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## Introduction

This Disaster Recovery Plan (DRP) captures, in a single repository, the information that describes Butte County Office of Education's ability to withstand a disaster and the processes that must be followed to achieve disaster recovery.

## Definition of a Disaster

A disaster can be caused by man or nature and results in Butte County Office of Education's IT department not performing all or some of their regular roles and responsibilities for a period of time. Information Technology Services defines disasters as:

- One or more vital systems are non-functional
- The building is not available for an extended period but all systems are functional within it
- The 1859 Bird St, Oroville CA building is available but all systems are non-functional
- The 1859 Bird St, Oroville CA building and all systems are non-functional

These events can cause a disaster, requiring this Disaster Recovery document to be activated:

- Fire
- Flash flood
- Pandemic
- Power Outage
- War
- Theft
- Terrorist Attack

## Purpose

Note that if a disaster occurs the first priority of Butte County Office of Education is to prevent the loss of life. Before any secondary measures are undertaken, Butte County Office of Education will ensure that all employees, and any other individuals on the organization's premises, are safe and secure.

After all individuals have been brought to safety, the next goal of Butte County Office of Education will be to enact the steps outlined in this disaster recovery plan (DRP) to bring the organization's groups and departments back to business-as-usual. This includes:

- Preventing the loss of the organization's resources such as hardware, data and physical IT assets
- Minimizing downtime related to IT
- Keeping the business running if a disaster occurs

This DRP document will also detail how this document is to be maintained and tested.



### Scope

The Information Technology Department DRP takes the following areas into consideration:

- Network Infrastructure
- Server Infrastructure
- Data Storage and Backup Systems
- Data Center Physical Security
- Data Output Devices
- End-user Computers
- Organizational Software Systems
- Database Systems
- IT Documentation

This DRP does not consider any non-IT, personnel, Human Resources and real estate related disasters. For any disasters not addressed in this document, please refer to your division’s internal processes.

### Version Information & Changes

Any changes, edits and updates made to the DRP will be recorded in here. The Disaster Recovery Lead will ensure that all existing copies of the DRP are up to date. Whenever there is an update to the DRP, Information Technology Services requires that the version number be updated to indicate this.

| Name of Person Making Change | Role of Person Making Change | Date of Change | Version Number | Notes  |
|------------------------------|------------------------------|----------------|----------------|--|
| Steve Monahan                | DR Lead                      | 4/18/17        | 1.0            | Initial version of DR Plan                                     |
| Steve Monahan                | DR Lead                      | 4/24/17        | 1.0            | Defined team roles and assignments                             |
| Steve Monahan                | DR Lead                      | 5/21/17        | 1.0            | Added technical specifications information                     |
| Steve Monahan                | DR Lead                      | 5/17/17        | 1.0            | Added Off site DR documentation                                |
| Steve Monahan                | DR Lead                      | 6/12/17        | 2.0            | Corrected formatting and updated TOC                           |
| Steve Monahan                | DR Lead                      | 8/2/17         | 3.0            | Revised all documentation formatting and updated verbiage      |
| Steve Monahan                | DR Lead                      | 9/6/17         | 3.1            | Received cabinet approval. Updated call tree names and numbers |
| Steve Monahan                | DR Lead                      | 2/1/18         | 3.2            | Updated employee contact list                                  |
| Steve Monahan                | DR Lead                      | 2/7/2019       | 3.3            | Updated employee contact list and updated team members         |



## Disaster Recovery Teams & Responsibilities

In the event of a disaster, different groups will be required to assist the IT department in their effort to restore normal functionality to the employees of Butte County Office of Education. The different groups and their responsibilities are:

- Disaster Recovery Lead(s)
- Disaster Management Team
- Facilities Team
- Network Team
- Server Team
- Applications Team
- Escape Team
- SIS Team
- Management Team
- Communications Team
- Finance Team

The lists of roles and responsibilities in this section have been created by Butte County Office of Education and reflect the likely tasks that team members must perform. Disaster Recovery Team members will perform the tasks below. In some disaster situations, Disaster Recovery Team members will have to perform tasks not described in this section.



## Disaster Recovery Lead

The Disaster Recovery Lead makes all decisions related to the Disaster Recovery efforts. This person's primary role will be to guide the disaster recovery process. All other individuals involved in the disaster recovery process will report to this person if a disaster occurs at Butte County Office of Education, regardless of their department and existing managers.

## Role and Responsibilities

- Make the determination that a disaster has occurred and trigger the DRP and related processes.
- Initiate the DR Call Tree.
- Be the single point of contact for and oversee the DR Teams.
- Organize and chair regular meetings of the DR Team leads throughout the disaster.
- Present to the Senior Management Team the current state of the disaster and the decisions to be made.
- Organize, supervise and manage all DRP tests and author all DRP updates.

## Contact Information

| Name        | Role/Title            | Work Phone Number | Mobile Phone Number |
|-------------|-----------------------|-------------------|---------------------|
| Mary Sakuma | Deputy Superintendent | 530-532-5761      | 530-200-0616        |



## Disaster Management Team

The Disaster Management Team will oversee the entire disaster recovery process. They will be the first team that must take action if a disaster occurs. This team will evaluate the disaster and will determine what steps must be taken to get the organization back to business as usual.

