student Affairs	24-48 hrs	High
Executive Leadership	VP Institutional Effectiveness	24-48 hrs	High
Executive Leadership	VP Economic Development	24-48 hrs	High
Executive Leadership	VP Institutional Adv, Mktg, PR	0	High
Executive Leadership	VP Academic Affairs	24-48 hrs	High
Administrative Services	Coordinator Human Resources	24-48 hrs	High
Student Affairs	Ex Dir Financial Aid	72 hrs	Medium
Student Affairs	Dir Student Affairs (Thomas)	72 hrs	Medium
Student Affairs	Dir Student Affairs (Colquitt)	72 hrs	Medium
Student Affairs	Registrar	72 hrs	Medium
Student Affairs	Dir Career Svcs/Counseling	72 hrs	Medium
Academic Affairs	Executive Director IT	24-48 hrs	High
Academic Affairs	Dir Distance Education	72 hrs	Medium
Academic Affairs	Dir Adult Education	72 hrs	Medium
Academic Affairs	Ex Dir Library Services	72 hrs	Medium

Appendix C – Hazard Vulnerability Assessment Instrument Exemplar

Hazard Vulnerability Assessment Instrument

HAZARD	PROBABILITY			BUSINESS CONTINUITY IMPACT			FINANCIAL IMPACT		
	High	Med	Low	High	Med	Low	High	Med	Low
Natural									
Tornado/Winds/Thunderstorm		X		X			X		
Winter Weather			X			X			X
Floods/Dam Failure			X			X			X
Wildfires			X	X				X	
Lightning			X	X					X
Drought			X			X			X
Hurricane			X	X				X	
Earthquake			X			X			X
Technological									
Structural Collapse			X	X				X	
Utility Failure			X			X			X
Power Failure		X		X				X	
Network Failure/Cyber Attacks		X		X				X	
Telecommunications Failure		X		X				X	
Major Structure Fire			X	X				X	
Vehicle/Air/Train Accident			X			X			X
Biological									
Disease Outbreak			X	X			X		
Contaminated Food Outbreak			X			X			X
Adversarial, Incidental & Human-Caused									
Civil Disorder			X			X		X	
Terroristic Threat			X			X		X	
Hazardous Materials			X			X			X
Armed Intruder			X	X					X
Hostage Situation			X	X					X

Appendix D - Business Continuity Plan Worksheet Exemplar
(Duplicate as needed for each identified Critical Mission Function)

Business Continuity Plan Worksheet

Technical College/Work Unit: President's Office

Date: February 2020

Critical Mission Function: College leadership, direction, and management.

Function Description: The purpose of the Office of the President is to support the College's Mission by providing overall leadership, direction, and management for effective and efficient operation of the College while ensuring the pursuit of academic excellence and maintenance of a quality environment for all.

Production Location: Thomasville Campus; Moultrie Campus

Process Manager: Jim Glass Office: (229)225-5068 Department: President's Office

Backup Personnel: Leigh Wallace Office: 229-217-4143

Recovery Details:

Recovery Strategy Overview: The President will coordinate recovery efforts in accordance with the following steps:

1. Follow employee contact procedure.
2. Complete actions and required to implement disaster recovery.
3. Identify primary and alternate business locations.
4. Identify critical business processes and functions.
5. Identify equipment needs and other logistical support required for continued operations.

Maximum Allowable Downtime (MAD):0 hours

MAD Rationale/Justification: This critical mission function is of high priority to SRTC. Internal and external reporting functions must be resumed to support College, particularly in catastrophic loss of physical site or college-wide failure.

Can process be suspended? No Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hours

Recovery Time Objective (hours): 72 hours

Hardware Needs: Two computers with internet access and two printers. Two phone lines.

Software Needs: Microsoft Office Suite, Adobe Acrobat, access to materials on the following servers: H-Drive, S-Drive, and the Internet.

