Southwest Arkansas Education Cooperative
SWAEC

APPROVED

Continuity Of Operations Plan

FY 2023/2024

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Hope, AR 71801

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www.swaec.org

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Executive Summary

SWAEC must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the SWAEC Continuity of Operations Plan and programs to ensure the organization is capable of conducting its essential missions and functions under all threats and conditions.

The overall purpose of continuity of operations planning is to ensure the continuity of the National Essential Functions (NEFs) under all conditions. The current changing threat environment and recent emergencies, including acts of nature, accidents, technological emergencies, and military or terrorist attack-related incidents, have increased the need for viable continuity of operations capabilities and plans that enable agencies to continue their essential functions across a spectrum of emergencies. These conditions, coupled with the potential for terrorist use of weapons of mass destruction, have increased the importance of having continuity programs that ensure continuity of essential government functions across the Federal Executive Branch.

MISSION

To collaborate with you to optimize your growth in order to ensure the success of every student

VISION

To be the premier education service cooperative through innovation, collaboration, and responsive communication

Southwest Arkansas Education Cooperative
SWAEC

The Organization

- We will prioritize building caring relationships that reflect a commitment to success and fostering collaboration.
- We will exhibit professionalism through communication that is both proactive and responsive.
- We will maintain a friendly, positive attitude, exhibit high expectations, and a commitment to excellence.
- We will hire, grow, and retain high-quality experts.

Phoebe Bailey
Director

Monica Morris
Assistant Director
TC Coordinator

Gina Perkins
Business Manager

Southwest Arkansas Education Cooperative
SWAEC

Southwest Coop Call Tree

TITLE			EMPLOYEE	Extension #
Director			Phoebe Bailey	201
	Assistant Director/Teacher Center Coordinator		Monica Morris	202
		CTE Coordinator	Shannon Puckett	212
		Literacy Specialist	Mary Berry	211
		Literacy Specialist	Katlin Niemeyer	207
		Literacy Specialist	Kelly Cornelius	210
		STEM Specialist	Vanessa Shelburne	215
		Math Specialist	Gia Falls	213
		GT Specialist	Chad Morris	208
		Mentoring Programs Coordinator	Vicki Jewell	209
		Maintenance	Sharon Henry	*
		Business Manager	Gina Perkins	203
		PD Clerk	Robin Applegate	205
		Assistant Bookkeeper	Jenny Smead	200
		Teacher Center Clerk	Monica Holston	102
		Teacher Center Clerk	Trevor Moses	103
	Technology Coordinator		David Hampton	214
	Nurse Health Liaison		Lori Arnette	116
	Education Examiner		Sarah Allen	108
	ESVI Consultant		Melanie Birthright	110
	Behavior Support Specialist		Connie Thomason	109
	LPC/Mental Health Team Lead		Jessica Dearinger	114
		Mental Health Interventionist	Misty Bracken	119
		Social Worker	Rachel Flurry	120
		School Counselor	Marci Clinton	118

