Washington County Board of Education

Disaster Recovery Plan

The following document outlines the disaster recovery process for the Washington County Board of Education

**This document must be kept in paper form by the Superintendent, Emergency Response Coordinator, and member of the Disaster Recovery Team**
WCBOE
Disaster Recovery Plan

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In today’s turbulent times, there is a pressing need to ensure that education can prevail in the face of disaster, whether this disaster is manmade or natural. In order to ensure this continuity of service, Washington County needs a comprehensive disaster recovery plan. Preparation for, response to, and recovery from a disaster affecting the administrative functions of the Washington County Board of Education is critical. This document sets forth a plan designed to coordinate and implement the necessary steps for recovering from a disaster.

It is important to note that because the Washington County school system is so technologically advanced, incorporating many of the daily business operations with technology, a significant portion of this plan focuses on ensuring the continuity of that technology. From electronic records to a VoIP based phone system, the internal data network of the Washington County Board of Education is critical to ensuring the smooth operation of the school system. For this reason, the preservation and recovery of this network is the primary step in recovering from a disaster.

Successful implementation of this plan will require the cooperative efforts of all members of the Washington County school system and other organizations in partnership with the functional areas necessary to the daily operations of the system. This plan is only the first step towards recovery: a dedicated and committed staff with the help of the community is also necessary. This plan will outline the efforts needed for successful recovery.

General 1.0

Definition 1.1
The purpose of this disaster recovery plan is to provide the necessary policies and procedures to be followed in the event of a disaster, which would provide a path to recovery.

Goal 1.2
This plan seeks to allow the administration to resume normal business operation within 48 hours of a disaster. By focusing on the recovery of the administration, this plan seeks to restore operations of the decision-making bodies of the school system. By focusing on this element first, the administration will be able to make decisions regarding incidences which are beyond the scope of this plan or are unforeseeable. Rather than focusing on individual contingency planning, this document seeks to restore the decision
making authority, allowing them to do what they do best: make decisions and implement actions in the best interest of the Washington County Board of Education.

Objectives 1.3
A primary objective of this plan is to outline the disaster recovery measures already in place throughout the school system. This document serves to provide an orientation of disaster recovery procedures that have been implemented in various departments, and combine them into a general, overall framework for disaster recovery. Many of the tools are in place throughout the county, it is only a matter of assimilating the plans into one document.

Constraints 1.4
Because Washington County is a technologically advanced and electronically integrated school system, a major concern for disaster recovery is the redundancy of technology. In an ideal world, unlimited funding would allow for redundant systems and for the construction of a complete, off-campus hot site. Although this has been recommended by the Information Technology department, the funding does not seem to be available. As a result, this plan does not incorporate the use of a redundant server system. Special attention is given, however, to recovery efforts of data, which is under contract with many data recovery services.

This plan is also considerate of the central location of administration. This plan does make accommodations for the loss or destruction of the administrative building, as well as for the relocation of an entire school building. Although there is only one alternative site for the relocation of students from a building that may be rendered unavailable, the use of staggered schedules and alternative class times, at the discretion of the superintendent, would allow for the continuance of school if multiple buildings go offline.

Definition of Administrative Positions 2.0

Superintendent 2.1
Head of Administration. Oversees the functions of the Washington County School System.

Assistant Superintendent/Coordinator of Emergency Management 2.2
Assistant to the Superintendent. Oversees The Director of Transportation and Maintenance Technicians. Also coordinates emergency management and Critical Response and Disaster Recovery Plans.

Informational Technology Coordinator 2.3
Responsible for the functionality and integration of technology and data systems. Functions as the primary technology contact and data restoration coordinator.
Finance Director 2.4
   Responsible for directing the functions of the finance department. Oversees payroll operations, purchasing, benefits coordination, and general accounting.

Personnel Director 2.5
   Responsible for the general needs of human resources. Is the liaison for employee insurance and worker’s compensation claims, contracts, background checks, and employee personnel records.

Public Relations 2.6
   Responsible for the dissemination of information to the public.