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: Executive VP and VP for Student Affairs Office

Date: February 2020

Critical Mission Function: Support President in day-to-day College operations and support college students, financial aid programs, admissions processes, student records, career services and counseling needs, and TCSG initiatives.

Function Description: The purpose of the Office of the Executive VP and VP Student Affairs is to support the College's Mission by assisting the President with day-to-day operations of the College, working with the senior staff to achieve the major goals and objectives of the College, furthering positive relationships with external constituencies. This position supervises the functions of the Student Affairs department by providing high quality support programs, services and activities both on and off campus locations within a student-focused learning-centered environment that increase students' potential for person and educational success and by providing programs and services to include dual enrollment, student navigation, retention, orientation, workshops, assessment, admissions, financial aid, counseling, student records, disability services, special populations, job search assistance, and activities through student clubs and organizations.

Production Location: Colquitt Campus

Process Manager: Leigh Wallace
Office: (229) 217-4143

Backup Personnel: Members of President's Leadership Council

Production Location: Moultrie Veterans Parkway Campus
Thomasville Campus
Tifton Campus
Bainbridge Campus

Process Manager: Leigh Wallace, Executive VP and VPSA Department: Student Affairs
(229) 217-4143

Backup Personnel: Lisa Griffin, Director of Admissions
(229) 217-4144
Wanda Hancock, Director of Admissions
(229) 225-5089
Amy Scoggins, Director of Financial Aid
(229) 217-4163
Jeanine Long, Director of Counseling and Career Services
(229) 227-2668
Judi Lovvorn, Registrar
(229) 217-4144
Jessica French, High School Coordinator
(229) 243-6080

Melissa Stanaland
(229) 227-2686
Mandy Ponder
(229) 391-2611
Darbie Avera
(229) 217-4145
Gloria Lowe
(229) 227-2795
Asha Dillard, Student Life Coordinator
(229) 227-3076
KaCee Holt, Campus Wellness Coordinator
(229) 243-3029

Recovery Details:

Recovery Strategy Overview: The offices would collect paper documentation and process to the point of requiring the Banner system. Many processes could be completed off site with computer access to the Banner system and Microsoft Office. For longer periods of relocation, access to the US Department of Education software would need to be added.

Recovery Strategy Overview: Support President in the following:

1. Follow employee contract procedure.
2. Complete actions as required to implement disaster recovery.
3. Identify primary and alternate business locations.
4. Identify critical business processes and functions.
5. Identify equipment needs and other logistical support required for continued operations.

Maximum Allowable Downtime (MAD): 72 hours

MAD Rationale/Justification: This critical mission function is of high priority SRTC. Internal and external reporting functions must be resumed to support College, particularly in catastrophic loss of physical site or College-wide failure.

Can process be suspended? No Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hours

Recovery Time Objective (hours): 72 hours

Hardware Needs: Laptops, printers, copiers, fax machines, phone lines, Internet access

Software Needs: Banner, Microsoft Office suite, Edconnect, access to the following servers:
H-Drive, L-Drive, S-Drive, Z-Drive, Internet, and Intranet

Necessary Vendors/Contractors: SunGard, US Department of Education SAIG Mailbox

Special Notes: **All decisions would hinge on the time of the semester the disaster takes place.
There is much more leniency during the middle of the term as opposed to the beginning or end of
the term.

Business Continuity Plan Worksheet

Work Unit: VP Administrative Services

Date: February 2020

Critical Mission Function: Support of College financial operations.

Function Description: The purpose of the Administrative Services division is to support the College's Mission by providing a financially sound budget on an annual basis for the College to operate by providing services in the following areas: accounting, asset management, budget management, contracts, procurement, receiving and distribution, records management, and payroll support functions; and coordinating the implementation of the SRassist-Operating Budget Module for unit budget planning and monitoring; and coordinating the implementation of the SRassist-Equipment Improvement Budget for unit improvement budget planning for equipment.