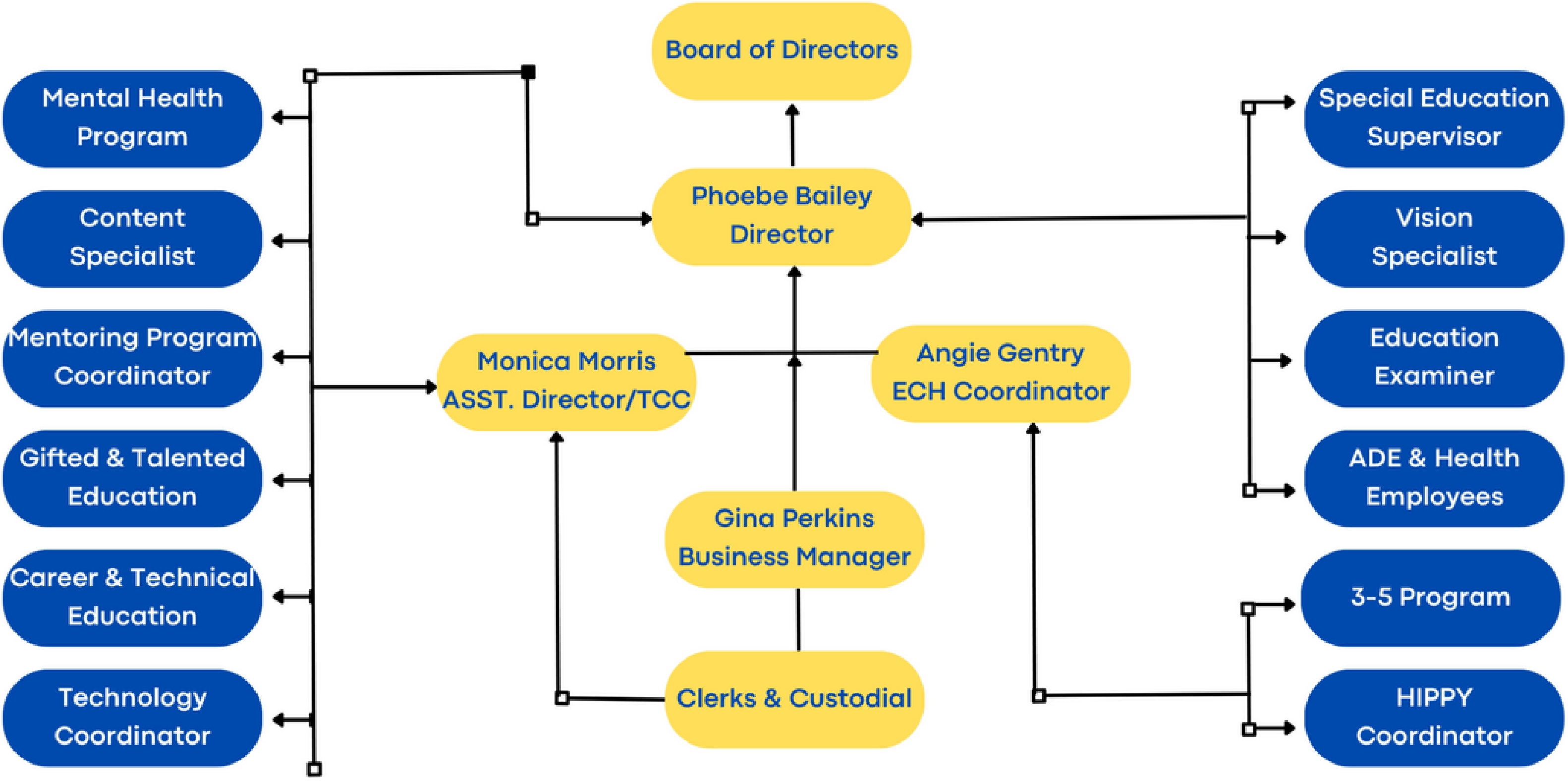
	ECH Special Education Coordinator				Angie Gentry	128
		ECH Data Entry Clerk			Callie Fore	100
		ECH Behavioral Specialist			Tessa Oliver	105
			ECH Teacher		Kelli Williamson	106
			ECH Teacher		Joyce Duenas	117
				ECH Paraprofessional	Socorro Henley	*
				ECH Paraprofessional	Fellicia Koontz	*
				ECH/ABC Technical Assistant	Gracie Burns	107
			Lafayette County ECH Teacher		Hannah Ward	(870)703-0861
				LC ECH Paraprofessional	Kristin Parker	*
			Prescott ECH Teacher		Jaslyn Richardson	(870)397-2410
				Prescott ECH Paraprofessional	Judith Hubbard	*
				Prescott ECH Paraprofessional	Teresia Craven	*
			Fouke ECH Teacher		Leslie Dixon	(870)703-2857
				Fouke ECH Paraprofessional	Vanessa Andrews	*
				Fouke ECH Paraprofessional	Kari Yarbrough	*
			Lafayette County ABC Teacher		Kisha Smith	(870)703-0891
				LC ABC Para	Kiara Isom	*
		HIPPY Field Coordinator			Kim Formby	111
			HIPPY Home Visitor		Miranda Brown	112
			HIPPY Home Visitor		Tina Cole	113
			HIPPY Home Visitor		Julissa Valdez	*

Southwest Arkansas Education Cooperative
SWAEC

SUCCESSION PLAN

Employee	Position
Phoebe Bailey	Director
Roy McCoy	Current Board President
Monica Morris	A Director/TC Coordinator
Angie Gentry	ECH SPED Coordinator
Gina Perkins	Business Manager

MAP OF THE ORGANIZATION



Critical Equipment/Services

Vendor List (Critical Equipment and Services

Vendor	Contact	Equipment/Service
DIS	Call Center | 1-800-435-7989	Internet
Aruba	jerald.puckett@hpe.com	Wireless/Switches
Genesis Datacom	Nick Roth | 630-947-6700	Cameras/Door
SkyPBX	855-759-3729	Phones
Verizon Wireless	chris.king@verizonwireless.com	Cell Phones
Hope Fire Extinguisher	870-777-9446	Fire/Alarm System
Otis	501-478-9841	Elevators
Hope Water and Light	870-777-3000	Electricity & Water
Datamax	501-603-3000	Copiers/Printers
Coalition	securitysupport@coalitioninc.com	Cyber Insurance
Apple	philipchong@apple.com	Macs, iPads
Dell	jp.walsh@dell.com	Servers, Laptops, Desktops
Email Domain	https://www.networksolutions.com/my-account/login	Google Suite for Education
Spanning Backup	lucas.sandino@spanning.com	Cloud Backup (Google)
Time Clock +	tcpproservicesqcteam@tcpsoftware.com	Time Clock Provider
Jamf School	patrick.bakala@jamf.com	Apple MDM
Kaseya One (PhishID)	chris@pixmsecurity.com	Anti-Phishing Software
School in Sites	cassandra@schoolinsites.com	Website Host

Cross Training Plan

Procedures to protect the finances of Southwest AR Ed. Coop

The Business office personnel have cross training on the aspects of the financials. Financial Data is backed up automatically with eFinance. Any SWAEC financial records not saved in eFinance are located on the business office personnel google drive accounts which are backed up automatically via Spanning Backup Services. Any onsite finances or printed financial documents are kept in a locked safe room.