Director of Transportation 2.7
   Responsible for general transportation needs. Oversees bus drivers, maintenance shop personnel, and the Diesel Technician. Coordinates with Georgia Partners in Transportation

Disaster Recovery Team Designation 3.0
   The Disaster Recovery Team is constructed based on the functions of personnel positions, rather than people, within the Board of Education. At the time of publication, the following personnel were serving in the listed positions. For complete contact information, see Appendix A

1. Superintendent 3.1 -Dr. Donna Hinton
   a. Designated Assistant to the Superintendent 3.1.1 (Appointed if Desired)

2. Assistant Superintendent/Coordinator of Emergency Management 3.2 - Melvin Williams
   a. Designated Assistant to Assistant Superintendent 3.2.1 (Appointed if Desired)

3. Information Technology Coordinator 3.3 - Charles Allen
   a. Secondary Technology Contact 3.3.1 -Beth Spratt

4. Director of Finance 3.4-Sandra McMaster
   a. Designated Assistant to Director of Finance 3.4.1-Saketha Yancey

5. Personnel Director 3.5-Judi Battle

6. Campus Principals 3.6

7. Public Relations Director 3.7-Patty Philips

8. Director of Transportation 3.8-Willie Coneway
Duties of Disaster Recovery Team When the Plan is In Effect 4.0

Superintendent 4.1
The Superintendent of Schools directs the Disaster Recovery Team; serves as official spokesperson for the team as well as the county Board of Education; is the major “point person” to whom all other members report and to whom all information is reported; makes major operational decisions; consults with all members of the team and hears recommendations from other team members; delegates tasks as needed; assigns additional members to the Disaster Recovery Team as needed; is ultimately responsible implementing the Disaster Recovery Plan.

The Superintendent is also responsible for coordinating the necessary logistics of relocating students, staff, and resources to the secondary RESA location, should a school building go offline. The superintended will notify the Director of Transportation that a relocation is necessary, so appropriate busses can be acquired. The Superintendent will remain in contact with the campus principal of the school(s) to be relocated to determine what resources have been destroyed and what will be available to be relocated as well as what additional resources will be necessary.

Assistant Superintendent/Coordinator of Emergency Management 4.2
The Assistant Superintendent is an assistant to the Superintendent; performs the duties of the Superintendent if the Superintendent is not present or is unavailable; responsible for advising the Crisis Response team if a crisis is ongoing; disseminates information from the Superintendent to members of the Disaster Recovery Team, and ensured the functionality of the Disaster Recovery Team when the Superintendent is occupied with other business; serves as the liaison between team members and the Superintendent to keep the Superintendent from becoming overloaded with requests; is responsible for the upkeep, updating, and continual development of this plan.

Storage of the Plan 4.2.1
The Assistant Superintendent /Coordinator of Emergency Management will be responsible for maintaining hard and electronic copies of the plan. These copies are to be stored in the following locations:

1. One copy in paper format should be stored in the office of every member of the disaster recovery team
2. One copy should be stored by the Chairman of the Board of Education
3. One copy should be maintained in a fireproof box at Washington County High School
4. One copy should be maintained at the RESA, secondary location
5. One hardcopy should be stored in an off-site, bank safety deposit box, the logistics of which should be coordinated by the Assistant Superintendent
6. An electronic copy of the plan should be maintained by the department of Information Technology on the WCBOE server system, as well as an electronic copy at the Washington County High School
Information Technology Coordinator 4.3

The Information Technology Coordinator is the head of the Information Technology recovery team; insures that all network infrastructure and telecommunications are operational; insures that any lost data is restored; coordinates data recovery with CSI, Infinite Campus, and other data backup vendors; coordinates the communication restoration process for VoIP service and internet access; responsible for selecting the appropriate “hot site” from the hot site list for administration relocation; responsible for ensuring the proper order of priority data flow; coordinates with other team members.

Director of Finance 4.4

The Director of Finance is responsible for the continuance of financial operations; ensures that payroll functions are carried out; responsible for ensuring backup locations of check stock are secure and available; is responsible for vendor payments and emergency payments to equipment suppliers; responsible for bookkeeping operations during a disaster recovery period; responsible for establishing remote “warm site” connection with CSI; takes necessary actions to secure financial stability of the school district.

Personnel Director 4.5

The Personnel director is responsible for human resources operations; maintains an offsite, secondary list of personnel; maintains a current list of employees; serves as liaison between faculty and staff and administration; Serves as chief contact for insurance and worker’s compensation claims processing, as well as liaison between insurance companies and employees; ensures recovery of personnel contracts; processes benefits claims in the event of a death of an employee during a disaster.

