



Xavier University of Louisiana

Office of Technology Administration (OTA)

Emergency Preparedness Process Handbook

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I. Overview

Xavier University of Louisiana (XULA) is located in New Orleans, Louisiana. As such, the University is susceptible to violent tropical weather systems. The Atlantic Ocean and Gulf of Mexico hurricane season extends from June 1 to November 30 each year. It is incumbent upon the Office of Technology Administration (OTA) to develop and maintain an up-to-date Emergency Preparedness Plan. This Plan is specifically focused on the potential threat of an extended outage related to future hurricanes. However, this plan will be implemented in the event of any emergency, including fires, chemical hazards, pandemic illnesses, and tornadoes. The overall OTA Emergency Preparedness Plan consists of three (3) companion documents.

1. ***OTA Emergency Preparedness Process Handbook***: This document is a roadmap describing what the OTA Department will do in the event of an emergency. It contains the process flow of activities beginning with the notification of a potential threat and ending with the potential shutdown of the University's IT facilities.
2. ***OTA Startup & Shutdown Procedures Handbook***: This document focuses on how OTA will ensure that the IT facilities are safely taken off-line. It is a step-by-step roadmap of the exact sequence of events required to safely take the IT facilities off-line and to safely bring them back on-line.
3. ***OTA Business Continuity Plan***: In the event of an extended closure of the University, it is critical that key IT resources be brought back on-line so that the business of the University can proceed in preparations for re-opening the campus. This document describes that process.

A copy of all three (3) documents can be found in the **ITC Department Share on the K drive**.

Hurricane preparations are activities and procedures taken prior to the arrival of a hurricane. These preparations are designed to protect personnel from injury and limit damage to the University's Information Technology (IT) resources. **The remainder of this document will focus primarily on Hurricane Preparedness Process.**

After Hurricane Katrina struck the New Orleans area on August 29, 2005, Xavier University remained closed until January 2006. In preparing this document, the IT team conducted a post-mortem. The results have been incorporated into this document, as well as into the ***Shutdown/Startup Procedures Handbook*** and the ***Business Continuity Plan***. There is a detailed account of the post-mortem in ***Appendix E*** of this document.

This document outlines the process that OTA will follow when one or more of the following conditions occur:

1. A tropical disturbance is within five (5) days or less of the New Orleans area and projected to intensify into a hurricane.

2. A hurricane warning is projected for the New Orleans area.
3. A campus closure announcement is issued.
4. A need to prepare the campus for closure exists.

This document is effective June 1, 2009. It will be reviewed and modified between the months of January and March each year.

II. Preparedness Response Team (PRT)

The following positions and persons comprise the Standing Preparedness Response Team. The PRT is responsible for assisting the Vice President of Office of Technology Administration in making decisions in the following areas throughout a hurricane threat:

- Pre-season preparation
- Threat Assessment
- IT Systems Shutdown
- IT Systems Startup

The PRT members are as listed below. It is important to note that the positions will remain constant year-to-year. However, names may change as the organization changes. At each review of the OTA Emergency Preparedness Plan, names will be updated. Other team members may be asked to join the standing team based on specific activities.

- Chair, Interim Vice President of Office of Technology Administration
 - Melva D. Williams
- Associate Director of External Technology and Support
 - Yamlak Tsega
- Acting Manager of Systems Administration
 - Melva D. Williams
- Manager of Software Systems
 - Ken Kirk
- Manager of Network Operations
 - Paul Waddell
- Manager of Desktop Support
 - Vincent Simmons
- Supervisor of Telephone Systems
 - Henry Sparks
- Web Developer
 - Brian Bowers

III. Pre-Campus Closure

When the campus receives information via national weather reports that there is a serious threat of a hurricane impacting the New Orleans area within five days (5), the Chair of the PRT will convene a meeting. This process will also apply in the event that a hurricane threat is issued with less than five (5) days notice.