PROCESS	PRIMARY	BACKUP
Payroll	Gina Perkins	Jenny Smead
Accounts Payable	Gina Perkins	Jenny Smead

Southwest Arkansas Education Cooperative SWAEC

Crisis Management Plan

This plan has been developed in an effort to take proper measures to ensure the safety of the employees of the Southwest AR Ed. Cooperative and to protect against injuries which may occur in or on the facilities or sites served by the cooperative. The plan exists to provide direction, support, coordination, and communication to the students, staff, and community following an emergency situation. It must be remembered that each crisis is different and must be treated accordingly. This plan is to be regarded as a guideline for action.

Partnership

Southwest AR Ed. Cooperative is located on the Hope Campus of the University of Arkansas Hope Texarkana (UAHT). Due to Southwest AR Ed. Cooperative's location, Southwest AR Ed. Cooperative has a partnership with UAHT for Crisis Management and Emergency Response.

LINK FOR UAHT CRISIS MANAGEMENT PLAN

Evacuation Plan

In the event that the Southwest AR Ed. Cooperative has to be evacuated, the designated meeting site is the back of the rear parking lot where a panic/emergency button is located on a light pole. Once the building has been evacuated, role will be taken and all staff/attendees will wait for further instruction from emergency personnel.

Cyber Incident Response Plan

In case of an event:

- Remain Calm
- Contact Kristina Cross (DIS)
- Contact ACTC Chair and Vice Chair
- Preserve your organizations ability to investigate and recover by isolating, but not prematurely powering off affected devices
- Please refer to the K-12 SIX Essential Cyber Incident Response Runbook for a complete list of all tasks and responsibilities that need to be addressed.

Title/Role	Contact	
CISO/Technology Coordinator (Internal)	David Hampton (870)777-3076 Ext: 214 david.hampton@swaec.org	
Cooperative Director (Internal)	Phoebe Bailey (870)777-3076 Ext: 201 phoebe.bailey@swaec.org	
Cooperative Assistant Director (Internal)	Monica Morris (870)777-3076 Ext: 202 monica.morris@swaec.org	
Business Manager (Internal)	Gina Perkins (870)777-3076 Ext: 203 gina.perkins@swaec.org	

Title/Role	Contact	
Arkansas Department of Information Systems APSCN LAN Support Manager (External)	Kristina Cross kristina.cross@arkansas.gov (501)230-4741	
Arkansas Cyber Incident Response Team (External)	Evan Patrick (Chair) evan.patrick@searkcoop.com (870)304-6771	Alan Floyd (Vice Chair) alan.floyd@northcentralcoop.org
Financial Institution (External)	Farmers Bank & Trust (870)777-2363	
ISP (Internet Service Provider) (External)	DIS Help Desk 1(800)435-7989	
Legislative Audit (External)	David Coles (501)683-8600 Ext: 1040 david.coles@arlegaudit.gov	
FBI Contact (External)	Chris Carter lr_ctf@ic.fbi.gov	
MS ISAC Contact (External)	https://www.cisecurity.org/isac/report-an-incident	

Stage 1 - Preparation

IDIS Field Tech Team and Cyber Incident Response Team collaboratively work to provide regular training opportunities for staff and District Technology Coordinators (DTC) throughout the year. It is important that district and school leadership teams educate teachers and staff to recognize and report potential cyber threats. In doing so, user awareness increases and the likelihood of an event occurring decreases.

Stage 2 - Identification

When malicious activity is suspected, immediately follow these 3 simple steps found on the Cyber Incident Card. It is important that cyber events are reported within the first 24 hrs. The superintendent and the District Technology Coordinator (DTC) should be in constant communication and work together to restore district operations. A full list of cyber contacts and communications protocols can be found later in this document.

Step 3 - Containment

The tech teams involved will first work to contain and isolate the attack. Containment may include but is not limited to shutting down the internet, limiting email communications, disconnecting routers, and disconnecting switches to keep malicious software from spreading to other machines, schools, or districts. Shutting down access to eSchool & eFinance is a possibility to protect students' information, staff's information, and other state assets. Members from the DIS Field Tech Team or Cyber Incident Response Team will pull logs from an infected machine to submit for analysis with MS-ISAC and/or FBI.