Campus Principals 4.6

Campus principals are responsible for assessing and controlling situations that may arise at their assigned locations; report information and updates to the Disaster Recovery Team; implements directives issued from the Superintendent; maintains facilities; ensures their respective staffs remain professional; direct issues and concerns to the Disaster Recovery Team.

Public Relations Director 4.7

The public relations director is responsible to coordinate media and other inquiries for information; fields questions from the media and relays them to the Superintendent; fields questions from parents and relays them to the Superintendent; releases press updates and media information at the request of the Superintendent.

Director of Transportation 4.8

The director of transportation is responsible for the continuation of bus service throughout a disaster; responsible for relocating students, staff, faculty, and administration as needed; serves as the chief point of contact with the Georgia Partners in Transportation; coordinates with bus drivers and assistant bus drivers; selects appropriate
Pre-Disaster Planning 5.0

Superintendent and Assistant Superintendent 5.1
The Superintendent and Assistant Superintendent are responsible for the implementation, dissemination, and continual assessment of the plan. They are to ensure that faculty and staff are familiar with the plan, and will make sure the plan is up to date. It is ultimately up to the Superintendent to implement the plan.

Department of Information Technology 5.2

Because of the extensive use of technology in the Washington County School System, the restoration of data service is the number one priority in a disaster recovery situation. This department coordinates the use of network resources, internet use, school records, the internal and external telephone system, a county-wide telephone alert tree, email, computer hardware, academic software, and other software. Information Technology must first recover its own operations in order to effectively recover the operations of other departments. As a result, Information Technology has developed a highly technical, county specific recovery plan, which is to be consulted in a disaster situation. For this purposes of this plan, some of that information will be incorporated. However, because of the sensitive nature of some of the technical data in the Technology Disaster Recovery Plan, not all information will be reproduced here.

Procedures Already in Place 5.2.1
The Department of Information Technology maintains the use of a variety of equipment, hardware, and software.

Equipment 5.2.11
The Primary data center for Washington County Public Schools is currently housed at the WCBOE Administration Complex, room 149. The Primary Data Center houses:

- 22 Servers
- Internal Network Switch
- External Network Switch
- VoIP Telephony equipment
- BellSouth/AT&T router
- Infoblox Appliance 1
- UPS units to provide backup power for all equipment for an estimated 3-5 minutes; Any equipment connected to only one power supply has a UPS power backup, predicted to remain running for 10 to 15 minutes, allowing for priority shutdowns and data backup.
- KVM Switches
• BellSouth/AT&T demark equipment for 6xT1 lines (internet/data) and PRI T1 circuit (Voice)
• The Primary Data Center is connected to other locations via a single pair of single mode fiber, leased from the City of Sandersville. The fiber carries Ethernet traffic at 1GB/s.
• Internet Connectivity for the school district is through Fractional DS3 Circuits coming into the Primary Data Center. These circuits are provided by the Georgia Department of Education through BellSouth/AT&T
• There is no emergency power generator for the facility. It is this team’s recommendation to negotiate a contract with Georgia Power to supply generators and technicians in an emergency situation rather than to attempt to purchase and maintain generators
• Also of note, the fire suppression system for the data centers is composed of water-sprinkler systems. This team recommends researching and conducting a cost-analysis of switching to a waterless fire suppression system, such as an aerosol based system. The current water based system would likely cause more damage than a fire would cause.

Telephone System 5.2.12
The Washington County Board of Education maintains a Voice Over Internet Protocol telecom system. Currently, the system consists of:
• ShoreWare Voice Main server, located at the Primary Data Center
• 1 ShoreTel T1 modules, both at the Primary Data Center, connected to the BellSouth/AT&T PRI circuit for external calls
  o ShoreTel VoIP switches located throughout the county
• External Telephone connections are via a T1 PRI circuit coming into the Primary Data Center. This is a 24 channel PRI carrying approximately 75 external numbers
• IP and analog phones
• The placement of switches at various school locations makes the phone system semi-redundant. However, the Primary Data Center houses the only voice mail/auto attendant server, and the PRI circuit demarks in this location. In the event of a failure or disaster at the Administration Complex, the PRI would have to be moved to a secondary location.
  o At the time of printing this plan, the IT department is working on and negotiating a contract for building a redundant system, making a physical move in the future unnecessary. The new split PRI circuit would have the second half located at the WCHS Data Center
• The use of VoIP allows for relocation of individuals to any location on the network while maintaining their original phone number. This is very helpful if employees need to be temporarily relocated. A UPS power backup system is in place to allow the phones to operate for approximately 5 to 10 minutes during a power outage. This is sufficient
School Records and Data Backup 5.2.13

