



Business Continuity Plan 2023/2024

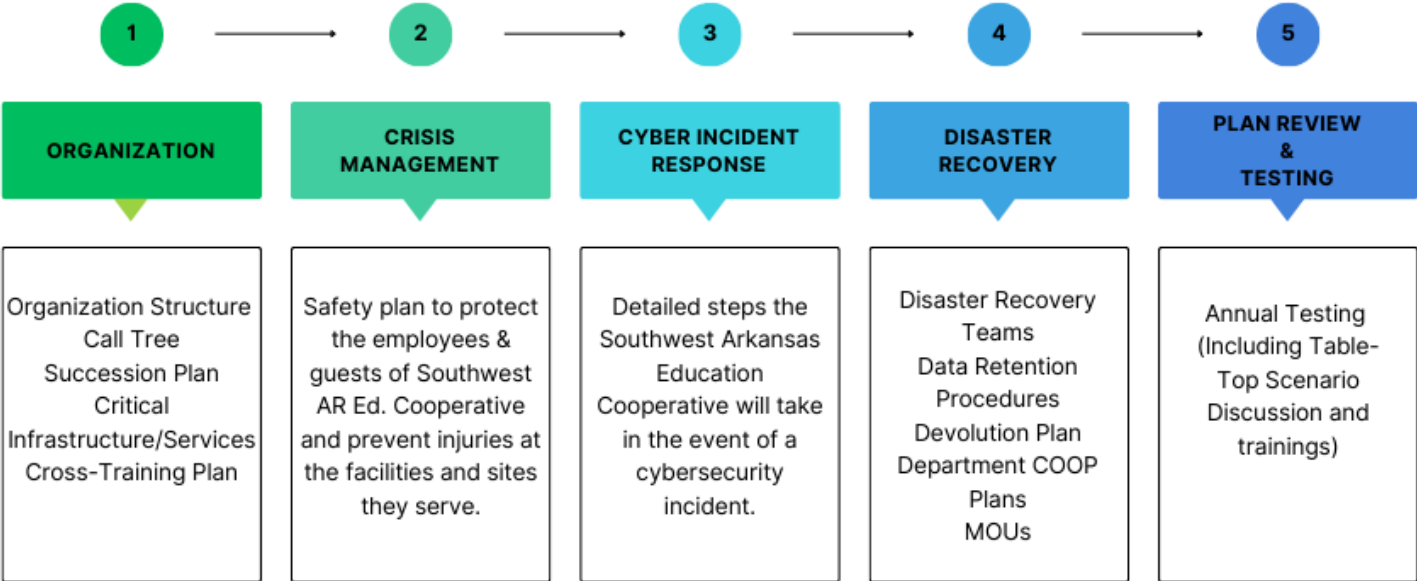
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Business Continuity Plan Process Flow