Stage 4 - Eradication

After the threat has been contained, tech teams will work together to neutralize or remove the threat. This may include but is not limited to adjusting firewall rules, resetting user passwords, installing patches, and reviewing email configurations.

Stage 5 - Recovery

From there, tech teams will work cooperatively together to scrub and rebuild the district’s network and machines to restore operation. This usually takes 3 to 10 days of intense labor, depending on the size of the district and the number of devices needing to be reconfigured.

Considerations During an Event

- Have a plan for payroll and other business operations. External networks can be used (e.g., hotspots, nearby districts, local coop).
- Be prepared to provide appropriate communications to school board members, parents, and other stakeholders as needed. Involving legal advisors may be necessary depending on the type and amount of data that was compromised. Legal counsel is often an additional cost to the district.
- Create a log of events as they unfold. This will prove to be incredibly useful in post-incident activities, recording the due diligence of the district, and providing historical documentation for concerns that may resurface at a later date.

Considerations After an Event

- Make plans to debrief with the district's response team and revise the emergency response plan as needed. State and coop technology leaders are ready and willing to be thought partners in this process.

Other Considerations

- Even though cybercrime does not discriminate, it isn't uncommon for first-year superintendents and/or first-year District Technology Coordinators to be targeted or become victims of a cyber attack. District leaders who have made the investment to conduct a cybersecurity assessment have found it to be worthwhile. It is difficult to have the institutional knowledge needed to protect a network when new to the environment.
- Having top-level discussions on how to communicate and operate during a cyber attack can significantly reduce confusion, data loss, and recovery time. Conducting a tabletop drill with the administrative team is a good exercise to recreate some of these discussions more naturally. The Cyber Incident Response Team can work with any district and/or coop to facilitate a tabletop drill at no charge.
- It is important to appropriate funds in the event of an emergency. Cyber events may involve unexpected expenditures (e.g., legal fees, equipment, technology services, software licenses, overtime pay) that are necessary to recover and response

Devolution Plan

The purpose of the contingency plan is to outline preparation and procedures for Southwest AR Ed. Cooperative in the event of a natural disaster resulting in the situation whereby the facility is no longer able to support the work of the organization. The Southwest AR Ed. Cooperative has Memoranda of Understanding with all 9 member districts to set up contingency site offices to facilitate the business of SWAEC. The districts with which SWAEC is cooperating for this purpose are Blevins ISD, Fouke ISD, Genoa Central ISD, Hope ISD, Lafayette County ISD, Nevada County ISD, Prescott ISD, Spring Hill ISD, and Texarkana AR ISD. MOUs are reconstituted and signed annually. Hope ISD is the designated default close alternative site and Fouke ISD is designated as the distant alternative site.

Receipt of any Funds

Any and all funds received during an absence of computerized accounting system (APSCN) shall be
manually receipted in receipt book, entered in cash ledger and then deposited in the bank. All transactions shall be entered into APSCN from the receipt book and cash ledger as soon as system use is restored. In the event of delayed access to bank for deposits, any received funds will be stored in a protected site designated by the Director and deposited immediately when access to the bank becomes available again.

Payroll

In the event of a disaster and loss of access to the computerized accounting system during a time when payroll is scheduled to be run, arrangements will be made for SWAEC financial team to complete payroll at one of our designated alternative site locations.

In the event that all of our member district's are affected by a disaster and access to APSCN is not available at any of these locations, the SWAEC financial team will use a mobile hotspot offsite, connect to APSCN via the state VPN, and complete payroll.

In the event that no internet access to APSCN can be established at any designated off-site locations or via mobile hotspot, all scheduled payroll payments shall be manually written on blank check stock based on the prior month Payroll Journal & Concise Check Register. Checks will be stamped/or signed by the director and board of directors' designee. Check numbers will be assigned according to prior month check register. All transactions shall be manually entered in cash ledger pages and this information shall be entered into APSCN when restored.

Accounts Payable

In the event of a disaster and connection to APSCN cannot be established, accounts payable will be taken care of by SWAEC credit cards. If a check must be used, accounts payable checks that need to be processed will be typed or handwritten on blank check stock, stamped and/or signed by director and /or board of directors' designee. Check numbers will be assigned based on prior month check register. Vendor list, which is included in the DRP, will have vendor name, code and address. All accounts payable transactions will be recorded manually on ledgers until such time they may be entered into APSCN. Out of sequence assigned check numbers shall be cleared manually when reconciling bank statements.