The Department of Information Technology is also responsible for maintaining data backup and electronic school records. The procedures in place are as follows:

- Washington County employs the services of Infinite Campus data services. This system serves as an information clearinghouse for student records, from attendance to grades.
- Infinite Campus is an off-site data backup system, which stores data outside of the internal servers. It has its own system for redundant backup.
- If the internal servers of Washington County go offline, data backup at Infinite Campus is not disturbed.
- The service contract with Infinite Campus includes provisions for automatic data restore. The county simply needs to connect to the Infinite Campus servers to restore data.
- Internal network data backup of all servers is run nightly to disk and once a week to tape. The tape backups will be rotated.
- Mission critical data is backed up on this schedule, but daily activities of all computers are not backed up.

Phone Tree Call out system 5.2.14

Washington County Board of Education partners with NTEC LLC (See appendix B) communications. This service allows for instant dissemination of information through a list of pre-determined telephone numbers.

- NTEC maintains call lists to allow messages to be delivered instantly to a larger number of telephones simultaneously.
- All employees, parents, and members of the disaster team should have an individual list created to notify all members of these groups separately, and to disseminate specific information.
- NTEC is accessible from any telephone or cellular phone, allowing for access even if landlines, power, or VoIP systems are offline.
- The NTEC system allows for multiple call lists.
- The NTEC system is capable of delivering more simultaneous telephone calls than the phone system in Washington County is capable of handling.
• This system should be updated with telephone lists of all parents, employees, and a list for the disaster recovery team

Finance 5.3

The critical functions of the finance department during disaster recovery is to ensure the continuance of payroll services and to implement a system for payment and bookkeeping of vendors and necessary expenditures in the immediate aftermath of a disaster. In order to establish these functions more quickly, the finance department has engaged in pre-disaster planning.

Procedures Already in Place 5.3.1

Data Recovery 5.3.11

The finance department will continue to utilize and maintain the current system of data storage and backup that is already in place.

• The Finance Department has an established contract with Computer Software Innovations (CSI), a remote data backup service for the maintenance of off-site data (See Appendix D)
• The current CSI contract includes backup of data for: Payroll Records, Vendor Files, Accounts Payable Records, General Ledger, Budget Files, User Files for CSI, School Activity Accounting Records
• Every night, CSI automatically backs up data onsite on local systems, as well as in an off-site facility in Atlanta, Ga
• The contract allows for “warm-site” access from any internet accessible computer, provided login credentials are verified. (Due to the sensitive nature of this login information, it is not recommended to list it in this plan. The information will be disseminated to appropriate personnel)
• The contract includes automatic data restoration in the event of lost local data
• CSI maintains a hotline for emergency technology support [See Appendix D]

Equipment to be Maintained 5.3.2

The finance department will need a limited number of resources to engage in immediate renewal of services. This equipment list is to be maintained at all times:

• Two small, fireproof safes containing blank check stock, a CD containing the templates for check printing, and CSI login information
  ◦ These safes are to be located at Washington County High School and a secondary location, preferably the Oconee Regional Educational Support Agency (RESA).
• A primary designation for relocation of the finance department, “Hot Spot”, is the WCHS primary computer lab. This lab should be equipped with two working computers with an Internet connection, and two working printers. At least one of these computers should be designated as the “Payroll computer” and should have the check templates installed. Also, a working cellular telephone (if VoIP protocol has not been re-established) should also be available.

**Transportation 5.4**

The critical functions of the transportation department during disaster recovery is to continue to provide student transportation to school facilities, and to be available for evacuation or re-routing of students from one location to another.

