Questions?

Resources:

Please visit our site on the IRIS Center.
Can't find what you're looking for? Drop us a line!

- Key questions to consider when developing a QIP
- Who you should consider meeting with the QIP
- Why you should continue engaging with the QIP
- QIP Tool kit
- Contact information for QIPs and higher education
- Links to other tools

Does the Plan Work? Let's Test it!
Disaster Recovery Planning and Testing:

How to Build it...

How to Test it
Troy Donoway, Associate Director of Information Technology
  • Salisbury University - Salisbury, MD
Angela Neria, Chief Information Officer
  • Pittsburg State University - Pittsburg, KS
Tim Pearson, Assistant Director of Infrastructure and Security
  • Pittsburg State University - Pittsburg, KS
Disaster Recovery Planning and Testing: How to...
Disaster Hits

How do we...
How do we recover...
Communications?
Operations?
Education?
Any guesses on the number of disasters declared by FEMA in 2011?
2010 = 81
2009 = 59
2008 = 75
2007 = 63
2006 = 52
2005 = 48
Topics...

- A Disaster Close to Home
- 3 Key Areas In Creating a Usable Plan
- Does the Plan Work?
A Disaster Close to Home

3 Key Areas In Creating a Usable Plan

Does the Plan Work? Let's Test it!
A Disaster Close to Home

- Joplin, MO Tornado
- F5
- May 22nd, 2011 Sun 5:41 pm
- 160 deaths
- City infrastructure, businesses, and homes lost
- School district and one of two major hospitals suffered severe damage
What's most likely for you?

Text Code: 22333 OR Go To: http://www.polleverywhere.com/multiple_choice_polls/MTY
www.pollkeverywhere.com

795140 Technological: Power Failure, Software Failure
795139 Social: Terrorism, Human Error, Hacking/Virus
795138 Natural Disaster: Tornado, Earthquake, Hurricane

Text Code: 22333 OR Go To: http://pollkeverywhere.com

That's most likely for you:
3 Keys to to to Creating A Usable Plan:
1) Utilize Established Resources:

- DR Plan Templates
- Institution Security Officer
- Institution Leadership
- Physical Plant Professional
Established Resources

- DR Plan Templates
- Institution Security Officer
- Institution Leadership
- Physical Plant Professionals
2) Lessons Learned:

- Leaders Rise To the Occasion
- System backup
- Contact information
- Employees
- Leadership
- Vendors
- Physical site
- Policies
- Leaders Rise To the Occasion
- System backup
- Contact information
- Employees
- Leadership
- Vendors
- Physical storage
- Delivery methods
- Work gear
- Proof of identity
- Photographs
- Call on neighboring institutions
- Communication may take different forms
3) Engaging the University:

• We asked: "what if...?"
• Requested campus groups consider what systems are most critical during recent events and soon thereafter...
Facing the University:

• We asked: "what if...?"
• Requested campus groups to consider what systems are most critical during recovery and soon thereafter
+ Established Resources
+ Lessons Learned
+ Engaging University
An IT Disaster Recovery Plan
Who's in charge?

- Emergency Response Team (ERT)
- Disaster Recovery Team (DRT)
Disaster Hits:

- Receive notification from University
- CIO activates Dept'l calling tree
- Assistant Director remotely (if possible)
- Network/systems
- Emergency Plan
- Medical/Healthcare
- Housing/Residential
- Transportation
- Food/Stores
- Utilities
- Financial/Accounting/HR
- Receive notification from University Leadership
- CIO activates Dept'l calling tree
- Assistant Director remotely (if possible) assesses network/systems
- Emergency Response Team convened
- Disaster Recovery Team convened
- Disaster Recovery Plan Activated
How do we communicate with each other?

- Business Card with Contact Info
- Voice
- Text
- Social Media
Where do we find the plan when we need it?

Hard Copies and Electronic Copies Stored:

- The Cloud
- Bank Vault
- University Vault
- Critical Members of Leadership and DRT have copies
The Plan is:

- simple
- clear
- orderly
- flexible
The Plan Contains:

- System and network documentation
- Forms and Check Lists
- Contact Information
- Photographs
Remember:
• The plan is not a step-by-step cook book
• It's a guide for you to use as you receive varied information and face new challenges moment by moment
Does the Plan Work?
Let's Test it!
Please visit our link on the EDUCAUSE Conf Website to download this presentation as well as a list of resources that includes the following:

- Key questions to consider when developing a DRP
- Who you should consider serving on the DRT
- Who you should consider engaging on your campus to contribute to the DR plan
- Links to DRP Templates
- Contact Information for PSU and Joplin Schools
- Links to Prezi
Questions?
Resources:

Please visit our link on Conf Website to download this as a list of resources.