### Role & Responsibilities

- Set the DRP into motion after the Disaster Recovery Lead has declared a disaster
- Determine the scope of the disaster
- Determine what systems and processes have been affected by the disaster
- Communicate with the other disaster recovery teams
- Determine what first steps must be taken by the disaster recovery teams
- Keep the disaster recovery teams on track with pre-determined expectations and goals
- Keep a record of money spent during the disaster recovery process
- Ensure that all decisions made abide by the DRP and policies set by Butte County Office of Education
- Get the secondary site ready to restore Critical business operations
- Ensure that the secondary site is functional and secure
- Create a detailed report of all the steps undertaken in the disaster recovery process
- Notify the relevant parties once the disaster is over and normal business functionality has been restored
- After Butte County Office of Education is back to business as usual, this team will be required to summarize any costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

### Contact Information

| Name          | Role/Title           | Work Phone Number | Mobile Phone Number |
|---------------|----------------------|-------------------|---------------------|
| Steve Monahan | IT Director          | 530-532-5770      | 530-403-6481        |
| Tad Alexander | SLSS Assistant Supt. | 530-532-5720      | 530-624-2201        |



## Facilities Team

The Facilities Team will be responsible for all issues related to the primary physical facilities that house IT systems. They are the team that will ensure that the primary facilities are maintained appropriately and for assessing the damage. The facilities team will also oversee the repairs to the primary location in the event of the primary location's destruction or damage.

## Role & Responsibilities

- Work with secondary location facilities team to ensure working environment for select BCOE Staff
- Assess or participate in the assessment of any physical damage to the primary facility
- Ensure that measures are taken to prevent further damage to the primary facility
- Work with insurance organization if damage occurs, destruction or loss of any assets owned by Butte County Office of Education
- Ensure that resources are provisioned to rebuild or repair the main facilities if they are destroyed or damaged
- After Butte County Office of Education is back to business as usual, this team will be required to summarize any costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

| Name          | Role/Title              | Work Phone Number | Mobile Phone Number |
|---------------|-------------------------|-------------------|---------------------|
| Jim Simone    | Director of Maintenance | 530-532-5600      | 530-370-4842        |
| Tad Alexander | SLSS Assistant Supt.    | 530-532-5720      | 530-624-2201        |



## Network Team

The Network Team will assess any damage specific to network infrastructure and for provisioning data network connectivity. They will be primarily responsible for ensuring baseline network functionality and may assist other IT DR Teams as required. This includes internal WAN and LAN connections and data connections to the outside world.

## Role & Responsibilities

- If a disaster occurs that does not require migration to standby facilities, the team will determine which network services are not functioning at the primary facility
- If multiple network services are affected, the team will prioritize the recovery of services in the manner and order with the least business impact.
- If network services are provided by third parties, the team will communicate and co-ordinate with these third parties to ensure recovery of connectivity.
- If a disaster occurs that requires migration to standby facilities the team will ensure that all network services are brought online at the secondary facility
- Once critical systems have been provided with connectivity, employees will be provided with connectivity in this order:
  - All members of the DR Teams
  - All cabinet members
  - All IT employees
  - All remaining employees
- Install and implement any tools, hardware, software and systems required in the standby facility
- Install and implement any tools, hardware, software and systems required in the primary facility
- After Butte County Office of Education is back to business as usual, this team will summarize any network related costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

| Name                 | Role/Title          | Work Phone Number | Mobile Phone Number |
|----------------------|---------------------|-------------------|---------------------|
| Matthew DiSalvo      | Network Ops Manager | 530-532-5770      | 916-947-1748        |
| Austin De-Coup Crank | Network Engineer    | 530-532-5790      | 530-282-3149        |
| Steve Monahan        | IT Director         | 530-532-5669      | 530-403-6481        |



## Server Team

The Server Team will assess any damage specific to the physical server infrastructure required for the enterprise to run its IT operations and applications in the event of and during a disaster. They will be primarily responsible for ensuring baseline server functionality and may assist other IT DR Teams as required.

## Role & Responsibilities

- If a disaster occurs that does not require migration to standby facilities, the team will determine which servers are not functioning at the primary facility
- If multiple servers are affected, the team will prioritize the recovery of servers in the manner and order with the least business impact. Recovery will include these tasks:
  - Assess the damage to any servers
  - Restart and refresh servers if necessary
- Ensure that secondary servers in standby facilities are kept up-to-date with system and application patches
- Ensure that secondary servers in standby facilities are kept up-to-date with application patches
- Ensure that secondary servers in standby facilities are kept up-to-date with data copies
- Ensure that the secondary servers in the standby facility are backed up appropriately
- Ensure that the servers in the standby facility abide by Butte County Office of Education's server policy
- Install and implement any tools, hardware, and systems required in the standby facility
- Install and implement any tools, hardware, and systems required in the primary facility
- After Butte County Office of Education is back to business as usual, this team will summarize any costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

| Name           | Role/Title            | Work Phone Number | Mobile Phone Number |
|----------------|-----------------------|-------------------|---------------------|
| Trevor Merrill | Systems Administrator | 530-532-5611      | 530-403-9009        |
| Gabriel Dawson | Systems Administrator | 530-532-5659      | 530-588-0947        |



## Applications Team

The Applications Team will ensure that all enterprise applications operate as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating application performance and may assist other IT DR Teams as required.