Production Location: Thomas Campus

Process Manager: Ross Cox
Office: 229-217-4191
Backup Personnel: Sara Collins
Office: 229-227-2811
Robin Boyd
Office: 229-217-4127

Recovery Details:

Recovery Strategy Overview: Employees will be contacted in a systematic manner. Telephone will be the primary mode of contact and emails will be the secondary option. The VP Administrative Services will initiate the communication process by contacting immediate subordinates.

Maximum Allowable Downtime (MAD): 12 hrs

MAD Rationale/Justification: This critical mission function is of high priority SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: Two computers connected to Internet, two printers and two telephone lines.
Software Needs: Microsoft Office Suite, access to materials on the following servers: H-Drive,
L-Drive and Intranet.

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: VP Operations

Date: February 2020

Critical Mission Function: Support of College facilities leadership.

Function Description: The purpose of the Operations division is to support the College's Mission by providing leadership for campus safety, capital outlay projects, minor repair and renovation and maintenance of facilities and equipment, which enables facilities and grounds to be adequately maintained providing an environment for all that is safe and conducive for teaching, learning, and working. The Operations division is also accountable for maintaining and updating the Master Facilities Plan, Procedure: Maintenance, Maintenance Plan, Operations Division Organizational Chart, and Emergency Operations Plan.

Production Location: Tift Campus

Process Manager: David Evans
Office: 229-391-2609
Backup Personnel: Gary Aldridge
Office: 229-225-5294
George Griffin
Office: 229-386-3229

Recovery Details:

Recovery Strategy Overview: Maintenance and custodians would be relocated to other campuses if affected campus was not safe. Once campus was safe Maintenance personnel would be utilized to start making necessary repairs. Custodians would be utilized for clean-up. Maintenance and custodians could be relocated to affected area if necessary.

Maximum Allowable Downtime (MAD): 12 hrs

MAD Rationale/Justification: This critical mission function is of high priority SRTC. Clean-up could be needed immediately

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: Access to janitorial and maintenance supplies, equipment, tools and vehicles.
Telephones (mobile).

Software Needs: Microsoft Office Suite, HVAC controls.

Necessary Vendors/Contractors: Depending on damage—vendors or contractors who specialize in our needs.

Special Notes: At some point, need access to affected area for clean-up or to retrieve supplies.

Appendix D - Business Continuity Plan Worksheet Exemplar
(Duplicate as needed for each identified Critical Mission Function)

Business Continuity Plan Worksheet

Technical College/Work Unit: Institutional Effectiveness

Date: February 2020

Critical Mission Function: Support and leadership of College institutional effectiveness initiatives.

Function Description: The purpose of the Institutional Effectiveness division is to support the College's Mission by providing support and leadership in the application of an ongoing, integrated, and college-wide system of research-based planning and evaluation processes; integrating specific research, data collection, evaluation, analysis, assessment, planning, budgeting, and implementation processes; ensuring that expected outcomes of units and programs and program student learning outcomes are identified and assessed; ensuring that results are used for improvement in planning and budgeting; implementing and evaluating plans; documenting improvements; and by assisting programs in acquiring and maintaining program accreditations and the College in maintaining its accreditation status.

Production Location: Thomasville Campus

Process Manager: Vic Burke Department: Institutional Effectiveness
Office: 229-225-3978

Backup Personnel: Deborah Gray
Office: 229-225-4087
Don Kurtz
Office: 229-225-3979
IE Director: Vacant
Office: 229-225-5038

Recovery Details:

Recovery Strategy Overview: Recovery Strategy Overview: Employees will be contacted in a systematic manner. Telephone will be the primary mode of contact and emails will be the secondary option. The VP Institutional Effectiveness will initiate the communication process by contacting immediate subordinates.

Maximum Allowable Downtime (MAD): 24-48 hours

MAD Rationale/Justification: This critical mission function is of high priority SRTC.

