

Business Continuity Plan
Southern Regional Technical College
2023-2024

REVIEWED:  **DATE:** 3/27/23
BUSINESS CONTINUITY COORDINATOR
SOUTHERN REGIONAL TECHNICAL COLLEGE

APPROVED:  **DATE:** 3/28/23
PRESIDENT/EXECUTIVE
SOUTHERN REGIONAL TECHNICAL COLLEGE

REVIEWED: **DATE:**
EMERGENCY MANAGER
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED: **DATE:**
DIRECTOR OF CAMPUS SAFETY
TECHNICAL COLLEGE SYSTEM OF GEORGIA

Business Continuity Plan

Southern Regional Technical College 2023-2024

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.

Southern Regional Technical College engages in the following contractual agreements regarding business continuity: GEMA/HSA regarding Hurricane Re-Entry Logistical Staging Areas, American Red Cross Facility Use Agreement.

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

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	Ex Dir of Facilities	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 Advancement	0	Medium
Executive Leadership	Director of Marketing and Public Relations	0	High
Executive Leadership	VP Academic Affairs	24-48 hrs	High
Administrative Services	Director Human Resources	24-48 hrs	High
Student Affairs	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	Campus Director and Wellness Coordinator	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	Dir Library Services	72 hrs	Medium

Appendix C – Hazard Vulnerability Assessment Instrument

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
(Duplicate as needed for each identified Critical Mission Function)

Business Continuity Plan Worksheet

Technical College/Work Unit: President's Office

Date: March 2023

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:
Software Needs:

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: March 2023

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
Lora Beth Short, 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

KaCee Holt, Campus Director and 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:

Software Needs:

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: March 2023

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 budget planning and monitoring.

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:
Software Needs:

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: Executive Director of Facilities

Date: March 2023

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, Hazard Communication Plan, and Business Continuity Plan.

Production Location: Tift Campus

Process Manager: George Griffin
Mobile: 229-821-0106

Backup Personnel: Gary Aldridge
Office: 229-225-5294
Eli Kirkland
Office: 229-516-0339
John Tucker
Mobile: 229-437-0001
Zack Clark
Office: 229-227-2458
Blake Foster
Office: 229-243-4251

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:

Software Needs:

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: March 2023
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: Carla Barrow Department: Institutional Effectiveness
Office: 229-225-3978

Backup Personnel:
Don Kurtz
Office: 229-225-3979

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: Laptops are needed for key personnel to take home to avoid using personal computers.

Software Needs:

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: March 2023

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: Ron O'Meara Department: Economic Development Division

Backup Personnel:

Keyondria Harris, Moultrie Campus

Office: 229-217-4257

Lacey Harrison, Thomasville Campus

Office: 229-225-3928

Kelly Daniell, Tifton Campus

Office: 229-391-2635

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: Laptops are needed for key personnel to take home to avoid using personal computers.

Software Needs:

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.

Business Continuity Plan Worksheet

Work Unit: VP for Institutional Advancement

Date: March 2023

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: Christina Reneau
Office: 229-2254060

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 will initiate the communication process by contacting immediate subordinates.

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.

Hours to Point Objective: 72 hrs

Recovery Time Objective (hours): 72 hrs

Hardware Needs: Laptops are needed for key personnel to take home to avoid using personal computers.

Software Needs:

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: Director of Marketing and Public Relations

Date: March 2023

Critical Mission Function: Support College marketing and public relations efforts.

Function Description: The purpose of the 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, alumni, and the general public and through the development and coordination of all marketing and public relations efforts. The Marketing department has college-wide internal and external communications responsibility for: advertising and marketing, branding, events, media relations, public relations, and social media management

Production Location: Thomas Campus

Process Manager: Brittany Bryant

Office: 229-227-2415

Backup Personnel: Carrie Viohl

Office: 229-217-4149

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 Director of Marketing and 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: N/A

Software Needs: N/A

Necessary Vendors/Contractors: To be determined.

