

# 2017-2018 BUSINESS CONTINUITY PLAN

Revised: April 19, 2017  
September 21, 2016  
September 16, 2015

Adopted: November 2014



**OGEECHEE**  
**TECHNICAL COLLEGE**  
*Education with Purpose*

One Joseph E. Kennedy Blvd., Statesboro, GA | 912.681.5500 | [www.ogeecheetech.edu](http://www.ogeecheetech.edu)

Equal Opportunity Institution | A Unit of the Technical College System of Georgia

# **Business Continuity Plan**

## **OGEECHEE TECHNICAL COLLEGE 2017-2018**

### **Overview:**

The Business Continuity Plan (BCP) supports the State Board of the Technical College System of Georgia Policy II. D. “Emergency Preparedness, Health, Safety and Security” assertion which states, “The Technical College System of Georgia (TCSG) and each of its associated technical colleges and work units are committed to healthy, safe and secure workplaces and/or educational settings for all employees, students, volunteers, visitors, vendors and contractors. Each technical college or work unit shall develop, review and submit, at least annually to the System Office, those plans and procedures which are essential to respond to matters of natural and man-made hazards; public health; occupational and environmental safety as well as security. These plans and procedures shall be established with the goals of mitigating risk to individuals and physical resources as well as of maintaining compliance with national, state and local regulations.”

The intent of the Business Continuity Plan is to guide response and recovery from a major emergency and where appropriate, to be linked or combined with emergency operations procedures. This BCP has been prepared through a collaborative process, with a thorough examination of critical mission functions, a systematic hazard vulnerability assessment, and comprehensive development of strategies for each critical mission function recognized to be potentially at risk during emergency. This BCP is exercised and reviewed annually as a part of the evaluative and planning processes.

Although our area was effected by a couple of major storms in 2016, the college was fortunate to have no impact to our mission critical functions. Therefore, there were no business continuity incidents during the 2016-2017 year.

Ogeechee Technical College engages in the following contractual agreements regarding business continuity: Memorandum of Understanding with Southeastern Technical College.

Ogeechee Technical College will engage in training, drills and exercises in FY18 in conjunction with the activities of the Emergency Operations and Exposure Control Plans. Annual campus-wide training activities are held during Staff Development events while other exercises include fire drills, tornado drills, earthquake drills, and desktop exercises. The protocol for the retention of training records is for the documentation of annual training to be placed in each covered employees personnel file with an additional copy in the College’s master training file.

Documentation of any needed student training shall be maintained in the student's academic file maintained by the individual program director/instructor. The protocol for the annual review of the BCP is for the Business Continuity Coordinator to review/update the plan in April of each year. Once approved by TCSG, the BCP is then reviewed by the College’s executive team and Local Board of Directors. The Vice President for Institutional Effectiveness oversees this process. The protocol for the retention of the BCP is for the BCP and all of its revisions to be

retained for a three year period in the office of the Vice President for Institutional Effectiveness and electronically on the college's storage server.

The Business Continuity Plan contains the following appendices:

Appendix A: Business Continuity Plan Signature Page and Overview

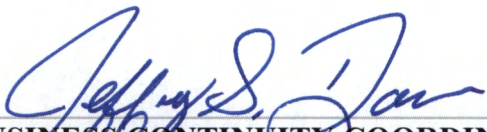
Appendix B: Critical Mission Functions Chart

Appendix C: Hazard Vulnerability Assessment Instrument


Appendix D: Business Continuity Plan Worksheets


Appendix E: Emergency & Utility Contacts

**Business Continuity Plan**  
***Ogeechee Technical College***  
**2017-2018**

REVIEWED:  DATE: 4/4/17  
BUSINESS CONTINUITY COORDINATOR  
OGEECHEE TECHNICAL COLLEGE

APPROVED:  DATE: 4/19/17  
PRESIDENT/EXECUTIVE  
OGEECHEE TECHNICAL COLLEGE

REVIEWED:  DATE: 07/29/17  
EMERGENCY MANAGER  
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED:  DATE: 7/31/17  
DIRECTOR OF CAMPUS SAFETY  
TECHNICAL COLLEGE SYSTEM OF GEORGIA