**Procedures Already in Place 5.4.1**

The transportation department will continue to use its diversified resources and reciprocal agreements with the Georgia Partners in Transportation to continue bus service:

- The transportation department maintains a fleet of 63 buses, using 49 available routes. It has the capacity to transport up to 1300 students at any one time, or roughly the number of students at the largest school.
- Approximately 20 buses are maintained on the grounds of the Board of Education at all times.
- The other 43 buses are dispersed throughout the county. This strategy helps to ensure that a single disaster at any one school location will not destroy a large segment of the bus fleet.
- Drivers are listed in a call-out, phone tree system, which is updated monthly, and can be activated by remote location through any telephone line, allowing the drivers to be reached (See appendix B).
- A bus tow system has been arranged in Washington County for stranded or disabled busses (Express Towing, See Appendix B).
- A secondary bus tow system is on standby in Baldwin County (Old Capital Towing, See appendix B).
- If Washington County bus resources are sufficiently damaged or rendered inoperable, the transportation department is a member of Georgia’s Partners in Transportation system. This organization provides reciprocal bus services at no cost, as well as fleet insurance to operate the buses. If necessary, this agreement can be activated. (Georgia Partners in Transportation, See Appendix C). Jefferson County is the first point of contact for the system.
- A communication network is also in place for communication between buses and central administration. In the event that the central administration building is unavailable, portable radio systems are available.
- The county maintains two radio repeaters, and a third one will be built at Washington County High School, which will can be tuned to be used as
an emergency repeater for the bus system. Marion Anderson is the chief point of contact for communication (Anderson’s Electronics, See Appendix B)

- Although this should not be relied on as a primary means of communication, most bus drivers have cell phones. A directory of these numbers should be maintained in the unlikely event that all other communication channels are disrupted

**Equipment to be Maintained 5.4.2**

- A copy of the Partners in Transportation agreement should be located in a fireproof safe at Washington County High School, as well as the secondary location, RESA
- A list of driver cell phones should be maintained in the safe as well
- A portable radio transmitter/receiver should be maintained at Washington County High School as well as a secondary location.
- The Transportation Director should have telephone access as soon as possible
- A list of all bus routes should be maintained in paper form on each bus, and drivers should be familiar with these routes, should they need to be modified as conditions or priorities change

**Human Resources 5.5**

The primary responsibility of human resources during a disaster recovery phase is to secure the personnel files located in the administration building, to file insurance and workers compensation claims as they arrive, and issue death benefits.

**Procedures Already in Place 5.5.1**

**File Integrity 5.5.12**

- The most important information for human resources operations are the personnel files and personnel contracts
- All current personnel files and contracts are located in a fireproof safe in the administration building
  - It is this team’s recommendation that a redundant source of these files be created. Although the safe is fireproof, there are many scenarios which could render the files useless, ie water damage, biological agents, structure collapse. The first choice recommendation would be to electronically duplicate these files and maintain them in an off-site data backup facility. The second choice would be a paper duplicate, maintained in an out-of-county storage facility. It has also come to the attention of the team that the CSI network for financial data has the potential to incorporate personnel records. This might be a viable, short term solution or a procedure to implement with new hires.
• A current list of employees is updated every October and is filed with the Georgia Department of Education. This list can be accessed electronically from an internet capable computer. (Website, See appendix B)

• The current employee list should be maintained in paper form in a fireproof safe at Washington County High School and a secondary location, RESA

Equipment Maintenance 5.5.2

• A secondary location, or “hot site” should be established at the Washington County High School primary computer lab

• This site should consist of a computer, printer, and telephone line or cell phone if VoIP protocols have not been reestablished.

• The necessary documents for the initial filing of insurance claims and worker’s compensation should also be maintained at this location

The Disaster Recovery Process 6.0

In the event of a disaster, the following steps should be taken. The pre-disaster planning has set in place the preliminary steps for disaster recovery. It is important to remember that the recovery phase of a disaster is only to take place after all procedures in the crisis response plan have taken place. Evacuation, rescue, and life-saving activities take priority over disaster recovery, and this plan is only to be implemented after rescue operations are complete, and authorities deem the scene safe to proceed.

If this plan is implemented, the following section outlines the recovery process:

Implementation 6.1

Once the crisis has subsided and the school system is ready to enter the recovery phase, the Superintendent will initiate the disaster recovery plan. The superintendent should notify members of the disaster recovery team through the NTEC phone system (See Appendix B for NTEC information, see Appendix A for an alternate list of team members)

Assessment 6.2

Individual Assessments 6.2.1

Upon implementation of the plan, each team member should conduct a physical assessment, if possible, of his or her facilities, employees and equipment. A briefing should be prepared by each member to document damages/missing equipment, as well as to report on the situation to the Superintendent and other team members.

