Perry County School District

Information Technology (IT) Disaster Response Plan

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Director of Technology

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1/26/2024
Date

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Superintendent   _Ita M. Hum, Ed.P._

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2/1/24
Date

Revision History

DATE	NAME	DESCRIPTION
7/11/2023	Dr. Fina G. Hence	Original
9/5/2023	Daniel Harless	Added PCSD Information
1/22/2024	Nathaniel Levins	Looked over no changes
1/26/2024	Dr. Fina G. hence	Revised layout and updated necessary information

Information Technology Statement of Intent

This document delineates our internal procedures for technology disaster recovery, as well as our process level plans for recovering critical technology platforms. This document summarizes our recommended procedures. In the event of an actual emergency situation, modifications to this document may be made to ensure physical safety of our students and personnel, our systems and our data. Our mission is to ensure that our information system is running in real time, maintains data integrity, availability and business continuity.

Plan Objectives

The principal objective of the Disaster Recovery Plan (DRP) is to develop, test and document a well-structured and easily understood plan which will help the Perry County School District (PCSD) recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan.
- The need to ensure that proposed contingency arrangements are cost-effective.
- The need to consider implications on all PCSD sites.
- The need to ensure that key operations and critical services experience minimal downtime, so as not to disrupt the business of PCSD or the education of our students.

Definitions

Synology RackStation - is the backup product used by PCSD. It allows for backup of physical and virtual machines.

RAID - Redundant Array of Independent Discs. A data storage virtualization technology that combines multiple physical disk drive components into one or more logical units for the purposes of data redundancy, performance improvement, or both.

VOIP - Voice Over Internet Protocol. A phone system which utilizes internet protocol for voice communication rather than the traditional telephone system.

ISP - Internet Service Provider - C-Spire is the ISP for PCSD.
- **LAN** - Local area network. This refers to the networking of computers within a building.
- **WAN** - Wide area network. This refers to the networking of computers from site to site.

District Leaders
(by department)

- Dr. Titus Hines, Superintendent
- Kim Parker, Business Manager
- Dr. Anthony O'Neal, Federal Programs Director
- Dr. Fina Hence, Director of Curriculum, Assessment, & Technology
- Lora Cooper, Special Services Director
- Melisa Dunnam, Human Resources Clerk
- Michael Odom, Transportation Coordinator

Overview

Plan Updating

It is necessary for the DRP updating process to be properly structured and controlled. Whenever changes are made to the plan they are to be fully tested and appropriate amendments should be made to all relative documents.

Plan Documentation Storage

The DRP will be available on the PCSD website under the Technology Department section. A hardcopy will be stored in a fire-proof safe at the PCSD Central Office.

Key Business Backup Strategy

Key business processes and the agreed backup strategy for each are listed below.

Primary storage of data backups is the PCSD Synology Backup device and is located at Perry Central High School. This is the main hub for our network.

IT Operations- Synology Backup device runs nightly.

Email- servicing and backup are provided by Google.

Finance- Marathon is backed up each evening on the local server, as well as on an offsite cloud-based server hosted by Central Access.

Student Information System (SIS)- SAM Spectra is hosted offsite by Central Access.

Library- Destiny is the library program that is hosted offsite by Follett.

Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. Key trigger issues that would lead to activation of the DRP are:

- Total loss of all communications

- Total loss of power

- Loss of data

- Flooding

- Loss of structure

- Natural disaster

Disaster Recovery Plan of Action

The backup plan for each situation is outlined below.

Servers

1. Individual server failures will be handled by the Systems Admin. The servers will be spun up from a backup or be rebuilt from scratch if the backup doesn't work.

2. Data Corruption/Accidental Deletion - In the event of data corruption or accidental deletion, restoring to a previous version of windows will be the first option. Otherwise, check the IT (Shared) Google Drive folder for backups of data.

3. Backup Storage RAID Failure - In the event of a Backup Storage RAID failure the following steps will be performed:
   a. Determine where failure occurred
   b. Rebuild the server to restore prior to failure point.

4. Ransomware- In the event of a ransomware attack the following steps will be performed:
   a. Determine extent of damage (Active Directory servers only, etc.)
   b. Format/restore the affected machines.

Phone System

In the event of a phone outage, all locations have the option of utilizing a district issued Cellular phone to maintain communications. The Voxo app can be installed on cell phones or users can login to the Voxo portal if they have a headset with a microphone to use on the computer. This will enable them to communicate within and outside of the district.

Local Area Network (LAN)

Limited replacement switches, cabling and other hardware is kept on hand to replace/repair any issues with LAN connectivity within a building. Such issues will be made top priority with a target down time of no more than three days. If there is not any equipment available to replace downed switches new ones will need to be purchased.

Wide Area Network (WAN)

The PCSD WAN is managed by C-Spire. PCSD's IT department will maintain communications with C-Spire and manage any expectations that arise from users.

Communications with Employees

Directors will serve as the points of contact for their departments while designated employees will contact other employees to discuss the crisis/disaster and the immediate plans.

Communications with Public

The public information officer will communicate, as necessary, to the public at the direction of the superintendent. These communications will include alternate methods of contacting schools, when/if necessary.