## Appendix B – Critical Mission Functions Chart

### Critical Mission Functions Chart

OPERATING UNIT	CRITICAL MISSION FUNCTION	ALLOWABLE DOWNTIME	PRIORITY LEVEL
President	Emergency Communication	0 Hours	High
President	Public Information	2 Hours	High
President	Non-Academic Activities	24 Hours	Low
Academic Affairs	Classroom Instruction	48 Hours	High
Academic Affairs	Distance Instruction	48 Hours	Medium
Academic Affairs	Computer Classroom Instruction	48 Hours	Medium
Administrative Services	Procurement	24 Hours	High
Administrative Services	Payroll	48 Hours	High
Administrative Services	General Accounting Services	48 Hours	Medium
College Advancement/PR	Emergency Communication	0 Hours	High
College Advancement/PR	Public Information	2 Hours	High
Economic Development	Admissions	48 Hours	High
Economic Development	Admissions / AHA Training	24 Hours	High
Economic Development	Classroom Instruction – Public Offerings	2 Weeks	High
Economic Development	Classroom Instruction - Contract Training	72 Hours	Medium
Institutional Effectiveness	Compliance Assurance	72 Hours	High
Student Affairs	Student Support Services	48 Hours	High
Student Affairs	Non-Academic Activities	72 Hours	Low
Technology and Institutional Support	Facilities Repair	24 Hours	High
Technology and Institutional Support	Utilities Delivery	24 Hours	High
Technology and Institutional Support	IT Systems Restoration	24 Hours	High

## Appendix C – Hazard Vulnerability Assessment Instrument Exemplar

### Hazard Vulnerability Assessment Instrument

HAZARD	PROBABILITY			BUSINESS CONTINUITY IMPACT			FINANCIAL IMPACT		
	High	Med	Low	High	Med	Low	High	Med	Low
<b>Natural</b>									
Tornado/Winds/Thunderstorm		X			X		X		
Winter Weather		X				X		X	
Floods/Dam Failure		X				X			X
Wildfires		X				X			X
Lightning		X			X			X	
Drought		X				X			X
Hurricane		X			X		X		
Earthquake		X			X			X	
<b>Technological</b>									
Structural Collapse			X		X			X	
Utility Failure		X			X			X	
Power Failure		X			X		X		
Network Failure/Cyber Attacks		X			X			X	
Telecommunications Failure			X			X			X
Major Structure Fire		X			X		X		
Vehicle/Air/Train Accident			X			X			X
<b>Biological</b>									
Disease Outbreak			X			X			X
Contaminated Food Outbreak			X			X			X
<b>Adversarial, Incidental &amp; Human-Caused</b>									
Civil Disorder			X			X			X
Terroristic Threat			X			X			X
Hazardous Materials		X			X			X	
Armed Intruder		X			X				X
Hostage Situation		X			X				X

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Emergency Communications

#### **Function Description:**

Establish communications with key personnel to collect a broad range of information about the event in order to make effective decisions.

**Production Location:** Main Campus or Designated Safe Area

**Process Manager:** President

**Department:** President's Office

**Backup Personnel:** Director for Campus Safety & Security

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- The Director for Campus Safety & Security will coordinate all local, county, and state agencies, authorities, boards and departments mobilized. Requests for assistance from neighboring local governments or state agencies may be made through Bulloch County EMA Director, GEMA/HS, and State Operations Center (SOC). A safe and appropriate staging area will be identified for the use of emergency personnel, media, and equipment arriving on the scene.
- The Vice President for College Advancement is designated as the media spokesperson at the crisis site. Cellular and other wireless devices are available for alternate communications.

**Maximum Allowable Downtime (MAD):** 0 Hours

**MAD Rationale/Justification:** Initial information collection and evaluation is critical to the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** No

**Work-around procedures tested?** N/A

#### **Recovery Point Objective (relocation):**

Designated safe area or established alternate location. MOU in place between OTC and Southeastern Technical College.

**Hours to Point Objective:** Immediate

**Recovery Time Objective (hours):** N/A



**Hardware Needs:**

Any communication device – wired, wireless, or cellular

**Software Needs:**

N/A

**Necessary Vendors/Contractors:**

All required local, county, and state emergency agencies

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Public Information

**Function Description:**

To provide factual response information to the media as quickly as possible during a crisis.

**Production Location:** Main Campus or Designated Safe Area

**Process Manager:** President

**Department:** President's Office

**Backup Personnel:** Vice President for College Advancement

**Recovery Details:**

**Recovery Strategy Overview:**

- The Vice President for College Advancement is designated as the media spokesperson at the crisis site, and will respond to and facilitate inquiries and requests for interviews.
- The Vice President for College Advancement will use the media to provide updates to the public as information becomes available, and will begin providing the media with factual information preferably a written statement, which will be transmitted to the community.