Disaster Recovery Teams

Administration: Phoebe Bailey (Director), Monica Morris (Asst. Director/TCC), Angie Gentry (ECH Coordinator)

Technology: David Hampton (Technology Coordinator)

Early Childhood: Angie Gentry (ECH Coordinator), Callie Fore (ECH Clerk)

Finance: Gina Perkins (Business Manager), Jenny Smead (Asst. Bookkeeper)

Disaster Recovery Protocls/Procedures

Administration

- Initiate the Crisis Management Plan if necessary
- Contact Fire, Police, EMT, or any other agency needed for emergency response
- Take role for on-site personnel and visitors
- Initiate the personnel call list
- Contact employee emergency contacts if necessary
- Contact any insurance agents if the situation calls for recovery and coverage
- Notify alternate sites that their services will be needed
- Notify member school districts and any service providers
- Notify DESE/ADE if necessary
- Help with salvage and transfer of any vital records
- Communicate with media if necessary
- Facilitate communication between all departments

Finance

- Initiate the salvage and transfer of any financial records stored on-site
- Notify alternate sites that their services will be needed
- Notify financial institutions of temporary change of location
- Ensure a way to print or write checks

Early Childhood

- Initiate personnel call list if applicable
- Initiate the Crisis Management Plan if necessary
- Notify alternate locations that their services will be needed
- Notify Arkansas Better Chance and Department of Human Services of new contact information
- Move salvageable equipment and records to an alternate site
- Contact parents of students receiving special education services about alternate service locations
- Contact related service providers about alternate service locations

Technology

- Audit network infrastructure and end points for possible damage and access condition of the network
- Notify SWAEC administration of audit and condition of network
- Notify DIS of any damage to their equipment
- Notify alternate sites that their services will be required
- Notify any vendors of damages and being process of equipment replacement if necessary
- Help salvage any records and data from site
- Move necessary equipment to alternate sites
- Help setup and prepare alternate sites for IT and Administrative operations
- Help all departments continue their essential functions outlined in their department COOP Plans
- Begin plan for network rebuild and assess what it will cost to bring main campus back online

Disaster Recovery Plan Summary

Plan Summary

Disaster Recovery Teams will initiate disaster recovery protocols and begin recovery efforts at the main campus.

Administrative and ECH teams will help all departments initiate their Continuity of Operations Plans.

The Finance Team will initiate the devolution plan for financial records, payroll, and accounts payable.

All departments will activate their Continuity of Operations Plans and continue to perform their essential functions and if necessary help with recovery and cleanup efforts at the main campus.

Technology Team will help all other teams and departments initiate their Continuity of Operations Plans by making sure they have the technology equipment and internet access needed to continue their essential functions. Will also help in recovery efforts at the main campus and begin network rebuild.

Administration Essentials

Essential Functions

- Approve purchases
- Approve leave requests
- Approve Travel
- Board Meetings
- Professional Development
- Support to districts
- Direct staff with meetings and maintain lines of communication between departments

Essential Supplies

- Computers
- Internet Access
- Access to State Network/Services
- Zoom Accounts
- Office Space

Administration Continuity Plan

SWAEC Administration will help all departments relocate to alternate sites and bridge new lines of communication between departments, school districts, service providers, etc.

SWAEC Administrators will coordinate weekly staff meetings and make sure all departments are meeting on a daily basis.

SWAEC Administration’s preferred alternate site is with UAHT, both the Hope and Texarkana Campuses. In the event those campuses are unavailable, SWAEC has approved MOUs with all 9 member school districts and one of those districts will serve as the alternate location.

SWAEC Department COOP Plans

Business Office/Finance

Essential Functions

- Payroll
- Accounts Payable
- H/R - Ensuring employees keep insurances

Essential Supplies

- Computer
- Internet
- Access to APSCN
- Check stock and blank checks
- APSCN printer
- Daily mail retrieval
- Phone
- Line of communication with Administration for A/P approvals

Business Office/Finance Continuity Plan

SWAEC Business Office/Finance in the event of an emergency will activate it’s devolution plan, outlined on page 16 and 17 to continue essential functions.

The alternate site has been established as Hope School District or Nevada County School District. If those districts can not provide accommodations, any of the other 9 member school districts will act as the alternate site.

SWAEC Department COOP Plans

Literacy Specialist

Essential Functions

- Provide professional development and training
- Support teachers during instruction and planning
- Support administrators, instructional facilitators, and district administrators

Essential Supplies

- Computer
- Internet
- Access to district data
- Physical Access to schools and teachers
- Access to district curriculum

Literacy Specialist Continuity Plan

SWAEC Literacy Specialist are located at individual school districts, those assigned schools will act as their alternate site.

Literacy Specialists will continue to perform their essential functions at schools and will plan to meet as a department daily and with administration weekly.

Math Specialist

Essential Functions

- Classroom support for teachers
- Provide support for administrators, principals, instructional facilitators, etc.
- Provide coaching cycles
- Provide professional development
- Curriculum Support

Essential Supplies

- Computer
- Internet
- Access to district data
- Zoom Account
- Access to State Data
- Phone

Math Specialist Continuity Plan

SWAEC Math Specialist are located at individual school districts, those assigned schools will act as their alternate site.

