

---

# SOUTHSIDE VIRGINIA COMMUNITY COLLEGE INFORMATION TECHNOLOGY SECURITY PLAN

---

## **IT Contingency Planning: *IT Disaster Recovery Planning***

IT Contingency Planning includes developing plans to minimize the disruptions of critical functions and the capability to recover critical IT systems in accordance with [COV ITRM 501-01](#). The outcome may contribute to various plans that properly organize the response, recovery, and continuity activities for disruptions affecting the relationship between IT systems and business processes supported by the IT systems. As a part of the recovery process, various teams and responsibilities for the associated team members must be defined; these are given as follows:

### **IT Disaster Recovery Teams**

Disaster recovery teams will be utilized to restore automated IT system services. The recovery teams will be lead by the IT disaster planning coordinator and will participate in recovery activities based on the level of severity of the loss, recovery deemed necessary, and restoration order as deemed in the Business Impact Analysis and Risk Assessment processes. Depending on the size of the agency, employees may be assigned to various teams and assigned multiple roles and responsibilities. The teams, members, and responsibilities are listed below.

### ***IT Emergency Management Team***

The SVCC team consists of the following personnel:

Dr. John Cavan  
Dr. John Sykes  
Dr. David Johnson  
Peter Hunt  
Jack Ancell  
Will Hamilton  
Roger Wray  
Dale Wooding

Responsibilities of the IT Emergency Management Team include:

- Assessment of the damage.
- Provide a detail status of the disaster to the disaster planning coordinator as soon as possible.
- Contact all vendors, contractors or external resources necessary to restore services to the damaged areas.
- Provide a general status of the disaster to college personnel.
- Determine the priorities. There should be a minimal accepted time frame the college will function with degraded operations before the backup plan is implemented.
- Ensure all needed support staff is contacted to provide assistance.
- Determine a general time frame for when all services will be restored.

### ***IT Technical Support Team***

The SVCC team consists of the following personnel:

Lydia Ramsey  
Dean Bowen  
Kelly Goscinski  
Marysue Lewis  
Linda Jenkins  
Robin Daniel  
IT Network Administrators (TBD)

Responsibilities of the IT Technical Support Team include:

- Working with the IT Emergency Management Team to conduct an on-site assessment of the damaged area to determine the condition of IT resources.
- Determine what computer hardware/software has been damaged.
- Review the risk assessment analysis and business impact analysis and determine what the critical/non-critical applications are and to determine whom is responsible for each application.
- List procedures to create a new environment for the hardware or for the purchase of new hardware (Procedures given in the IT Contingency Planning: *IT Disaster Recovery Planning*, Emergency Procedures document, Section C 2).
- List procedures to restore critical software/applications. (Procedures given in the IT Contingency Planning: *IT Disaster Recovery Planning*, Emergency Procedures document, Section C 2).
- List procedures to restore non-critical software/applications. (Procedures given in the IT Contingency Planning: *IT Disaster Recovery Planning*, Emergency Procedures document, Section C 2).
- Contact application owners to determine their role in the recovery process.

### ***Special Projects Team***

The SVCC team consists of the following personnel:

Lydia Ramsey  
Dean Bowen  
Marysue Lewis  
Linda Jenkins  
Rae Spence  
Jean Algeier  
Judi Keehan  
Louise Ogburn  
Wendy Hailey  
Anne Cheely  
Dale Wooding  
Roger Wray  
Peter Hunt

Responsibilities of the Special Projects Team include:

- Providing transportation to and from backup facilities, external vendors or other off-site locations.
- Assisting in making telephone calls as needed.
- Coordinating packing and moving supplies as needed.
- Acquiring emergency purchasing means (i.e. assigning purchasing charge card or delegated purchasing authority) or being available to purchase goods or services as needed.
- Providing clerical support as needed.

### ***Customer Support Team***

The SVCC team consists of the following personnel:

Lydia Ramsey  
Dean Bowen  
Marysue Lewis  
Linda Jenkins  
Kelly Goscinski  
Robin Daniel  
Wendy Ezell  
\*Any other personnel as necessary

Responsibilities of the Customer Support Team include:

- Notifying IT customers of the disaster and giving them a time frame for recovery.

- Assisting customers in developing manual procedures to accomplish work if resources are unavailable for a long period of time.
- Assisting users with hardware and software restoration or relocation to an alternate office site.
- Have IT customers list the priority of their day to day tasks.

### ***Incident Response Team***

The SVCC team consists of the following personnel:

Lydia Ramsey  
 Marysue Lewis  
 Jack Ancell  
 Dale Wooding  
 Roger Wray  
 Peter Hunt  
 Bethany Harris  
 Christie Hales  
 Will Hamilton  
 IT Network Administrators (TBD)  
 \*Any other personnel as necessary

Incident Response Team members and associated responsibilities include:

- Information Technology employees with the expertise in incident handling procedures.
- Public Relations, College Relations, or similar department who is authorized to communicate with the media if required depending on the nature and impact of the incident.
- Human Resources personnel who are authorize to assist in disciplinary or employee relations.
- Security Services or Campus Police offices that may need to make reports internally or externally in physical breach or law breaking situations. These offices may also be needed in situations that require law enforcement intervention (i.e., removal of a disgruntled employee).
- Facilities Management personnel who may be needed to access physical office locations during an incident (i.e., to obtain a workstation from a locked office).
- Business Continuity Planning or Continuity of Operations Planning personnel may need to be aware of incidents that may require a review of risk assessments and continuity of operations plans.
- Identify and implement controls to deter and defend against incidents. This includes proactive measures to defend against new forms of attacks. Implementing controls which are in place to assist in recognizing and mitigating different incidents.
- The appropriate expertise and authority to respond to each phase of an incident report.

### ***SVCC Security Committee***

The SVCC Security Committee consists of the following people:

Dr. David Johnson  
Dr. John Sykes  
Peter Hunt  
Robin Daniel  
Jack Ancell  
Will Hamilton

Responsibilities of the SVCC Security Committee include:

- Review and approve the SVCC Information Technology systems security configurations annually before June 15th as per the IT Systems Security: *Systems Hardening* standard.
- Review and approve the SVCC COOP and Disaster Recovery Plan testing results annually before June 15<sup>th</sup>.