## Role & Responsibilities

- If a disaster occurs that does not require migration to standby facilities, the team will determine which applications are not functioning at the primary facility
- If multiple applications are affected, the team will prioritize the recovery of applications in the manner and order with the least business impact. Recovery will include these tasks:
  - Assess the impact to application processes
  - Restart applications as required
  - Patch applications as required
- If applications are provided by third parties, the team will communicate and co-ordinate with these third parties to ensure recovery of functionality
- Ensure that secondary servers in standby facilities are kept up-to-date with application patches
- Ensure that secondary servers in standby facilities are kept up-to-date with data copies
- Install and implement any tools, software and patches required in the standby facility
- Install and implement any tools, software and patches required in the primary facility
- After Butte County Office of Education is back to business as usual, this team will summarize any application related costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

| Name           | Role/Title            | Work Phone Number | Mobile Phone Number |
|----------------|-----------------------|-------------------|---------------------|
| Trevor Merrill | Systems Administrator | 530-532-5611      | 530-403-9009        |
| Gabriel Dawson | Systems Administrator | 530-532-5659      | 530-588-0947        |



## Senior Management Team

The Senior Management Team will make any business decisions that are out of scope for the Disaster Recovery Lead. Decisions such as constructing a new data center, relocating the primary site etc. should be made by the Senior Management Team.

## Role & Responsibilities

- Assist the Disaster Recovery Team Lead in his/her role as required
- Make decisions that will affect the organization. This can include decisions about:
  - Rebuilding of the primary facilities
  - Authorizing total system power down or startup
  - Rebuilding of data centers
  - Significant hardware and software investments and upgrades
  - Other financial and business decisions

## Contact Information

| Name          | Role/Title           | Work Phone Number | Mobile Phone Number |
|---------------|----------------------|-------------------|---------------------|
| Steve Monahan | IT Director          | 530-532-5669      | 530-403-6481        |
| Tad Alexander | SLSS Assistant Supt. | 530-532-5720      | 530-624-2201        |



## Communication Team

The communication team will be responsible for all communication during a disaster. Specifically, they will communicate with Butte County Office of Education’s employees, clients, vendors and suppliers, banks, and even the media if required.

## Role & Responsibilities

- Communicate the occurrence of a disaster and the impact of that disaster to all Butte County Office of Education’s employees
- Communicate the occurrence of a disaster and the impact of that disaster to authorities, as required
- Communicate the occurrence of a disaster and the impact of that disaster to all Butte County Office of Education’s partners
- Communicate the occurrence of a disaster and the impact of that disaster to all Butte County Office of Education’s clients
- Communicate the occurrence of a disaster and the impact of that disaster to all Butte County Office of Education’s vendors
- Communicate the occurrence of a disaster and the impact of that disaster to media contacts, as required
- After Butte County Office of Education is back to business as usual, this team will be required to summarize any communication related costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

| Name        | Role/Title              | Work Phone Number | Mobile Phone Number |
|-------------|-------------------------|-------------------|---------------------|
| Mary Sakuma | Superintendent          | 530-532-5761      | 530-200-0616        |
| Ann Bates   | Sr. Executive Assistant | 530-532-5761      | 530-708-1960        |



## Finance Team

This team will ensure that all of Butte County Office of Education’s finances are dealt with in an appropriate and timely manner if a disaster occurs. The finance team will ensure there is money available for necessary expenses that may result from a disaster and expenses from normal day-to-day business functions.

## Role & Responsibilities

- Ensure there is sufficient cash on-hand or accessible to deal with small-scale expenses caused by the disaster. These can include paying for accommodations and food for DR team members, incremental bills, etc.
- Ensure there is sufficient credit available or accessible to deal with large-scale expenses caused by the disaster. These can include paying for new equipment, repairs for primary facilities, etc.
- Review and approve Disaster Teams’ finances and spending
- Ensure that payroll occurs and that employees are paid as normal, where possible
- Communicate with creditor to arrange suspension of or extensions to scheduled payments, as required
- Communicate with banking partners to obtain any materials such as checks, bank books etc. that may need to be replaced as a result of the disaster

## Contact Information

| Name               | Role/Title                    | Work Phone Number | Mobile Phone Number |
|--------------------|-------------------------------|-------------------|---------------------|
| Lisa Anderson      | Sr. Director, Fiscal Services | 530-532-5617      | 530-370-1947        |
| Nicolaas Hoogeveen | Financial Analyst             | 530-532-5681      | 530-680-7143        |
| Martha Waugh       | Financial Analyst             | 530-532-5677      | 530-282-2799        |
| Travis Haskill     | Director of Ext Services      | 530-532-5674      | 530-521-4278        |



## Escape Team

The Escape Team will ensure that the Escape Online application operates as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating application performance and may assist other IT DR Teams as required.

## Role & Responsibilities

- If a disaster occurs that does not require migration to standby facilities, the team will determine which application modules are not functioning at the primary facility
- If multiple Escape modules are affected, the team will prioritize the recovery of applications in the manner and order with the least business impact. Recovery will include these tasks:
  - Assess the impact to application processes
  - Restart modules as required
  - Patch applications as required (With Escape Support)
- Install and implement any tools, software and patches required in the primary facility
- After Butte County Office of Education is back to business as usual, this team will summarize any Escape Online related costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

| Name          | Role/Title                    | Work Phone Number | Mobile Phone Number |
|---------------|-------------------------------|-------------------|---------------------|
| Jan Sorenson  | System Support Analyst II     | 530-532-5675      | 530-519-3309        |
| Julie Bruce   | System Support Analyst I      | 530-532-5701      | 530-513-3127        |
| Lisa Anderson | Sr. Director, Fiscal Services | 530-532-5823      | 530-370-1947        |
| Martha Waugh  | Financial Analyst             | 530-532-5677      | 530-282-2799        |



## Student Information Systems Team

The Student Information Systems Team will ensure that the Aeries SIS application operates as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating application performance and may assist other IT DR Teams as required.