Meeting outcomes:

1. **Ensure that the Emergency Web site is ready.** The Associate Director of External Relations and Support and the Web Developer will be responsible for ensuring that the Emergency Web Site, www.XULAEmergency.com, is ready and that the Associate Vice President of University and Media Relations is prepared to issue daily updates in the event of a campus closure.
2. **Ensure that the toll free number is ready.** The Associate Director of External Relations and Support will be responsible for ensuring that the toll free number, **1-866-520-XULA (9852)**, is available and that the Associate Vice President of University and Media Relations has the necessary instructions on how to update the message.
3. **Alert the co-location site.** The Manager of Systems Administration will be responsible for alerting the co-location company that Xavier may need to activate the provisions of the off-site capabilities. Any activities that need to be completed to ensure that the off-campus capabilities can be activated will be initiated at this time.
4. **Alert Paetec.** Paetec provides Internet, firewall, Intrusion Detection, and e-mail spooling. The Manager of Network Systems will be responsible for alerting PAETEC that closure of the campus is a possibility.
5. **Send an e-mail Broadcast to all faculty, staff, and students.** The e-mail broadcast should remind the Xavier community that in the event of campus closure they should refer to the Emergency Web Site and the toll free number for official campus information. This e-mail broadcast will also include information to faculty, staff, and students about how to protect Xavier's IT property that may be assigned to them, as well as how to protect their personal IT property. The Associate Director of External Relations will be responsible for sending the e-mail broadcast.
6. **Ensure that a current copy of backup tapes is available.** If necessary, the process to create current backup tapes should be initiated at this time. The Acting Manager of Systems Administration will be responsible for ensuring that there is a current set of tapes that are no more than one day old. The Acting Manager of Systems Administration will also assign an individual who will be responsible for the transport and safety of the tapes should an evacuation of the campus be declared.
7. **Confirm the accuracy of the contact list for all OTA personnel and vendors.** The Interim Vice President of Technology Administration will be responsible for ensuring that the lists are complete and that each

member of the PRT team has a printed copy. Refer to *Appendix: A and B* for a list of OTA personnel and vendor contacts.

8. **Other Work Items.** Other work items may be identified and assigned at this time.
9. **Notify Facilities Planning and Management** that in the event of a campus closure announcement assistance will be needed to move multi-media equipment from the first floor of the Norman C. Francis Science Complex to a safer location. The Director of External Relations will be responsible for notifying Facilities Management and Planning and for ensuring that the equipment is moved prior to evacuation.
10. **Move desktop computers and other IT equipment** from pre-identified offices on first floors to a safer location. The Manager of Desktop Support will be responsible for identifying buildings and offices which are critical. It may not be possible to remove IT equipment from the first floors of all buildings prior to a campus closure announcement. The prioritized list of buildings are as follows:
 - a. Administrative Building, including the Admin Annex
 - b. Science Building, including the Science Annex
 - c. Pharmacy Building, including the Pharmacy Annex
 - d. Xavier South
 - e. Music Building
 - f. Gymnasium

After the initial meeting, the PRT will continue to meet daily until the potential threat has passed or the President issues a campus closure announcement.

A. Campus Closure Announcement

When the President officially announces that the campus will close, within forty-eight (48) hours of closure the PRT will begin the orderly shutdown of all IT systems. In the event that there is less than forty-eight (48) hours advance notice of a campus closure, it may not be possible to safely shutdown the IT systems. The rationale for forty-eight (48) hours is that it takes approximately three (3) hours to safely shutdown the entire IT infrastructure, and the remaining time will provide for PRT members to protect their property and transport their families safely out of harm's way.

The Shutdown Process is described in **Section VII**.

B. Emergency Information

Basic information regarding hurricanes can be found at the City of New Orleans Office of Hurricane Preparedness website:
www.cityofno.com/portal.aspx?portal=46.

In the event that the campus is closed due to the threat of a hurricane, the University will post daily, if not more frequent, updates on the **toll free number: 1-866-520-XULA (9852)**.

Official information will also be posted on the University's Emergency Web Site: www.xulaemergency.com. During this time, any attempts to link to the main web site, www.xula.edu, will be automatically re-routed to the emergency web site. When the President makes the decision that the campus is back in normal operations mode, a message will be placed on the emergency site, along with a link, back to the main web site.