Can process be suspended? No Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hours

Recovery Time Objective (hours): 72 hours

Hardware Needs: Four desktop and/or laptop computers, four sets of dual monitors, two servers (one Class Climate server and one IE web server), image scanner/survey scanner, two color printers with network connectivity, and an accessible color copier.

Software Needs: Microsoft Office Suite, Adobe Acrobat Pro, Class Climate, IBM SPSS, Modular Professional, Office Reports Professional, access to Banner and ColdFusion, and SQL Developer.

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Appendix D - Business Continuity Plan Worksheet

Business Continuity Plan Worksheet

Technical College/Work Unit: SRTC Economic Development Division Date: February, 2020

Critical Mission Function: Contract Training, Continuing Education, and Conference Center Rentals

Function Description: Perform scheduled training for contract training (CT), continuing education (CE), and conference center rental (CCR) customers.

Production Location: Bainbridge Campus (CT, CE, CCR), Moultrie Campus (CT, CE, CCR), Thomasville Campus (CT, CE, CCR), Tifton Campus (CT, CE, CCR).

Process Manager: Dennis G. Lee Department: Economic Development Division

Backup Personnel: Bainbridge-Susanne Reynolds, Moultrie-Cole Posey,
Thomasville-Rhonda Geiger, Tifton-Kelly Daniell

Recovery Details:

Recovery Strategy Overview: Contract training, continuing education, and conference center activities will be rescheduled as quickly as possible if necessary. Course instructors will be asked to assist with the revised course schedules and locations.

1. Staff Computers:
SRTC Information Technology Business Continuity Plan
Staff will periodically back up Economic Development files.

Maximum Allowable Downtime (MAD): 48 Hours

MAD Rationale/Justification: If the servers are operational and accessible, then there should be no downtime. If the servers are not operational, then the SRTC IT continuity plan takes precedence.

Can process be suspended? Yes Can process be degraded? No

Work-around procedures in place? No Work-around procedures tested? No

Recovery Point Objective (relocation): Relocating and/or rescheduling training and events will be done as needed and if and when appropriate and available facilities are identified or when operations are restored,

Hours to Point Objective: 0.25 Hours

Recovery Time Objective (hours): 12 Hours

Hardware Needs: Four Staff desk top computers with printers, twenty student computers, four desks with chairs, four filing cabinets.

Software Needs: Microsoft Office Suite.

Vendors/Contractors: Determined when needed.

Special Notes: This plan only identifies the most critical components of daily operations for the SRTC Economic Development Division. There are other operational details that are not deemed to be as critical and may be worked around, relocated, rescheduled, or delayed indefinitely until operations are fully restored.

Appendix E – Emergency/Utility Contacts Exemplar (Produce one for each different physical site)

Law Enforcement: 9-911-Moultrie Police Department
9-911-Thomasville Police Department
9-911-Tifton Police Department

Fire: 9-911 for all locations

Power: N/A

Water: N/A

Natural Gas: N/A

Telecommunications: N/A

Other:

Business Continuity Plan Worksheet

Work Unit: VP Institutional Advancement, Marketing, & Public Relations Date: February 2020

Critical Mission Function: Support College institutional advancement, marketing and public relations.

Function Description: The purpose of the Institutional Advancement, Marketing, and Public Relations division is to support the College's Mission by communicating the College's programs and services to community leaders, potential students, foundation members, alumni, and the general public and through the development and coordination of all marketing, public relations, and fundraising efforts, alumni activities, and through the development and submission of proposals for grants.

Production Location: Thomas Campus

Process Manager: Amy Maison
229-225-3977
Backup Personnel: Brittany McInvale
Office: 229-227-2415
Jenny Dell
Office: 229-255-4060
Carol Willis
Office: 229-227-3239

Recovery Details:

Recovery Strategy Overview: Employees will be contacted in a systematic manner. Telephone will be the primary mode of contact and emails will be the secondary option. The VP Institutional Advancement, Marketing, & Public Relations will initiate the communication process by contacting immediate subordinates.