Business Continuity Plan Process Flow

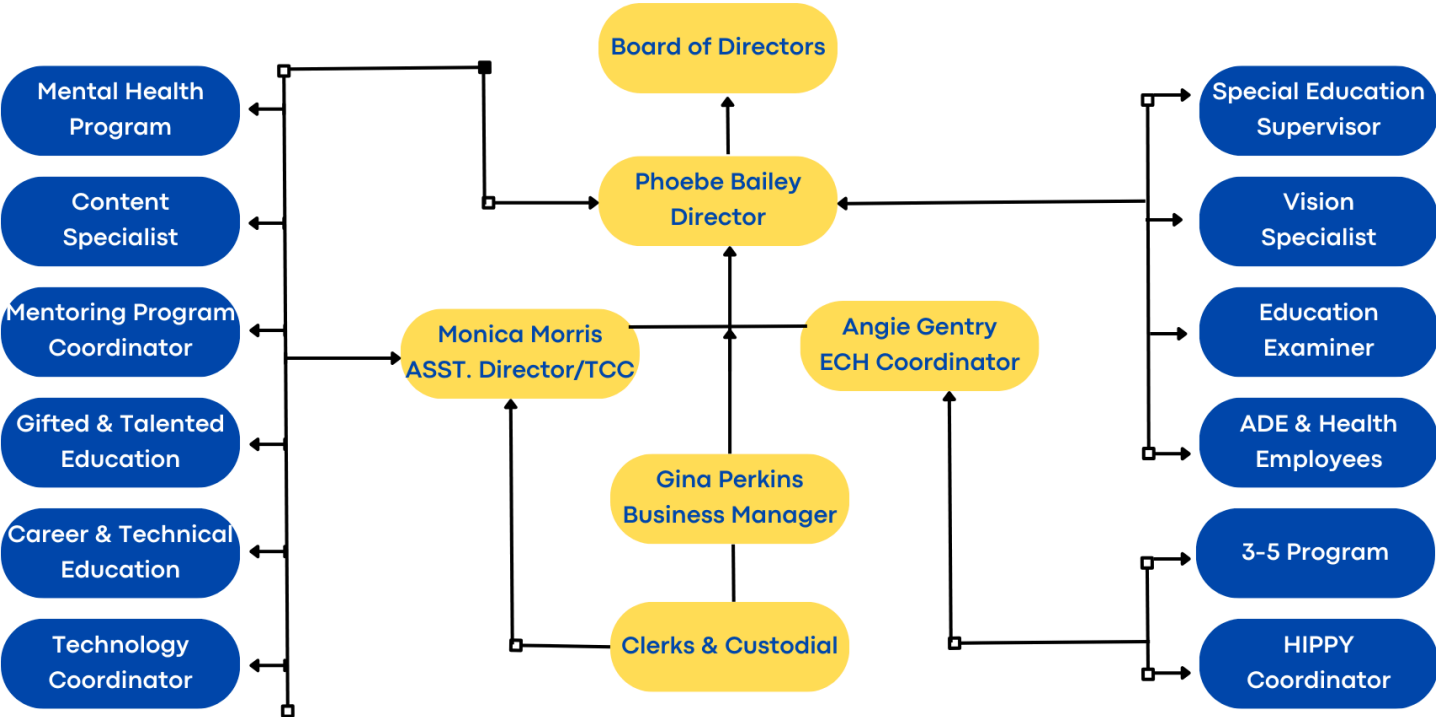


The Organization

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 Southwest Arkansas Education Cooperative Business Continuity 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 business continuity planning is to ensure the continuity of all of the Southwest Arkansas Education Cooperative essential functions under all conditions.

Map of Organization



Succession Plan

Employee	Title
Phoebe Bailey	Director
Roy McCoy	Current Board President
Monica Morris	Assist. Director/TCC
Angie Gentry	ECH SPED Coordinator
Gina Perkins	Business Manager

Employee Call Tree

Southwest Arkansas Education Cooperative

2502 S. Main St. Hope, Arkansas 71801

870-777-3076

Department	Name	Title	Extension
Admin Office ▾	Phoebe Bailey	Director	*
Admin Office ▾	Monica Morris	A. Director/TCC	*
Admin Office ▾	Gina Perkins	Bookkeeper	203
Admin Office ▾	Jenny Smead	A. Bookkeeper	200
Admin Office ▾	Robin Applegate	PD Clerk	205
Specialist ▾	Sarah Allen	Ed. Examiner	108
Specialist ▾	Mary Berry	Lit Specialist	211
Specialist ▾	Melanie Birthright	Vision Specialist	110
Specialist ▾	Kelly Cornelius	Lit Specialist	210
Specialist ▾	Gia Falls	Math Specialist	213
Specialist ▾	David Hampton	Tech Coordinator	214
Specialist ▾	Vicki Jewell	Mentor Coordinator	209
Specialist ▾	Chad Morris	G/T Specialist	208
Specialist ▾	Katlin Niemeyer	Lit Specialist	207
Specialist ▾	Shannon Puckett	CTE Coordinator	212
Specialist ▾	Vanessa Shelburne	STEM Specialist	215
Specialist ▾	Connie Thomason	Behavior Specialist	109
ECH Admin Office ▾	Angie Gentry	ECH SPED Coordinator	128
ECH Admin Office ▾	Callie Fore	ECH Clerk	100