Since the danger of misinformation and rumors are greatly increased during any emergency period, the President has designated the Associate Vice President of University and Media Relations as the official source of University announcements. This includes all messages for the web site, the toll free telephone message, e2campus text messaging system, as well as all communications with TV, radio or newspapers. It will be the responsibility of the Web Developer to ensure that all web messages are posted timely and accurately.

IV. During Campus Closure

Refer to the *Business Continuity (BC) Plan* for details on University IT operations during campus closure. The BC plan provides for off-campus hosting of key solutions/applications in the event of an extended closure. An extended closure is defined as more than three (3) consecutive days.

The key solutions/applications are as follows:

1. **University Web Page**
2. **Web Mail**
3. **University Enterprise Resource Planning (ERP) Solution: Banner 2000 Application Suite, including the Oracle Database**
 - a. **Finance Module**
 - b. **Financial Aid Module**
 - c. **Human Resources**
 - d. **Self-Service Banner (Admissions, Faculty/Staff/Students, HR)**
 - e. **Student (Admissions, Housing, Registrar) Modules**
4. **Banner Integrated Components (Brio, ED Connect, ED Express, ELM, Evisions, Intellectcheck)**
5. **Institutional Advancement Business Development Solution: Raiser's Edge**
6. **Academic Course Management (CM) System: Blackboard Learning System**

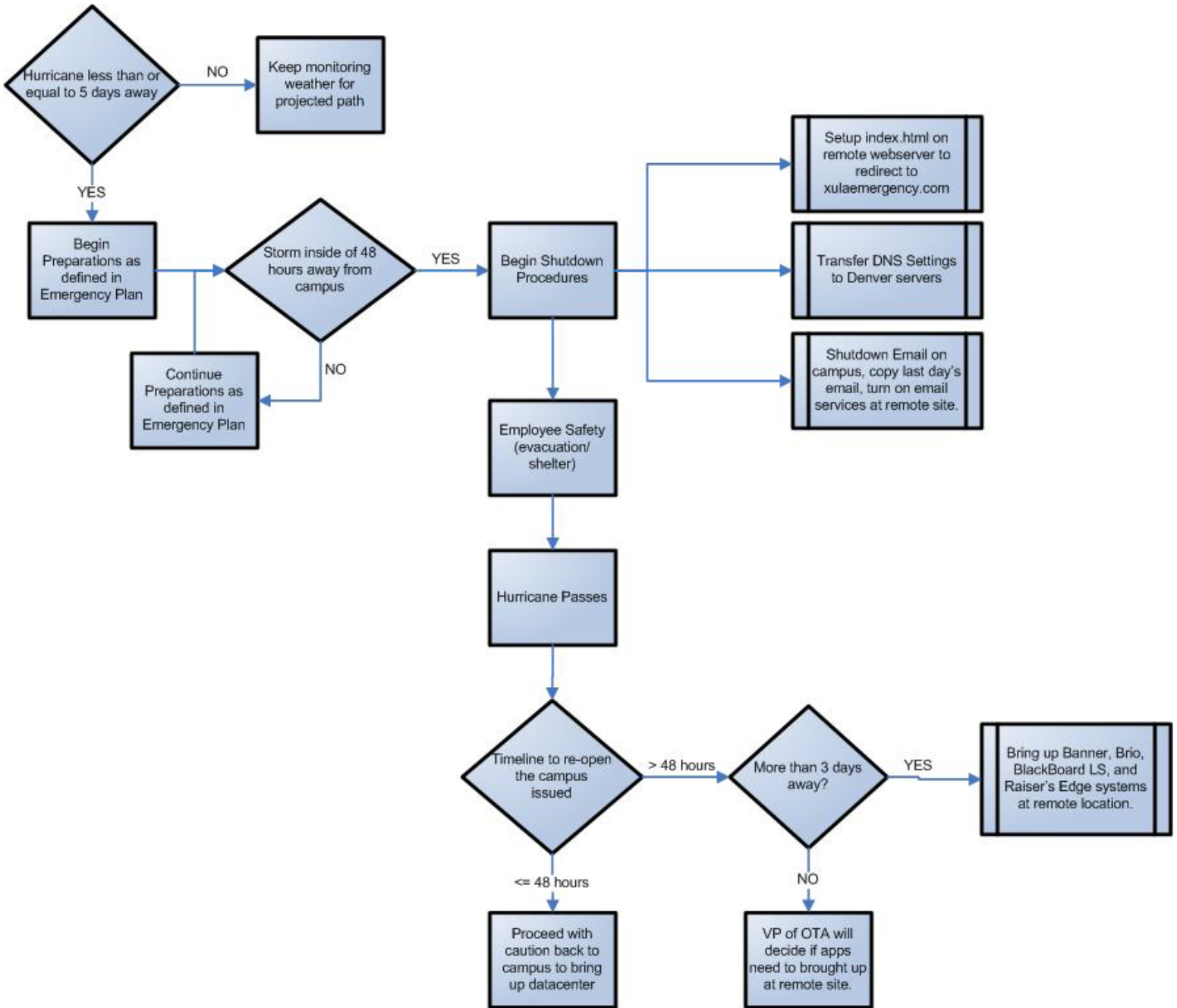
Refer to the *OTA Business Continuity Plan* for details on IT activities that will occur during campus closure.