Maximum Allowable Downtime (MAD): 0 hrs

MAD Rationale/Justification: This critical mission function is of high priority SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: Three desk top computers, 3 color printers, 1 digital camera.

Software Needs: Microsoft Office Suite, Photoshop

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: VP Academic Affairs

Date: February 2020

Critical Mission Function: College leadership and support of academic programming.

Function Description: The purpose of the Academic Affairs division is to support the College's Mission by serving as a source of instructional input and feedback to the administration of the College in the following areas related to instructional programs, courses, and curriculum for on campus, off-campus, and online instruction; and is responsible for all faculty support services and student academic support services, accreditation concerns, and consortia and contractual relationships as well as it is the unit accountable for the Exposure Control plan for all the College and serves the School of Arts and Sciences, School of Business, School of Health Sciences, School of Industrial Technology, School of Professional Services, and the Academic Affairs Support Services Department to include the Adult Education department, Distance Education department, Library Services department, and the Tutoring department.

Production Location: Colquitt, Decatur Grady, Mitchell, Thomas, Tifton Turner, Worth Campuses

Process Manager: Dr. Ron O'Meara
229-225-5200

Backup Personnel: Tina Strickland
Office: 229-217-4141
Carla Barrow
Office: 229-225-5077
Abby Carter
Office: 229-217-3177
Kathryn Kent
Office: 229-391-2606
Joan Simpson
Office: 229-243-4264

Recovery Details:

Recovery Strategy Overview: VP Academic Affairs will coordinate crisis recovery through the implementation of the following steps:

1. Employee Contract Procedure.
2. Activate plan to move programs to alternate locations.
3. Supervise the plan implementation for the instruction and administrative functions identified.

Maximum Allowable Downtime (MAD): 24-48 hrs

MAD Rationale/Justification: This critical mission function is of high priority SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: To be determined.

Software Needs: Microsoft Office Suite, access to H-Drive and L-Drive

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Appendix D - Business Continuity Plan Worksheet Exemplar
(Duplicate as needed for each identified Critical Mission Function)

Business Continuity Plan Worksheet

Technical College/Work Unit: Human Resources Coordinator Date: February 2020

Critical Mission Function: Provide comprehensive College human resource support.

Function Description: The purpose of the Human Resources department is to support the College's Mission by providing comprehensive human resource programs in support of its affirmative action plan including: recruitment of a diverse pool of qualified applicants; employment and orientation services; administration of employee compensation and benefits; payroll processing; departmental related policy development and administration; job classification; labor market research; employee relations; information on employee assistance programs; maintenance of personnel records; maintenance of the personnel database; administration of performance evaluation programs; coordination of SRassist-Staff Development Module for individual staff development planning and documentation; offering required and relevant Professional Staff Development activities for active faculty and staff; retirement processing; and by providing high quality services to all prospective, current, and past employees and by treating such individuals with equality and respect.

Production Location: Thomasville Main Campus

Process Manager: Jennifer Simpson Office: (229)225-5072_ Department: HR
Backup Personnel: April Bentley Office (229) 217-4255 or Carolyn Funderburke Office (229) 243-6856

Recovery Details:

Recovery Strategy Overview: Restore HCM access for payroll processing and entry of HR transactions. This can be done from home if necessary.

Maximum Allowable Downtime (MAD): 24-48 hours

MAD Rationale/Justification: This critical mission function is of medium priority for SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hours

Recovery Time Objective (hours): 72 hours

Hardware Needs: PC, monitor, printer, and phone.

Software Needs: Microsoft Office Suite, MS Office, Internet access.

Necessary Vendors/Contractors: N/A

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: Executive Director IT

Date: February 2020

Critical Mission Function: Provide College technological support.