Special Notes: N/A

Business Continuity Plan Worksheet

Work Unit: VP Academic Affairs

Date: March 2023

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. Vic Burke
229-225-5200

Backup Personnel: Tara Rakestraw
Office: 229-217-4171
Kathryn Kent
Office: 229-391-2606
Claudia Grooms
Office: 229-217-4141

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:

Software Needs:

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 Director Date: March 2023

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 mandatory training and staff development; 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:

Moultrie Veterans Parkway Campus
Thomasville Main Campus

Department: HR

Process Manager: Mary Beth Watson

Office: (229) 217-4207

Backup Personnel: April Bentley Office (229) 217-4255

Jennifer Simpson Office: (229) 225-5072

Recovery Details:

Recovery Strategy Overview: Restore HCM access for payroll processing and entry of HR transactions. Restore access to shared Google network drive. Many Human Resources functions could be completed offsite with Internet access. For longer periods of time, access to physical files would be required.

Maximum Allowable Downtime (MAD): 24-48 hours

MAD Rationale/Justification: This critical mission function is of high 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: HR staff are equipped with laptops that allow them to perform critical functions.

Software Needs: Web Browser, Microsoft Office, Google

Necessary Vendors/Contractors: N/A

Special Notes: The timing of the disaster could impact the urgency of restoration time as there are deadlines that must be met for payroll and benefits processing.

Business Continuity Plan Worksheet

Work Unit: Executive Director IT

Date: March 2023

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:229-516-0142

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: Laptops are needed for key personnel to take home to avoid using personal computers.

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: Laptops are needed for key personnel to take home to avoid using personal computers.

Software Needs:

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: March 2023

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: 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: _ Laptops are needed for key personnel to take home to avoid using personal computers.

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: March 2023

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: Andy Semones 229-225-5292 Department: Adult Ed
Backup Personnel: Shannan Walker 229-217-4210

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 are needed for key personnel to take home to avoid using personal computers.

Software Needs:

Necessary Vendors/Contractors: To be determined

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit: Director Library Services

Date: March 2023

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: Thomasville Campus

Process Manager: Polly Swilley
Office: 229-225-3958

Backup Personnel: Gilbert Deas
Office: 229-391-2623

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: Laptops are needed for key personnel to take home to avoid using personal computers.

Software Needs:

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.

Appendix E – Emergency/Utility Contacts

Bainbridge

Law Enforcement: Bainbridge Police Department 229-515-8618

Fire: Bainbridge Fire Department 229-515-8607

Power: GA Power 1-888-660-5890

Water: City of Bainbridge Utilities

Natural Gas: N/A

Telecommunications: CNS 229-227-4020

Cairo

Law Enforcement: Cairo Police Department 229-378-3096

Fire: Cairo Fire Department 229-377-3293

Power: City of Cairo 229-377-6028 (Ext. 127)

Water: City of Cairo Utilities 229-377-1722 after hours 229-377-2489

Natural Gas: N/A

Telecommunications: CNS 229-227-4020

Camilla

Law Enforcement: City of Camilla 229-336-2201

Fire: City of Camilla 229-330-2330

Power: City of Camilla 229-336-2220

Water: City of Camilla 229-336-2213

Natural Gas: N/A

Telecommunications: CNS 229-227-4020

Moultrie, Industrial Drive

Law Enforcement: Moultrie Police Department 229-616-7470

Fire: Moultrie 229-985-1805

Power: Colquitt EMC 1-800-217-9104

Water: City of Moultrie Utilities- 229-668-6000

Natural Gas: City of Moultrie Utilities 229-668-6000

Telecommunications: CNS 229-227-4020

Sylvester

Law Enforcement: Sylvester Police Department 229-776-8500

Fire: Sylvester Fire Department 229-776-8511

Power: City of Sylvester 229-776-8505

Water: Sylvester Water and Sewage Department 229-776-8512

Natural Gas: N/A

Telecommunications: CNS 229-227-4020

Thomasville

Law Enforcement: Thomasville Police Department 229-227-3249

Fire: Thomasville 229-227-7015

Power: City of Thomasville Utilities 229-227-6987

Water: City of Thomasville Utilities 229-227-6987

Natural Gas: City of Thomasville 229-227-6989

Telecommunication: CNS 229-227-4020

Tifton

Law Enforcement: Tifton Police Department 229-382-3132

Fire: Tifton 229-391-3972

Power: GA Power 1-888-660-5890

Water: City of Tifton Utilities 229-391-3949

Natural Gas: N/A

Telecommunications: CNS 229-227-4020

Moultrie, Veterans Parkway

Law Enforcement: Moultrie Police Department 229-616-7470

Fire: Moultrie 229-985-1805

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

Water: City of Moultrie Utilities- 229-668-6000

Natural Gas: City of Moultrie 229-668-6000

Telecommunications: CNS 229-227-4020