V. Post-Campus Closure

Once the President has made the decision to re-open the campus, the Vice President of Office of Technology Administration will request that the PRT make necessary plans to arrive back on campus one day prior to the official campus reopening in order to bring the IT systems back up. In the event of an extended campus closure, the PRT may be required to arrive more than one day ahead of the official campus reopening.

Detailed startup procedures are contained in **Section VII**.

VI. Preparedness Process Flow



VII. Backup Process

All key applications, including the oracle Database, will be backed up weekly. Incremental backups will occur nightly. Tapes will be shipped off-campus monthly to Iron Mountain. Refer to **Section IV** for a list of Key Applications. Refer to *Appendix D* for the Backup Offsite Storage process.

VIII. Startup & Shutdown Process

The order in which IT systems are re-started or shutdown is critical. Failure to follow an orderly process for either startup or shutdown can result in severe damage to the hardware, storage, applications, or the data.

The Startup order is as follows:

1. Network
2. Storage
3. Servers
4. Databases
5. Applications Software

The Shutdown order is as follows:

1. Applications Software
2. Databases
3. Servers
4. Storage
5. Network

Detailed Shutdown and Start up Procedures are contained in the *OTA Startup & Shutdown Handbook*.

XI. Appendix

A. OTA Contact List

NAME	CELL# (504)	POTENTIAL LAND-BASED #	PLANNED DESTINATION	ALTERNATE E-MAIL
ANGEL ALBERT	220-4003		Houston/Memphis	angel_m_albert@yahoo.com
ATTIYYA MUJAHID-THOMAS	427-0271	404-244-0579 504-270-6166	Atlanta, GA, Magnolia, MS	Attiyya.mujahid@gmail.com
BARBARA JOHNSON	915-0023	770-484-4429	Atlanta /Lithonia, GA	Barbara_more@yahoo.com
BEN WANDERA	329-2563			bwandera@hotmail.com
BRIAN BOWERS	915-0955	504-343-3906	Hattiesburg, MS Houston, TX	mail@ltimagery.com
BRIAN SPRAGINS	329-0588			bspragins@gmail.com
CATHERINE CLARK	338-2668			Cathyc_56@yahoo.com
CORNELIUS MARSHALL	415-3671	601-736-3838	Columbia, MS	Ccmarshall29@yahoo.com
CYNTHIA COOPER	554-6358	985-652-6462	Laplace, LA	kencoop52@yahoo.com
DENNIS SIGUR	416-0734	504-261-5816	Unknown	dennis_sigur@yahoo.com
DEVIN JOHNSON	329-6244	248-730-0522	New York, NY	dfj_hurricane@yahoo.com
FERALYN AHMED	382-5853	797-260-4297	Bryan, TX	Fannmw@yahoo.com
HARRIET MASON	415-4717	225-275-4395	Baton Rouge, LA	Mason6061@bellsouth.net
HENRY SPARKS	415-4716	303-574-0721	Denver, CO	Spark216@bellsouth.net
JACQUELINE WINDHAM	236-2714	601-787-2796	Mississippi?	jwindham@xula.edu
JENESTAER HORNE	329-5199	504-258-3112	Laplace, LA.	jenestaerhorne@yahoo.com
KARL FINDORFF	234-8848 220-1194	504-885-7100 904-461-3350	Baton Rouge or Houston	karl11@cox.net
KENNETH KIRK	915-0943	256-494-9234	Gadsden, AL	Kkirk_la@cox.net
L'TANYA SETTLE	329-4617	972-557-1057 336-634-1386	Dallas, TX Reidsville, NC	lsettle@msn.com
LATOYA SANDERS	329-1190	281-485-8153 281-756-7054	Houston, TX	
MELVA WILLIAMS	382-0449	504-247-5436	Baton Rouge	melvawil@yahoo.com
PALANI PONNAPAKKAM	329-1575	504 258 7444	Unknown	pponnapa@cox.net
PAUL WADDELL	382-0448	985-649-6178	College St, TX	waddellpj@bellsouth.net
ROLAND FRANCIS	915-0944	415-485-1579	Moreno Valley, CA	xuneteng@netscape.net
SHANE BRUNO	382-3865	901-795-3373	Memphis, TN	Sbruno202@yahoo.com
SHANTELL ASHBY	319-7614	504-220-8481	Shreveport, LA Baton Rouge, LA	jazlynjade7@hotmail.com
SHERI HEIMALL	782-8894		Fort Walton, FLA	sheriheimall@aol.com
VINCENT SIMMONS	915-0941 952-7019	281-758-1413	Houston, TX	Manta822@hotmail.com
YAMLAK TSEGA	382-5852		Atlanta, GA	ytsega@msn.com