Function Description: The purpose of the Information Technology department is to support the College's Mission by providing and maintaining a technologically enhanced learning environment within classrooms and labs to also include multi-location connectivity, which integrates innovative teaching strategies with advanced technological equipment comparable to the needs of business and industry; and by providing and maintaining a technologically enhanced work environment within administrative and faculty offices, conference, and meeting spaces.

Production Location: Thomas County

Process Manager: Danny Mainprize
Office 229-227-2796
Backup Personnel: Sarah Everett
Office: 229-227-3189

Recovery Details:

Recovery Strategy Overview:

Establish functional authentication and authorization structure.

Establish secure access to Student Data (Banner).

Identify and acquire infrastructure equipment to perform critical instructional functions.

Maximum Allowable Downtime (MAD): 24-48 hrs

MAD Rationale/Justification: This critical mission function is of medium priority SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus if cloud options are unavailable.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Soft Fail/Non-catastrophic Fail:

Hardware Needs:

Laptop with serial connections, cellular air-card, switching and/or fiber connections.

Software Needs:

None

Necessary Vendors/Contractors:

Cisco, TCSG, NetApp, CDWG, Adcap, Byteworks

Special Notes: Restore time depends greatly on the amount of data loss and where it is backed up to.

Hard Fail/Catastrophic Failure:

Hardware Needs:

Laptop with serial connectors, cellular air-card, Cisco UCS server, NetApp storage appliance.

Software Needs:

VMWare, NetApp connectors, Microsoft licenses.

Necessary Vendors/Contractors:

Cisco, TCSG, NetApp, CDWG, Adcap, VMWare

Special Notes:

Length of recovery depends greatly on length of time required to download and instantiate backup data. Some applications run on proprietary hardware that must be acquired if needed. Some networking equipment can take weeks to acquire and install. Most IT infrastructure equipment is very expensive so access to immediate funds would be required.

Business Continuity Plan Worksheet

Work Unit: Director Distance Education

Date: February 2020

Critical Mission Function: Support College distance education initiatives.

Function Description: The purpose of the Distance Education department is to support the College's Mission by providing students the opportunity through Georgia Virtual Technical Connection (GVTC) to access quality instruction anytime, anywhere. Such access is desired to facilitate a barrier-free delivery of instruction through technology. The College offers a quality technology-based learning environment that is not bound by traditional time and space limitations that provides access for students and meets the education and training needs of the public it serves.

Production Location: Colquitt Campus

Process Manager: Peggy Wilson

Office: 229-217-4227

Backup Personnel: Katie Harrison

Office: 229-217-4172

Brandi Cooper

Office: 229-225-4326

Recovery Details:

Recovery Strategy Overview: Due to the nature of our distance learning program, significant interruption is unlikely. The College website is vital to continued availability of course offerings for consumers.

Maximum Allowable Downtime (MAD): 72 hrs

MAD Rationale/Justification: This critical mission function is of medium priority SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: Computer

Software Needs: Internet Service, Internet Browser, Microsoft Office Suite.

Necessary Vendors/Contractors: Blackboard Learn

Special Notes: Online Courses Backup and Retention

The Georgia Virtual Technical Connection (GVTC), Office of Technical Education, maintains courses on the college system. Course access is based on the TCSG Student Records Retention policy. Backups of the LMS data are stored and managed by Blackboard. Database backups are completed daily and maintained for 30 days. Daily snapshots are retained for seven days and weekly snapshots are retained for 30 days.

Online education at Southern Regional Technical College is delivered through the Learning Management System, (Blackboard, inc). The LMS is managed through GVTC, Office of Technical Education, under an enterprise level contract at the Technical College System of Georgia. Under this agreement, Blackboard, Inc., provides the learning management system, services, and backup capabilities coordinated and maintained through TCSG. The Managed Hosting datacenters and devices are equipped with many levels of fault tolerance and redundancies at a global level which are detailed in Section 4 of the Blackboard Managed Hosting Disaster Recovery Planning Document.