**Maximum Allowable Downtime (MAD):** 2 Hours

**MAD Rationale/Justification:** Dissemination of factual information to the public is critical to the safety and security of the students and college personnel.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** No

**Work-around procedures tested?** N/A

**Recovery Point Objective (relocation):**

Designated safe area or established alternate location. MOU in place between OTC and Southeastern Technical College.

**Hours to Point Objective:** Immediate

**Recovery Time Objective (hours):** N/A

**Hardware Needs:**

Any communication device – wired, wireless, or cellular

**Software Needs:**

N/A

**Necessary Vendors/Contractors:**

Local media – TV, newspaper, and radio

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Non-Academic Activities

**Function Description:**

The coordination and execution to resume operations for finance, administration, and logistics.

**Production Location:** Main Campus or Established Alternate Location (Southeastern Tech)

**Process Manager:** President

**Department:** President's Office

**Backup Personnel:** Director for Administrative Services

**Recovery Details:**

**Recovery Strategy Overview:**

- The development, coordination, and execution of service and site restoration plans; the reconstruction of college operations and services; to promote restoration; long-term treatment of affected persons (students/faculty/staff); additional measures for environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Maximum Allowable Downtime (MAD):** 24 Hours

**MAD Rationale/Justification:** The extent of the disaster/crisis must be determined prior to recovery plans being implemented.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** N/A

**Recovery Point Objective (relocation):**

Designated safe area or established alternate location. MOU in place between OTC and Southeastern Technical College.

**Hours to Point Objective:** Immediate

**Recovery Time Objective (hours):** 72

**Hardware Needs:**

Access to the College's computer resources; any communication device – wired, wireless, or cellular; Laptop, PC or tablet.

**Software Needs:**

Microsoft Office Suite, Banner, PeopleSoft, SciQuest, Team Georgia Marketplace

**Necessary Vendors/Contractors:**

Dependent on the nature of the disaster/crisis

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Classroom Instruction

#### **Function Description:**

Classroom instruction includes both lecture and lab settings (general, computer and skilled) Loss of the ability to provide classroom instruction would jeopardize the instructional continuity of the academic programs at OTC. Therefore, it becomes necessary to provide a plan of action that would allow the college to continue to provide instructional services through the college's business continuity plan.

**Production Location:** Applies to all Ogeechee Technical College Facilities

**Process Manager:** Executive VP for Academic Affairs      **Department:** Academic Affairs

**Backup Personnel:** Academic Deans

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

Each academic program will develop its plan for continued classroom instruction so that it is program specific. At minimum, those plans will include:

- That each program have one week of instructional assignments prepared in advance utilizing the online learning platform (Blackboard). This would include work that is equitable to instruction performed in a lab setting such as online instructional videos.
- If the event requires instruction downtime for more than one week, then the college would find an alternative teaching location for that program.

**Maximum Allowable Downtime (MAD):** 2 Class days

**MAD Rationale/Justification:** The College could make up 2 days of instruction on Fridays or adding dates to the end of the term.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

#### **Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 48

**Recovery Time Objective (hours):** 4

**Hardware Needs:**

A space suitably equipped for the delivery of instruction

**Software Needs:**

Relevant instructional software

**Necessary Vendors/Contractors:**

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Distance Instruction

#### **Function Description:**

Many programs at the college offer online instruction via Blackboard, which is the College's online learning platform. Online instruction can also be taught in a hybrid format, which includes both a seated and online component to those courses. Most events would not create a disruption with online instruction, however hybrid instruction could be impacted if the event was longer than one week in duration.

**Production Location:** Any location with internet access

**Process Manager:** Executive VP for Academic Affairs      **Department:** Academic Affairs

**Backup Personnel:** Academic Deans

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

Each academic program will develop its plan for continued online instruction so that it is class and program specific. At minimum, those plans will include:

- That each program/class have one week of instructional assignments prepared in advance to notify students in the event that online services are disrupted.
- If the event requires instructional downtime for more than one week, then the college would find an alternative teaching location for the hybrid component of the distance education courses.

**Maximum Allowable Downtime (MAD):** 2 Class days

**MAD Rationale/Justification:** The College could make up 2 days of instruction on Fridays or adding dates to the end of the term.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** Yes

#### **Recovery Point Objective (relocation):**

Relocation is not needed for courses provided in an online format.