Reporting to the Team 6.2.2

After the initial assessment, members of the team should meet in the Board Room of the Washington County Administration Building to report to team members. If this location is unavailable, the Superintendent will use discretion in determining an alternate, appropriate site, as well as establishing a “hot site” for temporary relocation, should the
administrative building go offline. The preferred hot site is the Washington County High School lunch room.

**Reporting to Employees 6.2.3**
After the assessment phase is completed, the Superintendent will issue a statement to all employees, via the NTEC phone system, updating them on the situation.

**Reporting to Parents 6.2.4**
In order to inform parents, to maintain order, and to avert panic, the Superintendent should release a statement to parents, via the NTEC phone system, informing them of the situation.

**Reporting to the Media 6.2.4**
The Superintendent will also meet with the director of Public Relations to issue a statement to the media, should the situation warrant a press release. From this point forward, all requests by the media should be directed through the director of Public Relations. All releases to the public by the director of Public Relations should be approved by the Superintendent prior to release.

**Recovery Phase 6.3**

**Relocation 6.3.1**
Should the disaster team determine during its assessment phase that the administration building is no longer suitable for operation, the disaster recovery team as well as the administration should relocate to the Washington County High School lunchroom. The IT department has equipment in place at the WCHS which would allow for restoration of network services. In order to facilitate this changeover, a router will need to be purchased and an agreement will need to be established with the City of Sandersville to purchase temporary bandwidth. In this location, which is 100% wi-fi internet ready, the department of technology will provide laptops and login information to begin restoration of data.

**Relocation 6.3.12**
Should one of the school buildings go offline, the primary relocation site for students of the disabled building will be the Oconee Regional Education Support Agency (RESA) facility, which would be able to accommodate approximately 800 students, and is accessible by bus. Should the Washington County High School become unavailable, which is the primary relocation site for the administration, the RESA facility will also become the secondary site for the administration. In order to accommodate a variety of situations, the Superintendent will make the logistical decisions necessary for relocating hard resources such as books and desks to the RESA location. It will be at the Superintendent’s discretion to make adjustments to the relocation effort as he or she sees fit.

**Data Service 6.3.2**
In the event of a network failure, restoration of data functions is a priority. The department of Information Technology has been developing a disaster recovery plan, and should follow that plan to restore data services. This is the number one recovery priority, as communications, telephones, data restoration, and network resources all rely on the restoration of the network. All available resources should be devoted to this task as a first priority, following the directions and at the discretion of the IT department.

Data Restoration 6.3.3

Once the network has been restored, each department will have access to computers in the Washington County High School main computer lab. This is the designated “hot site” for each department. In the event that the network cannot be restored with 36 hours, the RESA facilities will serve as the off-campus “hot site.” If it becomes necessary to relocate off campus, and internet resources have not been re-established, the IT department will set up two laptops with 3G internet cards, which the Board of Education maintains. Internet usage will be limited; as a result, a chain of data priority is to be followed:

Data Restoration Priorities:
1. Payroll
2. Vendor Payments and Emergency Expenses
3. Grade Reporting and Attendance
4. Other Student Records
5. Electronic Insurance Processes
6. All Other non-Essential Operations will cease until network resources are restored on-campus

Recovery of Services by Department 6.3.4

Information Technology 6.3.41

After the restoration of network services, Information Technology will serves as the chief point of contact for student record data restoration, through the Infinite Campus system. (See Appendix B for contact information)

1. Contact the Infinite Campus Representative for WCBOE and notify the company of the need to restore data
   a. Infinite Campus will be made available within hours across the internet, via Infinite Campus Servers. Restoration of the local SIS Server will be a low priority
2. The contract between Infinite Campus and Washington County includes this data restoration as part of the package. Infinite Campus should restore all data per the contract, with the cooperation of the department of Information Technology
3. Restoration of the Dedicated Server for Infinite Campus