Department	Name	Title	Extension
ECH Admin Office ▾	Gracie Burns	ECH/ABC Tech Assistant	107
Early Childhood ▾	Tessa Oliver	ECH Behavior Interventionist	105
Early Childhood ▾	Joyce Duenas	ECH Teacher	117
Early Childhood ▾	Kelli Williamson	ECH Teacher	106
Early Childhood ▾	Socorro Henly	ECH Paraprofessional	*
Early Childhood ▾	Felicia Koontz	ECH Paraprofessional	*
Fouke ECH ▾	Leslie Dixon	ECH Teacher	*
Fouke ECH ▾	Keri Yarbrough	ECH Paraprofessional	*
Fouke ECH ▾	Vanessa Andrews	ECH Paraprofessional	*
Prescott Itenerant ▾	Jaslyn Richardson	ECH Teacher	*
Prescott Itenerant ▾	Teresia Craven	ECH Paraprofessional	*
Prescott Itenerant ▾	Judith Hubbard	ECH Paraprofessional	*
Lewisville ECH... ▾	Hannah Ward	ECH Teacher	*
Lewisville ECH... ▾	Kristin Parker	ECH Paraprofessional	*
Lewisville ECH... ▾	Kisha Smith	ABC Lead Teacher	*
Lewisville ECH... ▾	Kiara Isom	ABC Paraprofessional	*
HIPPY ▾	Kim Formby	Home Visitor/Lead	111
HIPPY ▾	Miranda Brown	Home Visitor	112
HIPPY ▾	Tina Cole	Home Visitor	113
HIPPY ▾	Julissa Valdez	Home Visitor	*
Mental Health ▾	Jessica Dearing	LPC/Lead	114

Department	Name	Title	Extension
Mental Health ▾	Misty Bracken	Interventionist	119
Mental Health ▾	Rachel Flurry	Social Worker	120
Mental Health ▾	Marci Clinton	School Counselor	118
Teacher Center ▾	Monica Holston	Teacher Center Clerk	102
Teacher Center ▾	Trevor Moses	Teacher Center Clerk	103
Teacher Center ▾	TC Commons	TC Commons	104
ADE ▾	Daniel Collier	DESE Special Contracts	*
ADE ▾	Jeff Killingsworth	DESE Special Contracts	*
ADE ▾	Donnie Lee	DESE Special Contracts	*
ADE ▾	Pearce Peacock	DESE Special Contracts	*
ADE ▾	Angie Gilbert	DESE Special Contracts	*
ADE ▾	Bobette Ray	DESE Special Contracts	*
ADE ▾	Trent Saracini	DESE Special Contracts	*
ADE ▾	Katie Pittenger	DESE Special Contracts	*
ADE ▾	Emily Powell	DESE Special Contracts	*

Critical Infrastructure/Services

Vendor	Contact Info.	Equipment/Service
DIS	Call Center 1-800-435-7989	Internet/Firewall CrowdStrike
Aruba	Jerald Puckett 512-415-5573	Wireless/Switches
Genesis Datacom	Nick Roth 630-947-6700	Cameras Door Access
SkyPBX	Support Center 855-759-3729	Phones/E-Fax
Verizon Wireless	Chris King 870-550-5995	Cell Phones/Hotspots
Hope Fire Extinguisher	870-777-9446	Fire Alarm System
Otis	501-478-9841	Elevator
Hope Water & Light	870-777-3000	Power & Water
Datamax	501-603-3000	Copiers/Printers
Coalition	1-833-866-1337	Cyber Insurance
Apple	Phil Chong 512-629-3693	Apple Devices
Dell	Lorraine Turner 737-757-0334	Windows Computers
Network Solutions	1-866-908-3442	Domain Host
Spanning Backup	Lucas Sandino 1-786-783-6416	Cloud Backup
TimeClock +	Support 325-223-9300	Time Clock

Jamf School	Patrick Bakala 612-394-7459	Apple MDM
PhishID	Tonia Welling 281-721-4754	Anti-Phishing Software
School in Sites	Cassandra Robinson 251-333-0466	Website Host

Cross Training

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

Crisis Management

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.