Appendix D - Business Continuity Plan Worksheet Exemplar
(Duplicate as needed for each identified Critical Mission Function)

Business Continuity Plan Worksheet

Technical College/Work Unit: Director Adult Education

Date: February 2020

Critical Mission Function: Support College adult education initiatives

Function Description: The purpose of the Adult Education department is to support the College's Mission by enabling adult learners in the Service Delivery Area (SDA#64) to acquire the necessary basic skills reading, writing, computation, speaking, and listening to compete successfully in today's workplace and society. The Adult Education department supports the College's Mission by providing opportunities for assistance/training in four areas: Adult Basic Literacy, Adult Secondary Education, English Literacy, and GED Testing.

Production Location: Colquitt Campus

Process Manager: Melissa Burtle 229-217-4210 Department: Adult Ed
Backup Personnel: Andy Semones 229-225-5292

Recovery Details:

Recovery Strategy Overview: All campuses could convert students to online classes for short or long term. Long term- Send students to nearby counties while building is rebuilt.

Maximum Allowable Downtime (MAD): 72 hours

MAD Rationale/Justification: This critical mission function is of medium priority SRTC

Can process be suspended? No Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus

Hours to Point Objective: 72 hours

Recovery Time Objective (hours): 72 hours

Hardware Needs: Laptops, books, calculators, furniture

Software Needs: Paper, pencils, and computer programs.

Necessary Vendors/Contractors: To be determined

Special Notes:

Appendix E – Emergency/Utility Contacts Exemplar (Produce one for each different physical site)

Law Enforcement: Moultrie Police Department 229-616-7470
Thomasville Police Department 229-227-3249,
Tifton Police Department 229-382-3132

Fire: Moultrie 229-985-1805
Thomasville 229-227-7015
Tifton 229-391-3972

Power: GA Power 1-888-660-5890
Colquitt EMC 1-800-217-9104

Water: City of Moultrie Utilities -229-668-6000
City of Thomasville Utilities 229-227-6987
City of Tifton Utilities 229-391-3949

Natural Gas: City of Moultrie 229-668-6000

Telecommunications: Windstream 229-239-9987
ATT 912-421-0598
Mediacom 855-633-4226

Other:

Business Continuity Plan Worksheet

Work Unit: Executive Director Library Services

Date: February 2020

Critical Mission Function: Support College library services requirements.

Function Description: The purpose of the Library Services department is to support the College's Mission by providing access to learner-centered high-quality resources and services supporting and supplementing academic and occupational credit courses at the associate degree, diploma, and technical certificate of credit programs; continuing education opportunities; business and industry training; and adult education programs. Through traditional and distance delivery methods at multiple instructional sites, the Library supports workforce development and meets the needs of students, faculty, staff, and business and industry.

Production Location: Colquitt Campus

Process Manager: Udella Spicer
Office: 229-891-7020

Backup Personnel: Polly Swilley
Office: 229-225-3958

Recovery Details:

Recovery Strategy Overview: Support President/Administrator
Follow SRTC plans and procedures; notify Assist VP of Academic Affairs
Determine damage to materials and technology-based systems
Determine alternate location or other ways to access holdings
Determine if required supplies, additional supplies or services will be needed
Devise alternate plan to provide research and training resources

Maximum Allowable Downtime (MAD): 72 hrs

MAD Rationale/Justification: This critical mission function is of medium priority SRTC.

Can process be suspended? No

Can process be degraded? Yes

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): This critical mission function would relocate to another SRTC campus.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: Two computers with Internet access, two printers, a copier and scanner or copier with scanning features.

Software Needs: Intranet, Microsoft Office Suite, material on Y, S, and I drives.

Necessary Vendors/Contractors: Depending on extent/nature of emergency

Ex Libris ALMA

OCLC

BadgePass

GALILEO- Georgia Library Learning Online

Special Notes: Implement plan to salvage materials and equipment if time permits.
Determine if collections/equipment needs to be moved.