### Role & Responsibilities

- If a disaster occurs that does not require migration to standby facilities, the team will determine which application modules are not functioning at the primary facility
- If multiple Aeries modules are affected, the team will prioritize the recovery of applications in the manner and order with the least business impact. Recovery will include these tasks:
  - Assess the impact to application processes
  - Restart modules as required
  - Patch applications as required (With Aeries Support)
- Install and implement any tools, software and patches required in the primary facility
- After Butte County Office of Education is back to business as usual, this team will summarize any Aeries related costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

### Contact Information

| Name           | Role/Title                             | Work Phone Number | Mobile Phone Number |
|----------------|--|-------------------|---------------------|
| Ashley DaSilva | Student Information Systems Specialist | 530-532-5615      | 530-990-2339        |



## Disaster Recovery Call Tree

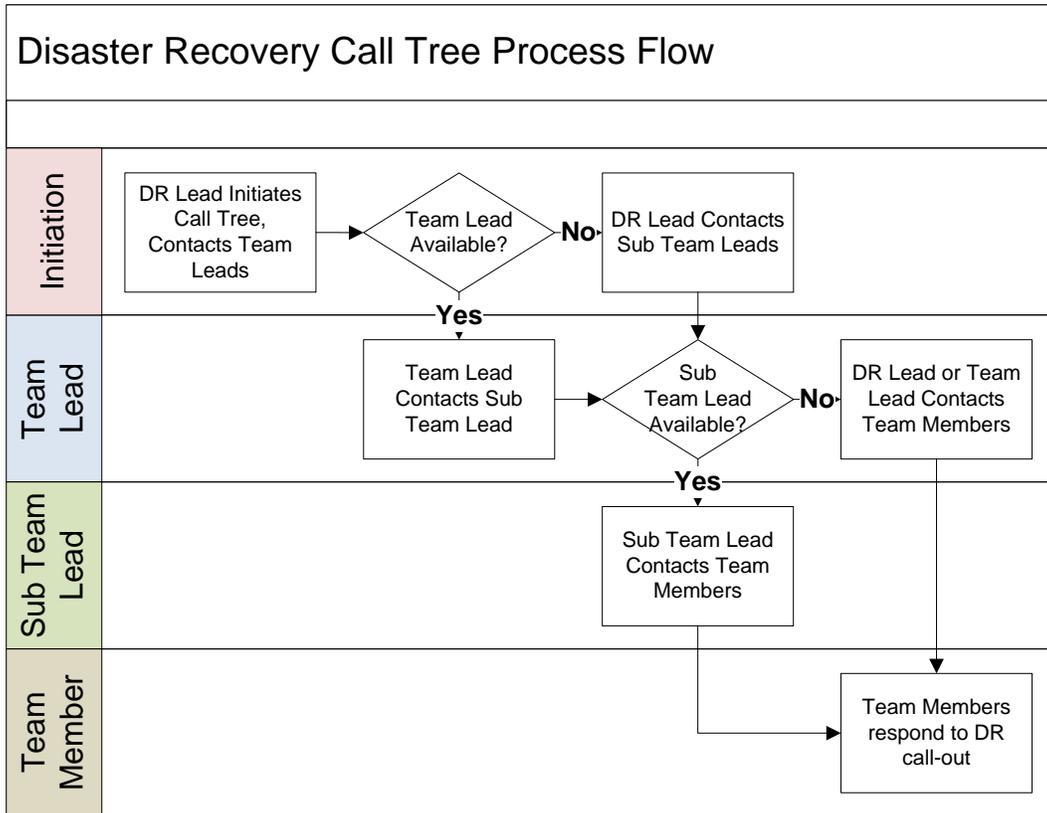
In a disaster recovery or business continuity emergency, time is of the essence so Butte County Office of Education will make use of a Call Tree to ensure that individuals are contacted in a timely manner.

- The Disaster Recovery Team Lead calls all Level 1 Members (Blue cells)
- Level 1 members call all Level 2 and 3 team members over whom they are responsible (Green & Beige cells)

| Contact  | Office                     | Mobile                     |
|--|----------------------------|----------------------------|
| <b>DR Lead - Mary Sakuma (Ann Bates)</b>                                 | 530-532-5761               | 530-200-0616, 530-708-1960 |
| Communications Team - Tad Alexander                                      | 530-532-5720               | 530-624-2201               |
| Senior Management Team Mary Sakuma & Tad Alexander                       | 530-532-5782, 530-532-5720 | 530-200-0616, 530-624-2201 |
| DR Management Team Lead - Steve Monahan                                  | 530-532-5770               | 530-403-6481               |
| Facilities Team Lead - Jim Simone  | 530-532-5600               | 949-800-9487               |
| Finance Team Lead - Lisa Anderson  | 530-532-5617               | 530-370-1947               |
| Student Information Systems Team Lead - Michelle Zevely & Ashley DaSilva | 530-532-5756, 530-532-5615 | 530-228-1436, 530-990-2339 |
| Server Team Lead - Trevor Merrill  | 530-532--5611              | 530-403-9009               |
| Server Team - Gabriel Dawson   | 530-532-5659               | 530-588-0947               |
| Network Team Lead - Matthew DiSalvo                                      | 530-532-5770               | 916-947-1748               |
| Network Team - Austin De-Coup Crank                                      | 530-532-5790               | 530-282-3149               |
| Escape Team Lead - Jan Sorenson  | 530-532-5675               | 530-519-3309               |
| Escape Team - Julie Bruce  | 530-532-5701               | 530-513-3127               |
| Server Team - Gabriel Dawson   | 530-532-5659               | 530-588-0947               |
| Application Team - Trevor Merrill  | 530-532--5611              | 530-403-9009               |
| Finance Team - Nicolaas Hoogeveen  | 530-530-5681               | 530-680-7143               |
| Facilities Team - Jason Bubier   | 530-532-5626               | 530-230-8868               |



A Disaster Recovery Call Tree Process Flow diagram can help clarify the call process in the event of an emergency.