Crisis Management Plan

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.

[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

In case of an event: Remain Calm

- Contact Kristina Cross (DIS)
- Contact ACTC Chair and Vice Chair
- Preserve your organization's ability to investigate and recover by isolating, but not prematurely powering off affected devices

Contacts

Title	Contact
CISO/Tech Coordinator(Internal)	David Hampton 870-777-3076 Ext. 214 david.hampton@swaec.org
Director(Internal)	Phoebe Bailey 870-777-3076 phoebe.bailey@swaec.org
A. Director(Internal)	Monica Morris 870-777-3076 monica.morris@swaec.org
Business Manager(Internal)	Gina Perkins 870-777-3076 Ext. 203
Arkansas Department of Information Systems APSCN LAN Support Manager(External)	Kristina Cross 501-230-4741 kristina.cross@arkansas.gov
Arkansas Cyber Incident Response Team(External)	Evan Patrick(Chair) 870-304-6771 evan.patrick@sarkcoop.com
Financial Institution (External)	Farmers Bank & Trust 870-777-2363

ISP - Internet Service Provider(External)	DIS Helpdesk 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)	Report an Incident 866-787-4722 soc@cisecurity.org

Preparations

The DIS 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. 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.

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.

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.

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. 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.

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.
- 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.

Disaster Recovery Plan

The Southwest Arkansas Education Cooperative Disaster Recovery Plan breaks the staff into groups and describes each group's essential functions if/when the Disaster Recovery Plan is initiated. This plan also highlights how each department and the cooperative as a whole will continue to perform their essential functions in the event of a disaster and the steps each department has taken to prepare for such an event.

Recovery Teams

Team	Employee	Title
Administration ▾	Phoebe Bailey	Director
Administration ▾	Monica Morris	A. Director/TCC
Administration ▾	Angie Gentry	ECH Coordinator
Finance ▾	Gina Perkins	Bookkeeper
Finance ▾	Jenny Smead	A. Bookkeeper
Technology ▾	David Hampton	Tech. Coordinator
Early Childhood ▾	Angie Gentry	ECH Coordinator
Early Childhood ▾	Callie Fore	ECH Clerk

Administration Team

- 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 Team

- 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 Team

- 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 Team

- 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

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 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.

Data Retention Policy

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.

Department COOP (Continuity of Operations Plans)

Administration COOP

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

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.

Business Office/Finance COOP

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

Continuity Plan

SWAEC Business Office/Finance in the event of an emergency will activate it's devolution plan 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.

Literacy Specialist COOP

Essential Function

- 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

Continuity Plan

SWAEC Literacy Specialists 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

Continuity Plan

SWAEC Math Specialists 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.

STEM Specialist

Essential Function

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

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

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

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

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

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

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

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

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.

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

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

Continuity Plan

Any of the 9 member districts will serve as the alternate site for the PD Clerk. If possible, PD Clerk 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

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.