NOTE: Bold indicates PRT Member

B. Vendor Contact List

Avery Island Technologies

Type of Support:

- CA Unicenter Maintenance

Contacts:

- James Bassich, President: 504-200-4248/cell 504-813-5222

Site ID: #234627

BellSouth

Type of Support:

- Cisco Switches Maintenance
- Local Telephone Service
- Teleconferencing

Contacts:

- Cindy Matranga, Account Manager: 504-846-7691
- Cathy Hoffman, Solutions Account Exec: 504-846-7692

Customer #: 610388

BellSouth Entertainment

Type of Support:

- Cable TV

Contacts:

- Bob Saunders, Director of Engineering: 404-541-6522/cell 404-310-9793
- Paul Tran, Technician: 504-390-0205

Account #: 36010-43671-1

Blackboard Learning Services (Bb LS)

Type of Support:

- Blackboard Learning Services Software

Contacts:

- Jay Schutt, Client Manager: 623-476-1400 ext1139/cell 602-532-7058

Contract #: RE0005354-ICM Data Intergrat. Renewal: 12/08-12/09

Maint Hardware Support Basic10/08-9/09

CDW-G

Type of Support:

- Reseller Hardware and Software Equipment

Contacts:

- Cait Holroyd, Sales Rep: 866-339-3676/312-705-8932
- Fax: (312) 705-8232
- caithol@cdw.com

CISCO

Type of Support:

- Network Switches

Contacts:

- Brett Brock, Account Manager: 225-218-2006/cell 225-324-3102
- Rusty Heird, Consulting Systems Engineer: 918-461-4135/cell 918-645-1504

CMA

Type of Support:

- Windows Servers

Contacts:

- Denise Schlumbrecht, Account Rep: 225-252-2900

Contract #: (add)

Factory Service Agency, Inc

Type of Support:

- Data Center Liebert Air Conditioning Unit

Contacts:

- Michael Sticking, Service Manager: 504-834-5752
- Michael Mitternacht, President: 504-834-5752

Contract #: (add)

Fluke Networks

Type of Support:

- Network Monitoring Tools

Contacts:

- Nancy Burke, Engineer: 215-404-0085
- Rob Haines, Regional Sales Manager: 281-851-7232/cell 713-749-8149

Gold Support #: 2185-0003

HP Support

Type of Support:

- Intel Desktops and Laptops
- Network Printers

Contacts:

- Sharon Tardo, NWN Corporation: 985-966-1159
- Gustav Fitzpatrick, Bellwether Technology Director: 504-588-2070

Contract #: (add)