Math Specialists will continue to perform their essential functions at schools and will plan to meet with administration weekly.

SWAEC Department COOP Plans

STEM Specialist

Essential Functions

- On-site coaching
- Administrative duties - TR-1's, etc.
- Provide professional development
- Support administrators, principals, and instructional facilitators.

Essential Supplies

- Computer
- Internet
- Access to district data
- Zoom Account
- Phone
- Printer

STEM Specialist Continuity Plan

One of the 9 member school districts will serve as SWAEC STEM specialists alternate site.

STEM Specialists will continue to perform their essential functions at schools and will plan to meet with administration weekly.

CTE Specialist

Essential Functions

- Manage Federal Perkins Consortia Funds for member districts according to Federal Policy and Guidelines
- Ensure Perkins Consortia CTE programs are aligned with AT DCTE policy/guidelines and High Quality CTE National policy/guidelines
- Use CTE school and cooperative data and labor market demand to guide schools in identifying CTE Pathway Programming goals
- Manage 410/412/418 Licensure Endorsement DCTE Mentoring Program Novice Teachers
- Write Perkins Proposals upon requests of member districts
- Cultivate partnerships between Perkins Consortia Schools and Economic Developers, Post Secondary, and Regional Business and Industry Partners
- Attend Mandatory DCTE meetings governing Perkins and CTE Pathway/Programming
- Provide CTE PD addressing specific needs of CTE Teachers

Essential Supplies

- Computer
- Internet
- Access to district data
- Zoom Account
- Phone
- Printer

CTE Specialist Continuity Plan

One of the 9 member school districts will serve as SWAEC CTE specialists alternate site.

CTE Specialists will continue to perform their essential functions at schools and will plan to meet with administration weekly.

Mentoring Program Coordinator

Essential Functions

- Support novice teachers: licensure, planning, instruction, etc.
- Support administrators: identifying novice needs, walk-throughs, identifying novice support teachers
- Support novice support teachers: ways to support novice teachers
- Provide professional development training for novice teachers, supports teachers, and/or administrators

Essential Supplies

- Access to district data
- Access to districts, sites, teachers, and/or administrators
- Computer
- Internet
- Phone
- Communication with DESE/SWAEC Administration

Mentoring Program Continuity Plan

One of the 9 member school districts will serve as the alternate site for the Mentoring Program Coordinator.

The mentoring program coordinator will continue to perform their essential functions at schools and will plan to meet with administration weekly.

Technology Coordinator

Essential Functions

- Provide SWAEC faculty with technology support: Technology, service requests, professional development, etc.
- Provide member school Technology Coordinators support: Professional development, ADE/DIS IT best practices, cyber security, etc.
- Provide support for member school district teachers, staff, administrators, etc: Professional development, ADE/DIS IT best practices, cyber security, etc.
- Member of the State of Arkansas' Cyber Incident Response Team, first responders to cyber events at Arkansas School Districts
- One of the State of Arkansas' ESCworks Administrators: provides support, training, professional development, etc.

Essential Supplies

- Computer
- Internet Access
- Access to State connection
- phone

Technology Coordinator Continuity Plan

One of the 9 member school districts will serve as the alternate site for the SWAEC Technology Coordinator.

The SWAEC Technology Coordinator will help all departments in relocating to alternate sites and make sure their technology needs are met. The Technology Coordinator will continue to provide support and other essential functions. The Technology Coordinator will meet with administration on a weekly basis.

The Technology Coordinator will help/complete any network/device repairs to get the main campus back online and allow SWAEC to resume normal function.

Early Childhood

Essential Functions

- Provide SPED/Behavior support and services to ECH Students and teachers in all member districts

Essential Supplies

- Computer
- Internet Access
- Access to State connection
- phones
- printers
- locked cabinets
- Student Data
- State Services
- SEAS

Early Childhood Continuity Plan

UAHT or Prescott School District will serve as the alternate site for the Early Childhood Department.

ECH will relocate to one of the alternate sites and resume operations. ECH Teachers will continue to operate out of the member school districts, as will behavior support.

ECH will plan to meet as a department on a daily basis and with SWAEC administration on a weekly basis.

Mental Health Team

Essential Functions

- Servicing the mental health needs of students, supporting their families, and teachers.
- Maintaining accurate documentation

Essential Supplies

- Computer
- Internet Access
- Office Space that is confidential
- Phone

Mental Health Team Continuity Plan

sWAEC Mental Health Team members are already located at specific member district schools/entities. These sites will serve as their alternate site.

The mental health team will continue to provide their essential services and will plan to meet as a department on a daily basis. The team will also meet with SWAEC administration on a weekly basis.