**Hours to Point Objective:** N/A

**Recovery Time Objective (hours):** N/A

#### **Hardware Needs:**



Computer with internet access

**Software Needs:**

Internet Browser with required add-ons by the learning management system

**Necessary Vendors/Contractors:**

Blackboard/current LMS provider

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Computer Classroom Instruction

#### **Function Description:**

Computer classroom instruction includes both lecture and lab settings. Loss of the ability to provide classroom instruction would jeopardize the instructional continuity of the computer programs at OTC. Therefore, it becomes necessary to provide a plan of action that would allow the college to continue to provide instructional services through the college's business continuity plan.

**Production Location:** Computer Lab

**Process Manager:** Executive VP for Academic Affairs      **Department:** Academic Affairs

**Backup Personnel:** Academic Deans

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- Computer programs will develop a plan for continued classroom instruction that will provide one week of instructional assignments in advance in the case of an event that necessitates the implementation of the *Business Continuity Plan*. Those assignments would be provided through Blackboard, the online learning Platform.
- If the event mandated instructional downtime for more than one week, then the college would find an alternative teaching location.

**Maximum Allowable Downtime (MAD):** 2 Class days

**MAD Rationale/Justification:** The College could make up 2 days of instruction on Fridays or adding dates to the end of the term.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

#### **Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 48

**Recovery Time Objective (hours):** 48

#### **Hardware Needs:**

Computer; internet access and printing capabilities dependent on course requirements

**Software Needs:**

Access to program specific software as needed to assist in the delivery of instruction

**Necessary Vendors/Contractors:**

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Procurement

**Function Description:**

To purchase necessary items to be able to resume operations.

**Production Location:** Main campus – Joseph E. Kennedy Building

**Process Manager:** VP for Administrative Services **Department:** Administrative Services

**Backup Personnel:** Purchasing Technician/Accountant

**Recovery Details:**

**Recovery Strategy Overview:**

- Administrative Services will implement emergency purchasing procedures established by Georgia Department of Administrative Services (DOAS).

**Maximum Allowable Downtime (MAD):** 24Hours

**MAD Rationale/Justification:**

A minimum set of resources are required to function in order to begin the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** Yes

**Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 24

**Recovery Time Objective (hours):** 48

**Hardware Needs:**

Computer with internet access, check printing, copier, mailing supplies and equipment

**Software Needs:**

Internet browser suitable to access web-based software

**Necessary Vendors/Contractors:** Georgia Department of Administrative Services (DOAS)

**Special Notes:** None

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Payroll

**Function Description:**

To execute and resume the processing of payroll.

**Production Location:** Main campus – Joseph E. Kennedy Building

**Process Manager:** VP for Administrative Services **Department:** Administrative Services

**Backup Personnel:** Payroll Technician

**Recovery Details:**

**Recovery Strategy Overview:**

- All full-time employees are paid automatically unless unusual circumstances such a Leave Without Pay (LWOP). Until part-time employees can be verified, payments will be made the following pay date.

**Maximum Allowable Downtime (MAD):** 48 Hours

**MAD Rationale/Justification:**

A minimum set of resources are required to function in order to begin the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

**Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 48

**Recovery Time Objective (hours):** 48

**Hardware Needs:**

Computer with internet access and printing capability.

**Software Needs:**

Internet browser suitable to access web-based software.

**Necessary Vendors/Contractors:** None

**Special Notes:** None

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** General Accounting Services

**Function Description:** To execute the receiving and disbursing of funds.

**Production Location:** Main campus – Joseph E. Kennedy Building

**Process Manager:** VP for Administrative Services **Department:** Administrative Services

**Backup Personnel:** Assistant VP for Administrative Services

#### **Recovery Details:**

#### **Recovery Strategy Overview:**

- TeamWorks Accounting System is a web-based software. Therefore, the system is accessible with any internet connection. Students will have the ability to make payments online.

**Maximum Allowable Downtime (MAD):** 48 Hours

**MAD Rationale/Justification:** A minimum set of resources are required to function in order to begin the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** Yes

#### **Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 48

**Recovery Time Objective (hours):** 48

**Hardware Needs:** Computer with internet access, printing, check printing, copier, and fax capabilities.

**Software Needs:** Internet browser suitable to access web-based software.

**Necessary Vendors/Contractors:** ISP: Bulloch Telephone Company, Windstream, Verizon or AT&T



**Special Notes:** None

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Emergency Communications

#### **Function Description:**

Establish communications with key personnel to collect a broad range of information about the event in order to make effective decisions about the dissemination of information to employees, students, the public, and media outlets.