IBM

Type of Support:

- Unix and Windows Servers

Contacts:

- Beth O'Quinn, Principal: 225-295-8719/cell 225-936-6167
- Daryl Williams, IBM Sales: 713-940-130/cell 832-277-0962

Contract #: (add)

LaBourdette, Inc

Type of Support:

- Network and Telephone Wiring

Contacts:

- Paul Bennett, Project Supervisor: 504-733-0772/cell 504-628-1774

Contract #: (add)

Verizon

Type of Support:

- Cell Phone Provider 800-295-1614

Contacts:

- Public Sector Account Exec: 800-295-1614/cell 225-892-6167

Siemens

Type of Support:

- Telephone Switch

Contacts:

- Blackbox Communications Repair: 1-800-676-8800

Customer #: 954927

SunGardHe

Type of Support:

- Banner

Contacts:

- JoAnn Puissegur, Account Manager: 225-218-6830/cell 225-281-4979

Contract #: (add)

SunGard Availability Services

Type of Support:

- Co-location

Contacts:

- Donna Parker: Customer Care Rep: 303-942-3378
- IOC (support/tickets): 800-441-1181

Contract #: (add)

Sun Microsystems

Type of Support:

- Sun Servers and Storage

Contacts:

- 1-800-USA-4SUN (1-800-872-4786)

Contract #: (add)

Symantec (antivirus/SMTP, virus/spam, email gateway)

Type of Support:
- Platinum Support: 800-927-4020
Contract #: (add)

UniversityLease/CalFirst

Type of Support:
- Leasing Company
Contacts:
- Frances McCormick, Account Manager: 800-317-8687 ext. 291

PAETEC

Type of Support:
- Internet
- Firewall
- Intrusion Detection
- E-mail spooling
Contacts:
- Wayne Macaluso, Director of Sales: 504-648-8056/cell 225-266-2227
- Larry Hattier, Customer Account Manager: 504-648-8082
- Support (504) 648-3300
Account #: 1-42K-11

Verisign

Type of Support:
- Firewall
- SSL Certificates
Contacts:
- James Powell: 401-456-0472
- 1-8880456-3210
Contract #: (add)

XEROX

Type of Support:
- Copiers and Printers
Contacts:
- Walter Woodruff, Account Assoc/Site Management: 504-682-1885

C. Maintenance Agreements

Vendor	Vendor Contact	Xavier Contact	Maintenance Period	Contract #	Notes
Alertra		Yamlak Tsega	7/19/2009 - 7/18/10		
Astra					
BellSouth	Peggy Abadie	Paul Waddell	11/17/09 - 11/16/10		CISCO Switches
BlackBoard LS		Yamlak Tsega			
CMA		P. Ponnappakkam			
Campus EAI		Kenneth Kirk			
Computer Associates		Yamlak Tsega			
Dell		Vincent Simmons			
Dyntek					
Eaton Power				5/15/09 - 5/14/10	
Eaton Power					
Educause		Melva Williams	7/1/09 - 6/30/10		
Evisions			6/09 - 5/10		
Evisions			10/09 - 9/10		
Evisions			1/09 - 12/10		
Factory Service		Karl Findorff	01/01/09 – 12/31/10 thru 4/30/06		Liebert System
Fluke		Paul Waddell			
Funk SW		Paul Waddell	9/30/2004		
Hyperion Brio (Oracle)		Melva Williams	12/1/09 - 11/30/10		
IBM		Vincent Simmons			
Iron Mountain		Catherine Clark			
Kronos					
Mail Abuse Prevention System			1/16/09 - 1/15/10		
MicroFocus			12/4/09 - 12/3/10		
MicroSoft					
NORSTAN Financial					
Nortel			1/22/09 - 1/21/10		
Oracle			2/28/09 - 2/27/10		
Print Manager Pro		Yamlak Tsega			
Radius					
SCT			10/1/09 - 9/30/10		
Shavlik			9/23/2004		
SIS Development		Karl Findorff	11/16/09 – 11/15/10		SUN Software Maint
SPSS			8/31/09- 8/30/10		
Symantec AV		Karl Findorff	6/1/09 - 5/31/10		
Telemate			11/1/09 - 10/31/10		
University Lease (6,7,8)		Vincent Simmons			
Verisign			11/30/2009		
Veritas					
Zone			6/13/2010		

D. Backup Offsite Storage

The Iron Mountain Media Librarian that arranges the rotation is Mike Jones. He can be reached at (504) 818-1221 ext.325.