SPED Services

Essential Functions

- Complete Psycho-Educational Evaluations
- Score Assessments
- Write Evaluation Reports interpreting the data collected during assessment
- Provide districts with report and consultation regarding eligibility determination

Essential Supplies

- Computer
- Internet Access
- Office Space that is confidential
- Phone
- Access to evaluation tools and resources
- scanner

SPED Services Continuity Plan

Any of the 9 member districts will serve as the alternate location for SPED services. The district that each student is located can be the alternate location as well.

SPED Services will continue to provide essential services and will meet with SWAEC administration on a weekly basis.

SWAEC Department COOP Plans

HIPPY

Essential Functions

- Meeting with families weekly
- Weekly staff meetings
- Maintaining records

Essential Supplies

- Computer
- Internet Access
- Office Space that is confidential
- Phone
- Access to evaluation tools and resources
- scanner
- transportation
- Access to COPA records

HIPPY Continuity Plan

HIPPY Home Visitors already complete their essential functions at an alternate site.

HIPPY will meet on a daily basis as a department and will plan to meet with SWAEC administration on a weekly basis.

PD Clerk

Essential Functions

- Maintaining PD records
- Scheduling/updating PD
- Giving credit for PD hours
- Invoicing

Essential Supplies

- Computer
- Internet Access
- Office Space
- Phone
- Printer
- Access to ESCWorks

PD Clerk Continuity Plan

Any of the 9 member districts will serve as the alternate site for the PD Clerk. If possible will use the same site as SWAEC Administration and Finance.

The PD Clerk will continue to provide essential services to member districts and will meet with Administration on a weekly basis.

Teacher Center

Essential Functions

- Community print center
- Designing/formatting documents and graphics

Essential Supplies

- Computer
- Internet Access
- Office Space
- Graphic Design Software

Teacher Center Continuity Plan

Teacher Center Clerks will operate remotely and perform all essential functions until the main campus is back online.

Printing will be outsourced.

Teacher Center Clerks will meet with SWAEC administration on a weekly basis.

Data Retention Procedures

Data Backup policies and procedures

Southwest AR Ed. Cooperative’s critical and sensitive data is not stored on site. All staff data including email, calendars, shared documents, and drives are stored via the cloud using Spanning Backup. All financial data is stored off-site with efinance. The only data backed up on-site is a backup of the main DC server dhcp settings, active directory, and dns settings. This data is not considered critical by DIS so it is backed up weekly to an external hard drive. This external hard drive is swapped out every Thursday and taken off-site for the weekend.

Acceptable Use Policy

Acceptable Use of Technology Resources

Computers and other information technology resources are essential tools in accomplishing SWAEC's mission. Information technology resources are valuable assets to be used and managed responsibly to ensure their integrity, confidentiality, and availability for appropriate research, education, outreach and administrative objectives of the Southwest AR Ed. Cooperative. SWAEC community members are granted access to these resources in support of accomplishing the Cooperative's mission.

All users of SWAEC information technology resources, whether or not affiliated with the cooperative, are responsible for their appropriate use, and by their use, agree to comply with all applicable SWAEC Board policies; SWAEC Administrative policies; federal, state and local laws; and contractual obligations. These include but are not limited to information security, data privacy, commercial use, and those that prohibit harassment, theft, copyright and licensing infringement, and unlawful intrusion and unethical conduct. Departments that grant guest access to information technology resources must make their guests aware of their acceptable use responsibilities. The Southwest AR Ed. Cooperative accepts no responsibility or liability for any personal or unauthorized use of its resources by users.

Acceptable Use

Acceptable use includes, but is not limited to, respecting the rights of other users, avoiding actions that jeopardize the integrity and security of information technology resources, and complying with all pertinent licensing and legal requirements. Users with access to SWAEC information technology resources must agree to and accept the following:

- Only use information technology resources they are authorized to use and only in the manner and to the extent authorized. Ability to access information technology resources does not, by itself, imply authorization to do so.
- Only use accounts, passwords, and/or authentication credentials that they have been authorized to use for their role at the Southwest AR Ed. Cooperative.
- Protect their Cooperative-assigned accounts and authentication (e.g., password, and/or authentication credentials) from unauthorized use.
- Only share data with others as allowed by applicable policies and procedures, and dependent on their assigned role.
- Comply with the security controls on all information technology resources used for SWAEC business, including but not limited to mobile and computing devices, whether Cooperative or personally owned.
- Comply with licensing and contractual agreements related to information technology resources.
- Comply with intellectual property rights (e.g., as reflected in licenses and copyrights).
- Accept responsibility for the content of their personal communications and may be subject to any personal liability resulting from that use.