## Recovery Facilities

To ensure that Butte County Office of Education can withstand a significant outage caused by a disaster, it has provisioned separate dedicated standby facility. This section describes those facilities and includes operational information should those facilities have to be used.

### Description of Recovery Facilities

The Disaster Standby facility will be used after the Disaster Recovery Lead has declared that a disaster has occurred. This location is a separate location to the primary facility. The facility, located at Tehama County Department of Education is 64 miles away from the primary facility.

The standby facility will be used by the IT department and the Disaster Recovery teams.

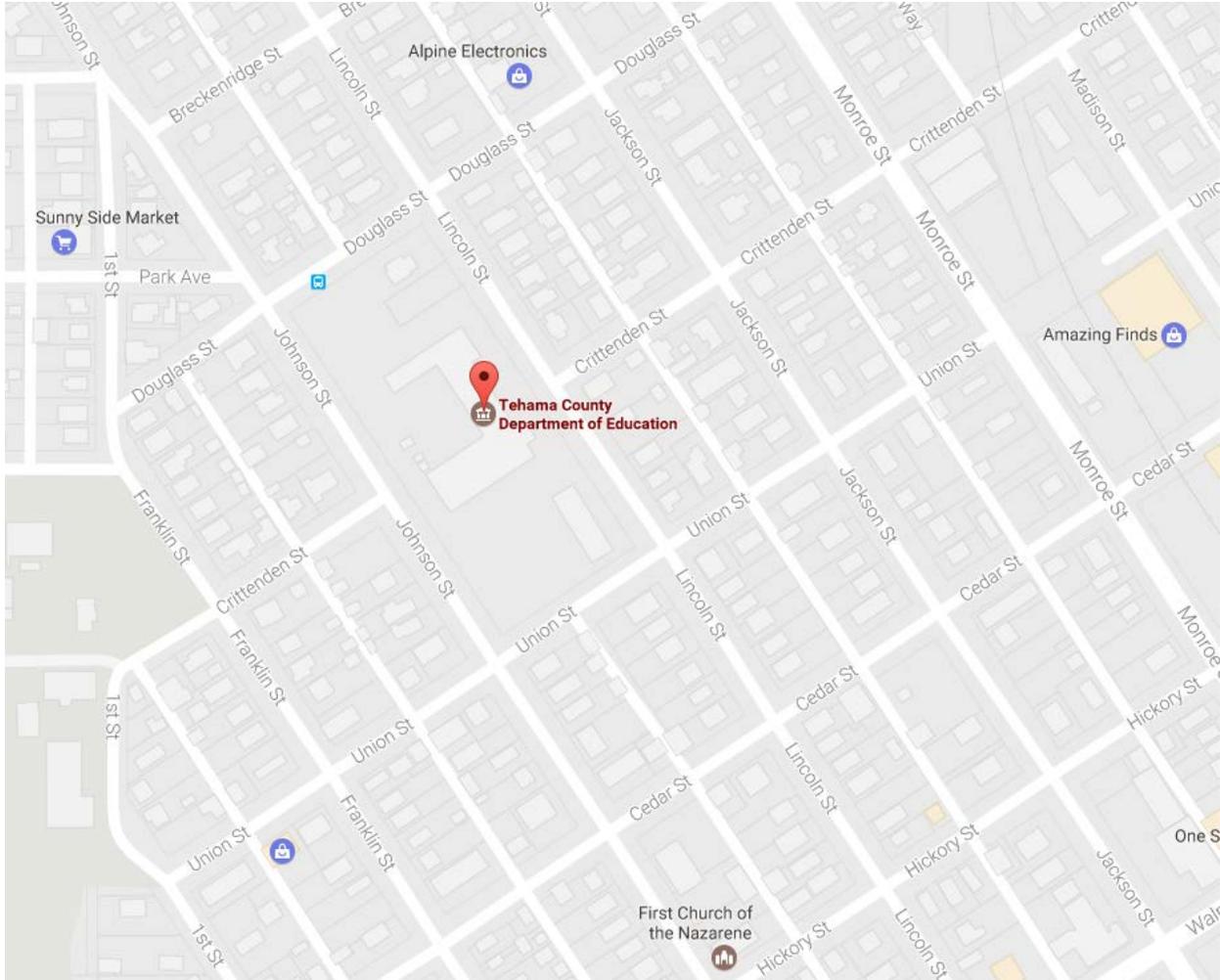
The standby facility must always have these resources available:

- Copies of this DRP document
- Redundant server room
- Sufficient servers and storage infrastructure to support critical enterprise business operations
- Office space for DR teams and IT to use if a disaster occurs
- External data and voice connectivity
- Bathroom facilities (Including toilets, showers, sinks and appropriate supplies)
- Parking spaces for employee vehicles



## Map of Standby Facility Location

Tehama County Department of Education: 1135 Lincoln St, Red Bluff, CA 96080





## Operational Considerations

If employees must stay at the Standby Facility for extended periods of time and require hotel accommodations, they will be provided by Butte County Office of Education. The DR lead Team will be responsible for determining which employees require hotel accommodations and ensuring sufficient rooms are made available.