Triness Kuhn is the sales person, her contact information is:

Iron Mountain
900 Distributors Row
New Orleans, LA 70123

(504) 818-1221 ext. 303

Xavier Customer ID# LNV47

E. Hurricane Katrina Post-Mortem Details (Conducted March 2006)

Team Members:

- Chair, Interim Vice President of Office of Technology Administration
 - Melva D. Williams
- Associate Directors
 - Yamlak Tsega
- Systems Administration
 - Karl Findorff
 - Palani Ponnappakkam
- Network Systems
 - Paul Waddell
- Software Systems
 - Ken Kirk
 - Ben Wandera
- Telephones Systems
 - Henry Sparks
 - Harriet Mason
- Web Developer
 - Brian Bowers

System Administration - Servers:

1. We need a hurricane preparation and a disaster recovery/business continuity plan!
 - a. Hurricane preparation plan would cover the 5-7 days BEFORE the storm hits.

- b. Business Continuity plan would cover from the day we shut systems down until the time we bring everything back up on campus.
 - c. What are essential servers to have up and running, what are essential servers if we are away from campus for an extended period of time.
 - 2. We need to be proactive about hurricanes.
 - a. We need to take a phased approach to our preparedness. Historically, we have waited for university senior management to start meeting before we started acting.
 - b. We didn't pay Katrina any serious attention until 4pm Friday. Our entire user population was not well informed about Katrina.
 - c. We waited way too long to turn off the servers. Next time, employees may not be willing to stay that late. 48 hours out should be the cutoff, 36 hours is just too late when you have family safety, property preservation, and contra flow to consider.
 - 3. Communications
 - a. Email is a critical resource for communication.
 - b. We need to have the website up at all times, although the mirror site should have items like the student and employee registries ready to go in case this happens again
 - c. Our communication plans need to include Xavier (Ohio), as they get plenty of calls and emails about us during hurricanes.
 - d. In case of emergency, use the text messaging on the Nextel phones instead of two-way or calling. Text messages had close to 100% delivery rate, once people were in Nextel signal range.
 - e. Team communication is critical...don't let everyone's mind wander and start assuming the worst.
 - 4. Backups
 - a. There is no way to restore CRITICAL data that is on user workstations. Having to go retrieve workstations should not be needed, as that workstation may be damaged in transport or from the storm.
 - b. More than Karl needs to know how to get data off of backup tapes. And this process needs to be described in detail in case a non-sysadmin needs to complete the task.
 - c. Bootstrap information needs to be run and printed (so that the proper tapes can be taken) and included with the tapes to facilitate quicker restoration.
 - d. Tape backups should be stored out of town as we saw tapes stored in town could be unavailable for weeks.
 - 5. Other Items
 - a. Startup documentation needs to be printed before the storm and taken with you so that you are not relying upon electronic documentation on the server or from a website.
 - b. We need documentation of all licenses, serial numbers, machine types, and vendor phone numbers for communication with vendors.
 - c. Spare SSL certificate will be required for Banner Web if we choose not to host a mirror server year-round.

- d. The University should contact possible sites in advance in case we need office space. We should have equipment staged and ready to go in case we need to setup a remote location.
6. Servers to be remotely brought up
 - a. Servers to be transferred during shutdown procedures:
 - Banner Database
 - Banner Web
 - Email
 - www.xula.edu (Main web server)
 - BlackBoard LS
 - b. Servers/data to be brought up if outage is greater than 3 days:
 - Brio
 - File/Department shares

Network Systems:

1. Document startup sequence procedures which must be used when restarting the network.
2. Notify Paetec and Verisign of the shutdown and the expected date that the campus will reopen.
3. Make sure that there are current copies of all switch configurations. Switch configurations should be saved on a USB drive. The Network Manager and all network administrators should have copy of the network configurations.
4. Make sure there is a current copy of the PAETEC DNS file. The Network Manager and all network administrators must keep the current DNS file and the PAETEC contacts available at all times.