Unacceptable Use

Unacceptable use includes and is not limited to the following list. Users are not permitted to

- Share authentication details or provide access to their SWAEC accounts with anyone else (e.g., sharing the password).
- Circumvent, attempt to circumvent, or assist another in circumventing the security controls in place to protect information technology resources and data.
- Knowingly download or install software onto SWAEC information technology resources, or use software applications, which do not meet SWAEC security requirement, or may interfere or disrupt service, or do not have a clear business or academic use.
- Engage in activities that interfere with or disrupt users, equipment or service; intentionally distribute viruses or other malicious code; or install software, applications, or hardware that permits unauthorized access to information technology resources.
- Access information technology resources for which authorization may be erroneous or inadvertent.
- Conduct unauthorized scanning of SWAEC information technology resources.
- Engage in inappropriate use, including but not limited to:
    - Activities that violate state or federal laws, regulations, or SWAEC policies.
    - Harassment
    - Widespread dissemination of unsolicited and unauthorized electronic communications.
- Engage in excessive use of system information technology, including but not limited to network capacity. Excessive use means use that is disproportionate to that of other users, or is unrelated to academic or employment-related needs, or that interferes with other authorized uses. Departments may require users to limit or refrain from certain activities in accordance with this provision.

Privacy and Security Measures

Users must not violate the privacy of other users. Technical ability to access others' accounts does not, by itself, imply authorization to do so.

Users play an important role in the protection of their personal information. All faculty, staff and students are required to use all available user specific security controls provided by SWAEC (including multi-/two-factor authentication) and meet the user specific controls in Administrative Policy: Information Security to assist in the protection of SWAEC assets and the protection of their personal information and assets. Failure on the part of faculty, staff or students to employ in good faith the available security controls and to secure their personal information appropriately will mean that SWAEC will not reimburse the faculty, staff or student for the loss of misdirected salary, expense reimbursements, or any other assets.

Employees must understand that any records and communications they create related to SWAEC business, electronic or otherwise, on a SWAEC or personally owned device, may be subject to disclosure under the Arkansas Freedom of Information Act.

SWAEC takes reasonable measures to protect the privacy of its information technology resources and accounts assigned to individuals. However, SWAEC does not guarantee absolute security and privacy. Users should be aware that any activity on information technology resources may be monitored, logged and reviewed by SWAEC-approved personnel or may be discovered in legal proceedings. SWAEC assigns responsibility for protecting its resources and data to technical staff, data owners, and data custodians, who treat the contents of individual assigned accounts and personal communications as private and do not examine or disclose the content except:

- as required for system maintenance including security measures;
- when there exists reason to believe an individual is violating the law or SWAEC policy; and/or
- as permitted by applicable policy or law.

SWAEC reserves the right to employ security measures. When it becomes aware of violations, either through routine system administration activities or from a complaint, it is SWAEC's responsibility to investigate as needed or directed, and to take necessary actions to protect its resources and/or to provide information relevant to an investigation.

Enforcement

Individuals who use information technology resources that violate a SWAEC policy, law(s), regulations, contractual agreement(s), or violate an individual's rights, may be subject to limitation or termination of user privileges and appropriate disciplinary action, legal action, or both. Alleged violations will be referred to the SWAEC Director or law enforcement agency. SWAEC may temporarily deny access to information technology resources if it appears necessary to protect the integrity, security, or continued operation of these resources or to protect itself from liability.

Individuals or departments should report non-compliance with this policy to the SWAEC Technology Coordinator and/or SWAEC Director.

Exceptions

Departments within SWAEC may define additional conditions of use for information technology resources or facilities under their control. Such additional conditions must be consistent with or at least as restrictive as any SWAEC or Administrative policy, and may contain additional details or guidelines.

Reason for Policy

The purpose of this policy is to outline the acceptable use of information technology resources at the Southwest AR Ed. Cooperative in order to:

- Comply with legal, regulatory, and contractual requirements.
- Protect SWAEC against damaging legal consequences.
- Safeguard these resources.

TEST A

Maleware/Virus Incident

For this test, a laptop was infected with malware (of course done in a safe environment where the network and rest of the Cooperative equipment was unaffected by the test). This situation is to practice protocol for when a faculty member gets hit with a virus or malware attack.

- Temporarily disable affected faculty members Active Directory rights and email account
- Disconnect infected device from network
- Use a vetted malware/virus detection and removing software to run a full scan on the infected computer/device
- Quarantine and remove any detected malware or viruses
- Repeat the previous steps until a clean scan is produced
- If device is unable to produce a clean scan after several attempts, device may have to be restored to factory settings and re-setup
- Run full scans on all network equipment including servers and until a clean scan is produced
- Before re-adding device to network, change the device name and reset the faculty members AD password
- Re-add device to network
- Change faculty members email account password
- Document incident, findings, and steps taken to resolve issue
- If state data was affected make sure you contact DIS to report incident

TEST B

Backup Test

For this test I had a staff member delete a shared document from their google drive account. All staff gmail accounts are backed up using Spanning. Using spanning backup the user was able to login to their drive backup through the spanning extension, find the document that was deleted and successfully restore it to their working google drive.