**Production Location:** Main campus of designated safe area

**Process Manager:** VP for College Advancement

**Department:** College Advancement

**Backup Personnel:** Public Relations/Grants Coordinator

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- The initial step of restoring services is the establishment of a location which provides internet and telephone access for the distribution of information. Immediate dissemination of information regarding the impact of a disaster situation on the College may be managed from a mobile location(s), with subsequent operations conducted through a sister college, or other local location which provided office, internet, and telephone access.

**Maximum Allowable Downtime (MAD):** 0 hour

##### **MAD Rationale/Justification:**

Provision of information regarding an emergency or disaster situation at, or involving, the College will require nearly immediate release of information to the public, and the College's students and employees.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** No

**Work-around procedures tested?** N/A

##### **Recovery Point Objective (relocation):**

If no other college owned facilities are available, functions may be carried out at an off-site local office or residence, or at Southeastern Technical College facilities per the existing MOU.

**Hours to Point Objective:** 24

**Recovery Time Objective (hours):** 24

**Hardware Needs:**

Computers, printers, networking equipment, furniture, fixtures, and a secure location with access to electrical power, network/internet access, and typical accommodations needed for the function of an office.

**Software Needs:**

Microsoft Office

**Necessary Vendors/Contractors:**

Cellular service, internet service, media outlets

**Special Notes:** None

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Public Information

#### **Function Description:**

Gathering and disseminating information to maintain appropriate communication between the College and its employees and students, and the public, is essential to the operation of the College. Promotion of the College through marketing and public relations is also important to the continued operation and success of the College. Provision of scholarships, student emergency funds, faculty and staff support, and other activities of the College Foundation are vital to the operation of the College as well.

**Production Location:** Any location with phone and internet access.

**Process Manager:** VP for College Advancement

**Department:** College Advancement

**Backup Personnel:** Public Relations/Grants Coordinator; Resource Development Coordinator

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- The initial step of restoring services is the establishment of a location which provides internet and telephone access for the distribution of information. Immediate dissemination of information regarding the impact of a disaster situation on the College may be managed from a mobile location(s), with subsequent operations conducted through a sister college, or other local location which provided office, internet, and telephone access.

**Maximum Allowable Downtime (MAD):** 2 Hours

##### **MAD Rationale/Justification:**

Provision of ongoing public relations, marketing, and advancement/Foundation activities must be carried out to allow the college to function in a normal manner.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** No

**Work-around procedures tested?** N/A

##### **Recovery Point Objective (relocation):**

If no other college owned facilities are available, functions may be carried out at an off-site local office or residence, or at Southeastern Technical College facilities per the existing MOU.

**Hours to Point Objective:** 24

**Recovery Time Objective (hours):** 24

**Hardware Needs:**

Computers, printers, networking equipment, furniture, fixtures, and a secure location with access to electrical power, network/internet access, and typical accommodations needed for the function of an office. Because of design requirements for marketing, a MAC computer with associated software will be required, in addition to PCs for other activity.

**Software Needs:**

Microsoft Office, Raiser's Edge, Financial Edge, Adobe Suite, and Internet services.

**Necessary Vendors/Contractors:**

Cellular service, internet service, telephone service, printing companies, promotional item vendors, and media outlets.

**Special Notes:** None

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Admissions

#### **Function Description:**

Continuing Education Admissions is responsible for answering phone calls and emails regarding non-credit course offerings and customized contract training. CE Admissions also processes non-credit course registrations and payments received via online, fax, email, phone, and walk-in customers. Payments accepted include cash, check, money order, Visa, and Master Card. Once payment is received, admissions is required to post the payment into Banner and then deliver the payment to the Business Office for processing.

**Production Location:** Natural Resources Building, 1108

**Process Manager:** Director for Continuing Education and Industry Training

**Department:** Continuing Education

**Backup Personnel:** VP for Economic Development

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- Admissions would be suspended until an acceptable alternate location could be identified and necessary equipment and materials secured and installed. Emails would be answered through the use of smartphone and/or personal computer. Phone calls would be forwarded to an alternate number such as a work or personal cellphone. Since Continuing Education operations would be suspended for a period of time, admissions would need to contact registered students to advise them of contingency plans. In order to contact CE students, access to AceWare would be required. This is a database that stores CE student data, and access would be needed within 24 hours.