Software Systems:

1. Make sure that a copy of all programming sources, executables and documentation are located in the ITCPA folder, including personal and/or one time job scripts.
2. Miscellaneous files that are non-business related should NOT be stored in the ITCPA folder.
3. Make sure you take your laptop and important paperwork in progress with you before evacuation.
4. Make sure you backup your bookmarks to your laptop.
5. Make sure your laptop mimics what your Desktop have (application wise).
6. Systems Configuration for Production should be transparent to the end user at the DR site.
7. Define user requirements (data and applications, local and/or 3rd parties) and configuration.
8. Provide a contingency plan for supplies and equipment (printers, faxes, cables, blank stocks, W2,1099,1099, transcripts, etc). Contact: Xerox, Office Depot. Etc.
9. Make sure everybody has a list of all phone numbers.

10. Ensure ITC personnel are aware of the gmail email account. ITC personnel should be able to post and receive updates from each one of us in the event that Xavier email is not accessible.
11. Take the MICR encoding card out of the HP5si printer located in Ed Phillip's office.
12. Backup all applications and servers and/or take with you the most current.
13. Organize backups into four (4) sets:
 - a. University survival: Email, website, Banner (pgp encryption, VPN, 3rd party applications and services related to Banner), Blackboard LS.
 - b. Mission critical: Raiser'sEdge
 - c. Important: Brio Client
 - d. Not Required until 30 Days Before Campus Reopens: Blackboard TS, VTLS, Nortel switch, Kronos, Astra, TMA, Service Desk Unicenter
14. Have a plan B to our disaster recovery plan.
15. Do we need to provide for 800 numbers, calling cards, and additional lines?
16. Ensure that payroll is run before evacuation.
17. We need up to date employee list for management.
18. We need a list of the critical personnel in case of disaster as well as their roles and responsibilities. The list should have e-mail address and cell phone numbers.
19. Where the satellite office is going to be? If it is out of state, do we need to plan for room, board and transportation for the key personnel? Who will be able to work remotely?
20. Remote access (WIFI) for essential personnel (example :Public relations and webmasters),

Telephone Systems:

1. Remove back-up diskettes from the phone switch. Make sure all Telecommunications administrators have copes available at all times.
2. Ensure that the phone switch is backed up weekly.
3. Ensure that phone mail is backed up monthly.
4. All Telecommunications administrators should have a copy of BellSouth contacts information available at all times.

Web Considerations:

1. We need a mirrored website so that we always have a consistent method of communicating with our user community and the public.
 - a. At 48 hours out, we should convert to the mirrored site.
 - b. We can have forms pre-staged for the student/employee registry as well as any other specialized forms we used post-Katrina.
 - c. Site must have exact versions of Apache, MySQL, PHP, and Perl so that our scripts and databases run the exactly the same.
2. The webmaster **must** be in a location with reliable power, internet access, and decent cell phone coverage.
3. There must be a backup webmaster assigned, in case we cannot reach the campus webmaster.

4. Chain of Information --- who will be authorized information distributors to the webmaster?
5. What about sites like cat.xula.edu and webusers.xula.edu, should they be mirrored as well?
6. Create a hurricane information page linked off of the home page, which will provide links to weather information and the status of any storms in the Atlantic region for our community.
7. In a shutdown situation, the "Online Resources" page should be edited to show only the applications that are available during that time.
8. User documentation must be added to help users during this outage.
 - a. Better Web mail documentation
 - b. Contacting ITC through helpdesk@xula.edu
 - c. Non-standard application support (Eudora email)
 - d. VPN setup for approved users
9. Status of university
 - a. When are employees expected back?
 - b. When are classes resuming?

F. Definitions

- **BC - Business Continuity**
- **IDS - Intrusion Detection Service**
- **IT - Information Technology**
- **ITC - Information Technology Center**
- **OTA - Office of Technology Administration**
- **PRT - Preparedness Response Team**
- **XULA - Xavier University of Louisiana**

G. Revision History

- **Original Document Effective June 1, 2006**
- **Revised June 1, 2009**