While in the Standby Facility, employees must work under appropriate, sanitary and safe conditions.

## Accommodations

|                     |                                       |
|---------------------|---------------------------------------|
| <b>Hotel 1</b>      | Best Western Antelope Inn and Suites  |
| <b>Address</b>      | 203 Antelope Blvd, Red Bluff CA 96080 |
| <b>Phone Number</b> | 530-527-8882                          |

|                     |                                    |
|---------------------|------------------------------------|
| <b>Hotel 2</b>      | Super 8 Red Bluff                  |
| <b>Address</b>      | 30 Gilmore Rd, Red Bluff, CA 96080 |
| <b>Phone Number</b> | 530-529-2028                       |



## Data and Backups

This section explains where the organization's data resides and where it is backed up to. Use this information to locate and restore data if a disaster occurs.

### Data in Order of Criticality

| Rank | Data                | Data Type    | Back-up Frequency | Backup Location(s)                    |
|------|---------------------|--------------|-------------------|---------------------------------------|
| 1    | Financial Data      | PII          | Daily             | BCOE Datacenter, Tehama COE (Offsite) |
| 2    | Student Information | PII          | Daily             | BCOE Datacenter, Tehama COE (Offsite) |
| 3    | HR/Personnel        | PII          | Daily             | BCOE Datacenter, Tehama COE (Offsite) |
| 4    | Non-PII data        | Confidential | Daily             | BCOE Datacenter, Tehama COE (Offsite) |
| 5    | Public documents    | Public       | Daily             | BCOE Datacenter, Tehama COE (Offsite) |



## Communicating During a Disaster

If a disaster occurs, Butte County Office of Education will need to communicate with various parties to inform them of the effects on the business, surrounding areas and timelines. The Communications Team will contact all of Butte County Office of Education's stakeholders.

### Communicating with the Authorities

The Communications Team's first priority will be to ensure that the appropriate authorities have been notified of the disaster, providing this information:

- The location of the disaster
- The nature of the disaster
- The magnitude of the disaster
- The impact of the disaster
- Assistance required in overcoming the disaster
- Anticipated timelines

### Authorities Contacts

| Authorities       | Point of Contact | Phone Number | E-mail                  |
|-------------------|------------------|--------------|-------------------------|
| Police Department | N/A              | 530-538-2448 | N/A                     |
| Fire Department   | N/A              | 530-538-2487 | fire@orofd.org          |
| DWR (Optional)    | N/A              | 916-651-2440 | orvillepio@water.ca.gov |



### Communicating with Employees

The Communications Team’s second priority will be to ensure that the entire organization has been notified of the disaster. The best and/or most practical means of contacting the employees will be used with preference on these methods (in order):

- E-mail (via corporate e-mail where that system still functions)
- Telephone to employee home phone number
- Telephone to employee mobile phone number
- BCOE.Org web site
- Social Media sites

The employees must be informed of:

- Whether it is safe for them to come into the office
- Where they should go if they cannot come into the office
- Which services are still available to them
- Work expectations during the disaster

### Communicating with Educational Institutions

After the organization’s employees have been informed of the disaster, the Communications Team will inform required Educational Institutions of the disaster and the impact it will have on:

- Anticipated impact on service offerings
- Anticipated impact on delivery schedules
- Anticipated impact on security of client information
- Anticipated timelines

Primary Contacts will be made aware of the disaster situation first. Primary Contacts will be E-mailed first then called after to ensure that the message has been delivered. All other contacts will be contacted only after all Primary Contacts have been notified.

### Crucial Contacts

| Educational Intuition | Point of Contact | Phone Number      | E-mail                  |
|-----------------------|------------------|-------------------|-------------------------|
| BUESD                 | Lauren Albert    | 530-679-2434 x201 | lalbert@bangorunion.org |
| Biggs USD             | Doug Kaelin      | 530-868-1281 x250 | dkaelin@biggs           |
| Chico USD             | Kelly Staley     | 530-891-3220      | kstaley@chicousd.org    |
| Durham USD            | Lloyd Webb       | 530-895-4675 x227 | lwebb@durhamunified.org |
| FFUESD                | Ted Fredenburg   | 530-589-1810      | tfredenb@ffuesd.org     |
| GFUSD                 | Josh Pete        | 530-533-3833      | jpete@gfusd.org         |



# Butte County Office of Education Disaster Recovery Plan

## Information Technology Services

|             |                       |                    |                            |
|-------------|-----------------------|--------------------|----------------------------|
| Gridley USD | Jordan Reeves         | 530-846-4721       | jreeves@gusd.org           |
| MESD        | Minden King           | 530-846-5594       | mking@mesd.net             |
| NCDS        | Kathy Dalgren         | 530-891-3138       | kdalgren@nordk8.org        |
| OCESD       | Penny Chennel-Carter  | 530-532-3000 x3001 | pchennelcarter@ocesd.net   |
| OUHSD       | Corey Willenburg      | 530-538-2300 x1101 | cwillenb@ouhsd.org         |
| Palermo USD | Kathleen Andoe-Nolind | 530-533-4842 x7    | bcaples@palermoschools.org |
| PUSD        | Michelle John         | 530-872-6400       | mjohn@pusdk12.org          |
| PUESD       | Pasty Oxford          | 530-589-1633       | poxford@puesd.org          |
| TUSD        | Greg Blake            | 530-538-2900       | gblake@thermailto.org      |