Finance 6.3.42

The Director of Finance will be required to retrieve the blank check stock and CSI login information, should the administration building become inoperative.
1. Relocate to the planned “hot site” at the Washington County High School Computer Lab. If it is required to go off-campus, the Director of Finance should also move the login information and blank check stock.
2. Login to the CSI web portal to check for functionality. If the web portal is functioning, per the contract with CSI, the finance department will have access to payroll services, purchasing, accounts payable, and the general ledger.
3. Checks should be issued to meet payroll and vendor demands. Also, authorized spending from the Superintendent should be issued.
4. Paper records off all printing and transactions should be kept.
5. After the restoration of the network, the Department of Information Technology will initiate data recovery with CSI, to the dedicated server, per the contract with CSI.
6. The assignment of tasks to accomplish these steps is to be determined by the Director of Finance.

Transportation 6.3.43
The Director of Transportation will relocate to the Washington County High School “hot site” should the offices at the Administration building go offline.
1. Recall of Bus Drivers—bus drivers should be placed on standby using the current phone tree system in place, or the NTEC phones system. A count of available buses should be immediately assessed.
2. Georgia Partners in Transportation should be notified that their services might be required.
3. The Director of Transportation should retrieve the portable radio from one of the fireproof locations, and verify the integrity of the radio system
   a. Should the radio system be unavailable, Marion Anderson should be notified immediately (See Appendix B)
   b. The list of driver cellular telephones should be retrieved, and drivers should be instructed to use these phones
4. All bus routes should be verified. Any necessary changes should be approved by the Superintendent, and paper records of these changes should be made. If there is an obstruction in the route, Lee’s Muffler should be notified (See Appendix B).

Human Resources 6.3.44
As is noted at the beginning of this plan, Human Resources does not have an electronic, redundant system for its files. Accessing the fireproof file safe is the top priority after a disaster.
1. Should the Administration building go offline, Human Resources should locate to the “hot site” at Washington County High School.
2. A list of all current employees should be retrieved from the Department of Education’s website, and each employee should be accounted for. This can be done through the NTEC phone system.
3. Employees should also be notified about the relocation of the Human Resources department in the event they may need to file insurance or
Worker’s Compensation Claims. All claims should be kept on paper and entered into the computer system once data services have been restored.

4. The Georgia School Board Association should also be accessed to print a copy of the Policies and Procedures manual.

5. Death Claims should be documented, but beneficiaries should be verified once access to the paper records becomes available.

**Reviewing, Evaluating, and Updating the Plan 7.0**

It is ultimately the responsibility of the Assistant Superintendent/Coordinator of Emergency management, to make sure the disaster recovery team meets bi-annually to review and update the plan. These meetings should also ensure that all contact information is up-to-date, and that personnel changes or organizational modifications are reflected. At least every six months, CSI, NTEC, and Infinite Campus should be contacted to verify data recovery systems, and to verify their systems are functional. Modifications of this plan must be approved by the Superintendent.
Appendix A
Contact Information for Disaster Recovery Team

Donna Hinton: Superintendent of Schools
Office: (478) 552-3981 x1203
Office Cell –

Melvin Williams: Assistant Superintendent/Coordinator of Emergency Management
Day Phone: (478) 552-3916

Charles Allen: Informational Technology Coordinator
Day Phone: (478) 552-3981 x1214
Cell: (478) 232-3796
Personal Cell: (478) 232-8992

Beth Spratt: Instructional Technology Coordinator
Day Phone: (478) 552-3981 x1216
Cell: (478) 232-4679
Home: (478) 864-2401
Personal Cell: (478) 278-2602

Sandra McMaster: Finance Director
Office: (478) 552-3981 x1205
Cell: (478) 697-4514

Saketha Yancey: Assistant to Finance Director
Office: (478) 552-3981 x1206
Cell: (478) 247-3035

Judy Battle: Personnel Director
Day Phone: (478) 552-3981 x1212
Cell: (478) 288-3841
Appendix A 2
Pullout and Keep in an Easily Visible Location
Contact Information for Disaster Recovery Team

**Donna Hinton:** Superintendent of Schools
Office: (478) 552-3981 x1203
Office Cell

**Melvin Williams:** Assistant Superintendent/Coordinator of Emergency Management
Day Phone: (478) 552-3916

**Charles Allen:** Informational Technology Coordinator
Day Phone: (478) 552-3981 x1214
Cell: (478) 232-3796
Personal Cell: (478) 232-8992