Member District MOU (Memorandum of Understanding)

Blevins Independent School District

Fouke Independent School District

MEMORANDUM OF UNDERSTANDING
BETWEEN

Fouke AR School District (The District)

AND

Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

1. PURPOSE

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

2. PRINCIPALS OF COOPERATION

a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.

b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.

c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.

d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Jim Buie, Superintendent	870-653-4311

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

5. SIGNATURES


Superintendent

12-10-23
Date


SWAEC Director

12-12-23
Date

Genoa Central Independent School District

MEMORANDUM OF UNDERSTANDING
BETWEEN

Genoa AR School District (The District)

AND

Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

1. PURPOSE

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

2. PRINCIPALS OF COOPERATION

- a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.
- b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.
- c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.
- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Debbie Huff, Superintendent	870-653-4343

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

5. SIGNATURES



Superintendent

9.25.23

Date

SWAEC Director

Date

Hope Independent School District

MEMORANDUM OF UNDERSTANDING
BETWEEN

Hope AR School District (The District)
AND
Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

1. PURPOSE

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

2. PRINCIPLES OF COOPERATION

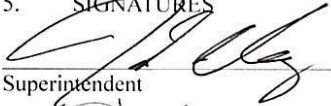
- a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.
- b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.
- c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.
- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

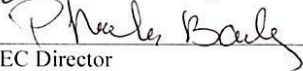
3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Jonathan Crossley, Superintendent	870-722-2700

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

5. SIGNATURES


 Superintendent


 SWAEC Director

9/26/23
Date

9-21-23
Date

Lafayette County Independent School District

Nevada County Independent School District

MEMORANDUM OF UNDERSTANDING
BETWEEN

Nevada AR School District (The District)

AND

Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

1. PURPOSE

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

2. PRINCIPALS OF COOPERATION

- a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.
- b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.
- c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.
- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Roy McCoy, Superintendent	870-871-2418

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

5. SIGNATURES

Roy McCoy
Superintendent

9/20/23
Date

Phoebe Bailey
SWAEC Director

9-21-23
Date

Prescott Independent School District

Spring Hill Independent School District

MEMORANDUM OF UNDERSTANDING
BETWEEN

Spring Hill AR School District (The District)

AND

Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

1. PURPOSE

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

2. PRINCIPALS OF COOPERATION

- a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.
- b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.
- c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.
- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Jeffrey Steed, Superintendent	870-777-8236

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

5. SIGNATURES

[Signature]
Superintendent

12/12/23
Date

[Signature]
SWAEC Director

12-12-23
Date

Texarkana Arkansas Independent School District

MEMORANDUM OF UNDERSTANDING
BETWEEN

Texarkana AR School District (The District)
AND
Southwest Arkansas Education Cooperative (SWAEC)

The District and SWAEC mutually consent to enter into this Agreement which forms the basis of this Memorandum.

1. PURPOSE

This agreement between the District and SWAEC establishes a framework of cooperation to ensure continuity of operations in the event that office spaces become uninhabitable. This document is not meant to be legally binding; it is a statement of cooperation between these two parties for future accommodations due to emergency/disaster declarations.

2. PRINCIPALS OF COOPERATION

- a. SWAEC agrees to allow the District (or vice versa) use of specific areas of Technology and other office areas as an alternate location.
- b. In the event that the District must temporarily relocate to SWAEC's facility (or vice versa), the contact listed below will be notified by phone or other available system of communication of the District's/SWAEC's intent to relocate.
- c. Both parties agree to work with a strong spirit of cooperation and mutual regard for each other's critical mission personnel will only remain at the facility until another location is secured.
- d. Any payment between parties shall be in the form of prorated reimbursement for utilities, maintenance, janitorial, and fuel cost, for the time the facility is occupied, at a rate agreed upon by both parties.

3. DISTRICT POINTS OF CONTACT

Contact Name	Phone
Phoebe Bailey, Director	870-777-3076
Dr. Becky Kesler, Superintendent	870-772-3371

4. This MOU is implemented as of the date of the last signature and will remain valid by mutual agreement of the parties.

5. SIGNATURES

DeMarcus Grael / HR Manager
 Superintendent *Designee of Superintendent*
Phoebe Bailey
 SWAEC Director

9/20/23
 Date
9-21-23
 Date

Plan Review and Testing

Test A: Malware/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/Recovery Practice

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.