**Maximum Allowable Downtime (MAD):** 48 Hours

#### **MAD Rationale/Justification:**

Since CE classes are short courses, they occur throughout the semester and registrations are accepted until the start of class. Students need to be notified in a timely manner of any and all changes to course delivery and contingency plans.

**Can Process be suspended?** Yes

**Can Process be degraded?** Yes

**Work-around procedures in place?** N/A

**Work-around procedures tested?** N/A

**Recovery Point Objective (relocation):**

Short-term recovery point would be to a satellite campus or home office. For a long-term point, personnel would work with the local community to identify a suitable location.

**Hours to Point Objective:** 72

**Recovery Time Objective (hours):** 72

**Hardware Needs:**

Computer, phone, smart-phone, desk, chair, printer, basic office supplies

**Software Needs:**

Internet, AceWare, Banner, Microsoft Office, VPN access

**Necessary Vendors/Contractors:**

AceWare, Local Realtors, Office Equipment/Furniture Vendors

**Special Notes:**

Reactivation of CE Admissions would be dependent on the Business Office being operational in order to process course payments.

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** AHA Training Center

#### **Function Description:**

The Department of Continuing Education is a Community Training Center for the American Heart Association. As such, the Department is responsible for conducting American Heart Association classes (CPR, First Aid, ACLS, PALS) to healthcare professionals and the community, as well as, issuing certification cards to instructors aligned with the Training Center.

**Production Location:** Natural Resources Building Room 1116

**Process Manager:** Director for Continuing Education and Industry Training

**Department:** Continuing Education

**Backup Personnel:** VP for Economic Development

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- The training center would temporarily relocate all services to one of the affiliated training sites. The training center currently has five training sites located throughout southeast Georgia. The training site would be determined by the hazard impact area.

**Maximum Allowable Downtime (MAD):** 24

#### **MAD Rationale/Justification:**

According to the American Heart Association, the training center must be able to perform its duties at all times.

**Can Process be suspended?** Yes

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** Yes

#### **Recovery Point Objective (relocation):**

The training center would be temporarily relocated to an Ogeechee Tech training site until personnel identified a suitable location with the help of the local community.

**Hours to Point Objective:** 48

**Recovery Time Objective (hours):** 48

#### **Hardware Needs:**



Computer, phone, smart-phone, desk, chair, printer, basic office supplies, CPR manikins and training supplies, first aid training kits, AED trainers, AHA training DVDs, textbooks, audio/visual equipment, certification cards.

**Software Needs:**

Internet, AceWare, Banner, Microsoft Office, VPN access

**Necessary Vendors/Contractors:**

AceWare, Channing-Bete, American Heart Association, Office Equipment/Furniture vendors, Armstrong Medical

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Classroom – Public Offerings

#### **Function Description:**

The Department of Continuing Education provides professional development and personal growth courses to the public. These classes are taught by full-time employees or part-time continuing education employees and conducted on campus. The majority of the courses are eight hours in length and taught in two hour blocks over the course of two weeks. There are a few classes that are longer in length and taught one night per week. All classes require learning materials such as books or handouts.

**Production Location:** Campus classrooms

**Process Manager:** Director for Continuing Education and Industry Training

**Department:** Continuing Education

**Backup Personnel:** VP for Economic Development

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- Classes that are in progress would be suspended until an acceptable alternate location could be identified and required teaching equipment and materials secured and installed. For classes that are scheduled but have not started, the Department would have the option to postpone or cancel each class. The decision to postpone or cancel each class would be decided based on type of class, number registered, required teaching equipment/material, and availability of the instructor.

**Maximum Allowable Downtime (MAD):** 2 weeks

##### **MAD Rationale/Justification:**

Two weeks provides ample time to identify RPO and install equipment for classes that will resume. Additionally, it has been noted that down time, in excess of two weeks, has a negative impact on adult learners and makes remedial study necessary for resumed sessions.

**Can Process be suspended?** Yes

**Can Process be degraded?** No

**Work-around procedures in place?** No

**Work-around procedures tested?** N/A

**Recovery Point Objective (relocation):**

Personnel would work with the local community to identify a suitable location.

**Hours to Point Objective:** 2 Weeks  
Weeks

**Recovery Time Objective (hours):** 2

**Hardware Needs:**

Desks, tables, chairs, computers, copier, audio/visual system, course materials

**Software Needs:**

Internet, Microsoft Office, QuickBooks

**Necessary Vendors/Contractors:**

Textbook vendors, office equipment/furniture vendors, AV vendors, local realtors, computer vendors, software licensing vendors.