### Secondary Contacts

| Organization Name           | Point of Contact               | Phone Number | E-mail          |
|-----------------------------|--------------------------------|--------------|-----------------|
| TCDE                        | Dave Lopez                     | 530-528-7247 | dlopez@tcde.org |
| California Department of Ed | N/A                            | 916-319-0800 | N/A             |
| BCOE Board Members          | See Superintendent for Details | N/A          | N/A             |



## Communicating with Vendors

After the organization's employees have been informed of the disaster, the Disaster Management Team will inform vendors of the disaster and the impact it will have on:

- Adjustments to service requirements
- Adjustments to delivery locations
- Adjustments to contact information
- Anticipated timelines

Crucial vendors will be made aware of the disaster situation first. Crucial vendors will be E-mailed first then called after to ensure that the message has been delivered. All other vendors will be contacted only after all crucial vendors have been contacted.

Vendors encompass those organizations that provide everyday services to the enterprise, but also the hardware and software companies that supply the IT department. The Communications Team will act as a go-between between the DR Team leads and vendor contacts should additional IT infrastructure be required.

## Crucial Vendors

| Organization Name      | Point of Contact | Phone Number | E-mail                             |
|------------------------|------------------|--------------|------------------------------------|
| CDWG                   | Ian Rodrick      | 877-655-1832 | ianrodn@cdw.com                    |
| Data Granite Solutions | Scott Thompson   | 916-760-4136 | sthompson@granitedatasolutions.com |



## Communicating with the Media

After the organization's employees have been informed of the disaster, it will be optional for the Communications Team to inform media outlets of the disaster, providing this information:

- An official statement regarding the disaster
- The magnitude of the disaster
- The impact of the disaster
- Anticipated timelines

## Media Contacts

| Organization Name | Point of Contact | Phone Number | E-mail |
|-------------------|------------------|--------------|--------|
| TBD by DR Lead    | N/A              | N/A          | N/A    |



## Dealing with a Disaster

If a disaster occurs at the Butte County Office, the first priority is to ensure that all employees are safe and accounted for. After this, steps must be taken to mitigate any further damage to the facility and to reduce the impact of the disaster to the organization.

Regardless of the category that the disaster falls into, dealing with a disaster can be broken down into these steps:

- 1) Disaster identification and declaration
- 2) DRP activation
- 3) Communicating the disaster
- 4) Assessment of damage and prevention of further damage
- 5) Standby facility activation
- 6) Repair and rebuilding of primary facility

## Disaster Identification and Declaration

Since it is almost impossible to predict when and how a disaster might occur, Butte County Office of Education must be prepared to find out about disasters from many possible avenues. These can include:

- First hand observation
- System Alarms and Network Monitors
- Environmental and Security Alarms in the Primary Facility
- Local or State Law Enforcement
- Facilities staff
- End users
- 3rd Party Vendors
- Media reports

Once the Disaster Recovery Lead has determined that a disaster had occurred, the lead must officially declare that the organization is in an official state of disaster. During this phase the Disaster Recovery Lead must ensure that anyone that was in the primary facility at the time of the disaster has been accounted for and evacuated to safety according to the organization's Evacuation Policy.

While employees are being brought to safety, the Disaster Recovery Lead will instruct the Communications Team to begin contacting the Authorities and all employees not at the affected facility that a disaster has occurred.



## DRP Activation

Once the Disaster Recovery Lead has formally declared that a disaster has occurred s/he will initiate the activation of the DRP by triggering the Disaster Recovery Call Tree. This information will be provided in the calls that the Disaster Recovery Lead makes and should be passed during subsequent calls:

- That a disaster has occurred
- The nature of the disaster (if known)
- The initial estimation of the magnitude of the disaster (if known)
- The initial estimation of the impact of the disaster (if known)
- The initial estimation of the expected duration of the disaster (if known)
- Actions that have been taken to this point
- Actions to be taken before Disaster Recovery Team Leads is met
- Scheduled meeting place for the meeting of Disaster Recovery Team Leads
- Scheduled meeting time for the meeting of Disaster Recovery Team Leads
- Any other pertinent information

If the Disaster Recovery Lead is unavailable to trigger the Disaster Recovery Call Tree, that responsibility shall fall to the Disaster Management Team Lead

## Communicating the Disaster

Refer to the "Communicating During a Disaster" section. PG22.

## Assessment of Current and Prevention of Further Damage

Before any employees from Butte County Office of Education can enter the primary facility after a disaster, appropriate authorities must first ensure that the premises are safe to enter.

The first team allowed to examine the primary facilities once it has been deemed safe to do so will be the Facilities Team. Once the Facilities Team has completed an examination of the building and submitted its report to the Disaster Recovery Lead, the Disaster Management, Network and Server teams may examine the building. All teams will be required to create an initial report on the damage and provide this to the Disaster Recovery Lead within one week of the initial disaster.

During each team's review of their relevant areas, they must assess any areas where further damage can be prevented and take the necessary means to protect Butte County Office of Education's assets. Any necessary repairs or preventive measures must be taken to protect the facilities; these costs must first be approved by the Disaster Recovery Team Lead.



## Standby Facility Activation

The Standby Facility will be formally activated when the Disaster Recovery Lead determines that the nature of the disaster is such that the primary facility is no longer sufficiently functional or operational to sustain normal business operations.