**Beth Spratt:** Instructional Technology Coordinator
Day Phone: (478) 552-3981 x1216
Cell: (478) 232-4679
Home: (478) 864-2401
Personal Cell: (478) 278-2602

**Sandra McMaster:** Finance Director
Office: (478) 552-3981 x1205
Cell: (478) 697-4514
Saketha Yancey: Assistant to Finance Director
Office: (478) 552-3981 x1206
Cell: (478) 247-3035

Judy Battle: Personnel Director
Day Phone: (478) 552-3981 x1212
Cell: (478) 288-3841

Patty Phillips: Public Relations
After hours: (478) 552-7689
Cell: (478) 640-1266

Willie Coneway: Transportation Director
Office: (478) 552-6162
Appendix B
Non-School Personnel Contact Information

AT&T:
Business Repair: (800) 247-2020
Internet Services: (800) 317-3343
Circuit Numbers: SOGAR498
Router Name: 168.10.172.1 (Listed under Georgia Department of Education)

NTec, LLC:
Steve H. Long: 1-877-800-3423
slong@notifytech.com
Number to call pre-designated lists in case of emergency: (800) 949-0149
Have to supply list number and passcode for each list.

Express Towing:
(478) 232-1864

Lee’s Muffler and Towing:
(478) 552-5057

Old Capital Towing:
(478) 453-0032

Anderson’s Electronics - Marion Anderson: Point of Contact for Radio Maintenance
(478) 552-5195

Call-out System For Bus Routes:
[Need Number]

Georgia Department of Education
www.doe.k12.ga.us/gadoe

City of Sandersville:
(478) 552-2525
Appendix C
Partners in Transportation Contact Information

Jefferson County Schools

Point of Contact - Director: Dr. Curtis Hunter
Address:
PO Box 449
Louisville GA, 30434

Phone Numbers:
478-625-7439, 478-625-7557, 706-863-1307, 478-625-7626

Fax Number:
478-625-7626

E-mail:
chunter@jefferson.k12.ga.us

Johnson County Schools

Point of Contact - Director: Joy Winfrey
Address:
PO Box 110
Wrightsville GA, 31096

Phone Numbers:
478-864-3302, 478-864-2377, 478-668-4656, 478-864-2419

Fax Number:
478-864-4053

E-mail:
joy_winfrey@johnson.k12.ga.us

Baldwin County School
Appendix C
Partners in Transportation Contact Information
(continued)

(Baldwin County Continued)
Phone Numbers:

Fax Number:
478-457-2410

Email:
dtuft@baldwin.k12.ga.us
Appendix D
CSI Contact Information

In the event of a disaster, please notify CSI in one of the following manners:

1. During normal business hours, contact the CSI Call Center at 888-866-4CSI
2. For afterhours declaration, leave a message with the Call Center at 888-866-4CSI, and/or e-mail dr@csioutfitters.com

When emailing or leaving a message for disaster declaration, please provide as much information as possible, including name, site name, type of disaster, a phone number and email address (if possible). Please also state what application(s) are needed due to this disaster.

The following persons are authorized to declare a disaster on behalf of Washington County Board of Education:

1. **Name:** Sandra C. McMaster  
   **Title:** Director of Finance

2. **Name:** Charles Allen  
   **Title:** IT Coordinator

3. **Name:** Saketha Yancey  
   **Title:** Payroll Specialist

4. **Name:** Donna Hinton  
   **Title:** Superintendent

5. **Name:** Dexter Wansley  
   **Title:** Principal Ridge Road Primary

6. **Name:** Lamar Binion  
   **Title:** Chairman, Washington County Board of Education
Appendix E
Local Newspaper/Radio Station Contact Information

*Washington County Spotlight:*
114 S. Harris St
Sandersville, GA 31082
(478) 552-5505
Fax:
(478) 552-5506
[australiacochran@mac.com](mailto:australiacochran@mac.com)

*Sandersville Progress Newspaper:*
118 E. Haynes St.
Sandersville, GA 31082
(478) 552-3161
Fax:
(478) 552-5177
[spublisher@att.net](mailto:spublisher@att.net)

*WJFL Radio Station*
Mike Cowan: (478) 553-1019

*WACO 100 Radio Station*
Capers Brassell: (478) 553-1313
Appendix F
Vendor List