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Classroom Instruction – Contract Training

#### **Function Description:**

The Continuing Education Department offers customized contract/private training courses for local businesses and industries. The Director works directly with the companies to determine course content, cost, training timeframe, and location. Ninety-five percent of the classes are held on-site at the business or industry. The remaining five percent are held on campus. At the conclusion of the training, the Director sends an invoice to the Business Office for processing and payment. Course materials are ordered through the bookstore when the course is confirmed.

**Production Location:** Local Businesses and Industries

**Process Manager:** Director for Continuing Education and Industry Training

**Department:** Continuing Education

**Backup Personnel:** VP for Economic Development

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- Classes that are in progress or scheduled, and are conducted on-site will proceed as scheduled unless that business/industry is impacted by the hazard. If so, the Director will work with the company to resume the training at a later time. For classes being conducted on campus, the Director will work with the company to change the teaching venue or reschedule the training. All new contract training requests will be suspended until the Department resumes operations. The main objective in the recovery of contract training is to maintain communication with each company.

**Maximum Allowable Downtime (MAD):** 72 Hours

#### **MAD Rationale/Justification:**

Companies would expect some form of communication within 24 hours on the status of the training so they could adjust work schedules accordingly.

**Can Process be suspended?** Yes

**Can Process be degraded?** No

**Work-around procedures in place?** N/A

**Work-around procedures tested?** N/A

**Recovery Point Objective (relocation):**

Short-term recovery point would be to a satellite campus or home office. For a long-term point, personnel would work with the local community to identify a suitable location.

**Hours to Point Objective:** 72

**Recovery Time Objective (hours):** 72

**Hardware Needs:**

Computer, phone, smart-phone, desk, chair, printer, basic office supplies

**Software Needs:**

Internet, AceWare, Banner, Microsoft Office, VPN access

**Necessary Vendors/Contractors:**

AceWare, Local Realtors, Office Equipment/Furniture Vendors

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Compliance Assist

**Function Description:**

Software that supports planning and accreditation activities for the College.

**Production Location:** Server located in Atlanta, GA

**Process Manager:** VP for Institutional Effectiveness

**Department:** Institutional Effectiveness

**Backup Personnel:** Director for Institutional Research and Planning

**Recovery Details:**

**Recovery Strategy Overview:**

- Must have internet access in order to connect to the server in Atlanta, GA.

**Maximum Allowable Downtime (MAD):** 72 Hours

**MAD Rationale/Justification:**

The College will need to continue to function with all necessary services/processes in place.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

**Recovery Point Objective (relocation):** N/A

**Hours to Point Objective:** N/A

**Recovery Time Objective (hours):** N/A

**Hardware Needs:**

Computer with Internet access

**Software Needs:**

Compatible Internet web browser

**Necessary Vendors/Contractors:**

Campus Labs is parent company for Compliance Assist software.

**Special Notes:**

Campus Labs has implemented various security measures at the application, network, and physical level to ensure that data will not be compromised. The servers are always staffed and have three-tiered access points.

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Student Support Services

**Function Description:**

To provide programs and services designed to create a supportive environment that enhances the personal development and learning of all students.

**Production Location:** Applies to all Ogeechee Technical College facilities

**Process Manager:** VP for Student Affairs

**Department:** Student Affairs

**Backup Personnel:** Dean of Students

**Recovery Details:**

**Recovery Strategy Overview:**

- To provide programs and services for students at an approved alternate location, if needed. Southeastern Technical College and Ogeechee Technical College have an MOU for resource sharing until business operations can resume at the original location.

**Maximum Allowable Downtime (MAD):** 48 Hours

**MAD Rationale/Justification:**

Faculty, staff, and students require access to programs and services in order to adequately function.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

**Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 48

**Recovery Time Objective (hours):** 48

**Hardware Needs:**

Desks/tables, chairs, computers, phones, printers, scanners, and copier/fax.



**Software Needs:**

Banner, aXs, Internet, and Microsoft Office

**Necessary Vendors/Contractors:**

Banner, aXs

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Non-Academic Activities

#### **Function Description:**

To provide programs and services designed to create a supportive environment that enhances the personal development and learning of all students. Functions include Admissions, Financial Aid, and Registrar's Office services.

**Production Location:** Applies to all Ogeechee Technical College facilities

**Process Manager:** VP for Student Affairs

**Department:** Student Affairs

**Backup Personnel:** Dean of Students

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- To provide programs and services for students at an approved alternate location, if needed. Southeastern Technical College and Ogeechee Technical College have an MOU for resource sharing until business operations can resume at the original location.