Once this determination has been made, the Disaster Management Team will be commissioned to bring the Standby Facility to functional status after which the Disaster Recovery Lead will convene a meeting of the Disaster Recovery Team Leads at the Standby Facility to assess next steps. These next steps will include:

1. Determination of affected systems
2. Criticality ranking of affected systems
3. Recovery measures required for high criticality systems
4. Assignment of responsibilities for high criticality systems
5. Schedule to recover high criticality systems
6. Determination of facilities tasks outstanding/required at Standby Facility
7. Determination of operations tasks outstanding/required at Standby Facility
8. Determination of communications tasks outstanding/required at Standby Facility
9. Determination of facilities tasks outstanding/required at Primary Facility
10. Determination of other tasks outstanding/required at Primary Facility
11. Determination of further actions to be taken

During Standby Facility activation, the Facilities, Networks, Server and Applications teams must ensure that their responsibilities, as described in the “Disaster Recovery Teams and Responsibilities” section are carried out quickly and efficiently so as not to negatively affect the other teams.



## Restoring IT Functionality

Should a disaster actually occur and Butte County Office of Education must exercise this plan, this section will be referred to frequently, as it will contain the information that describes how Butte County Office of Education’s Information Technology services will be recovered.

This section will contain the information for the organization to get back to its regular functionality after a disaster has occurred.

### Current System Architecture

| Rank | IT System                | System Role (In order of importance)                              |
|------|--------------------------|---|
| 1    | bcoe-bk1.bcoe.local      | Backup/Restore System for all data                                |
| 2    | Nimble storage devices   | All critical production data is stored on these devices           |
| 3    | VMWare vSphere Cluster   | All other critical BCOE production servers reside on this cluster |
| 4    | bcoe-dc2.bcoe.local      | Physical Domain Controller  |
| 5    | Synology storage devices | Provides secondary storage for a few systems                      |
| 6    | bcoe-bk2.bcoe.local      | Offsite Backup/Restore System                                     |
| 7    |                          |   |
| 8    |                          |   |



## Criticality Systems Recovery Procedure

### 1. VMware Cluster Boot Order

| Order | Device        | Serial Number | Wait time  |
|-------|---------------|---------------|------------|
| 1     | HP DL380 G7   | CZ23130BK4    | 10 minutes |
| 2     | Nimble HF20   | AF-202831     | 5 minutes  |
| 4     | Nimble CS1000 | AF-155027     | 5 minutes  |
| 5     | Dell R730     | 5B9GXG2       | 5 minutes  |
| 6     | Dell R730     | H8YKPD2       | 5 minutes  |
| 7     | Dell R730     | 77GXWK2       | 5 minutes  |

### 2. Veeam Backup Boot Order

| Order | Device    | Serial Number | Wait time  |
|-------|-----------|---------------|------------|
| 1     | Dell R520 | JBVSD42       | 10 minutes |

### 3. Additional critical devices

| Order | Device             | Serial Number | Wait time |
|-------|--------------------|---------------|-----------|
| 1     | Synology RS3617xs+ | 16A0NRN365300 | 5 minutes |
| 2     | Synology RS3617xs+ | 1690NRN005400 | 5 minutes |



## Plan Testing & Maintenance

While efforts will be made initially to construct this DRP in as complete and accurate a manner as possible, it is essentially impossible to address all possible problems at any one time. And over time the Disaster Recovery needs of the enterprise will change. Because of these two factors this plan must be tested on a periodic basis to discover errors and omissions and will need to be maintained to address them.

### Maintenance

The DRP will be updated annually or any time a major system update or upgrade is performed, whichever is more often. The Disaster Management Team will be responsible for updating the entire document, and so may request information and updates from other employees and departments within the organization to complete this task.

Maintenance of the plan will include (but is not limited to):

1. Ensuring that call trees are up to date
2. Ensuring that all team lists are up to date
3. Reviewing the plan to ensure that the instructions are still relevant to the organization
4. Making any major changes and revisions in the plan to reflect organizational shifts, changes and goals
5. Ensuring that the plan meets any requirements specified in new laws
6. Other organizational specific maintenance goals

During the Maintenance periods, any changes to the Disaster Recovery Teams must be accounted for. If any member of a Disaster Recovery Team no longer works with the organization, the Disaster Recovery Lead will appoint a new team member.



## Testing

Butte County Office of Education is committed to ensuring this DRP is functional. The DRP should be tested every 12 months to ensure that it is still effective. Testing the plan will be carried out as followed:

- 1) **Walkthroughs-** Team members verbally go through the specific steps as documented in the plan to confirm effectiveness, identify gaps, bottlenecks or other weaknesses. This test provides the opportunity to review a plan with a larger subset of people, allowing the DRP project manager to draw upon a correspondingly increased pool of knowledge and experiences. Staff should be familiar with procedures, equipment, and offsite facilities (if required).
- 2) **Simulations-** A disaster is simulated so normal operations will not be interrupted. Hardware, software, personnel, communications, procedures, supplies and forms, documentation, transportation, utilities, and alternate site processing should be tested in a simulation test. However, validated checklists can provide a reasonable level of assurance for many scenarios. Analyze the output of the previous tests carefully before the proposed simulation to ensure the lessons learned during the previous phases of the cycle have been applied.

## Call Tree Testing

Call Trees are a major part of the DRP and Butte County Office of Education requires that it is tested every 12 months to ensure that it is functional. Tests will be performed:

- 1) Disaster Recovery Lead initiates call tree and gives the first round of employees called a code word.
- 2) The code word is passed from one caller to the next.
- 3) The next work day all Disaster Recovery Team members are asked for the code word.
- 4) Any issues with the call tree, contact information, etc. will then be addressed.