**Maximum Allowable Downtime (MAD):** 72 Hours

#### **MAD Rationale/Justification:**

Faculty, staff, and students require access to programs and services in order to adequately function.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

#### **Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 72

**Recovery Time Objective (hours):** 72

#### **Hardware Needs:**

Desks/tables, chairs, computers, phones, printers, scanners, and copier/fax.

#### **Software Needs:**

Banner, aXs, Internet, and Microsoft Office

**Necessary Vendors/Contractors:**

Banner, aXs

**Special Notes:**

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Facilities Repair

**Function Description:**

To provide a safe and functional environment for the continued operation of the college and adequate facilities to carry out essential activities.

**Production Location:** Applies to all Ogeechee Technical College facilities

**Process Manager:** VP for Technology and Institutional Support

**Department:** Institutional Support

**Backup Personnel:** Director for Plant Operations

**Recovery Details:**

**Recovery Strategy Overview:**

- To provide a space with adequate and safe facilities having , at a minimum, structural support, HVAC, electrical, lighting, network connectivity, and communications capabilities. In the event these are not available locally, an alternate location will be necessary. Southeastern Technical College and Ogeechee Technical College have an MOU for resource sharing until business operations can resume at the original location.

**Maximum Allowable Downtime (MAD):** 24 Hours

**MAD Rationale/Justification:**

The College requires access to a minimum set of resources in order to function and therefore begin the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

**Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 24

**Recovery Time Objective (hours):** 24

**Hardware Needs:**

A sound structure with essential life safety resources.

**Software Needs:**

N/A

**Necessary Vendors/Contractors:**

Georgia Power, EMC Electric, City of Statesboro, Bulloch Telephone, City of Hagan, AT&T, City of Sylvania, Planters, Pineland, general contractors, specialty contractors & suppliers as needed based on the work required to repair or replace existing facilities.

**Special Notes:**

Contact information is included in Appendix E – Emergency/Utility Contacts Exemplar

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** Utilities Delivery

**Function Description:**

To provide access to power, water, gas, and telecommunications connectivity which are the foundation for all other college activities.

**Production Location:** Applies to all Ogeechee Technical College facilities

**Process Manager:** VP for Technology and Institutional Support

**Department:** Institutional Support

**Backup Personnel:** Director for Plant Operations

**Recovery Details:**

**Recovery Strategy Overview:**

- Basic utilities are required for the college to function. In the event these utilities are not available for an extended time at one location, an alternate location will be chosen – first within the college, then external to the college. An existing MOU is in place between OTC and Southeastern Technical College for the sharing of resources in the event of an emergency.

**Maximum Allowable Downtime (MAD):** 24 Hours

**MAD Rationale/Justification:**

The College requires access to a minimum set of resources in order to function and therefore begin the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

**Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 24

**Recovery Time Objective (hours):** 24

**Hardware Needs:**

N/A

**Software Needs:**

N/A

**Necessary Vendors/Contractors:**

Georgia Power, EMC Electric, City of Statesboro, Bulloch Telephone, City of Hagan, AT&T, City of Sylvania, Planters, Pineland

**Special Notes:** Contact information is included in Appendix E – Emergency/Utility Contacts Exemplar

## Appendix D - Business Continuity Plan Worksheet

### Business Continuity Plan Worksheet

**Work Unit/Technical College:** Ogeechee Technical College

**Date:** 3/8/2017

**Critical Mission Function:** ITS Systems Restoration

#### **Function Description:**

Access to Information Technology resources is essential to the function of the college. Access to local network resources include Banner, internal email, and network storage. Additionally, access to internet based resources is required for external email, PeopleSoft, and many other web based resources. IT systems also include networking equipment which is required to successfully restore all services.

**Production Location:** Applies to all Ogeechee Technical College facilities

**Process Manager:** VP for Technology and Institutional Support

**Department:** Institutional Support

**Backup Personnel:** Database Administrator

#### **Recovery Details:**

##### **Recovery Strategy Overview:**

- The first step to restoration is the full recovery of electrical and HVAC systems which serve the area that will house IT equipment. Once the space is stable, network based resources will be installed and configured to deliver services. Concurrently, network access will be restored to these resources for local users and ultimately remote users.

**Maximum Allowable Downtime (MAD):** 24Hours

##### **MAD Rationale/Justification:**

The College requires access to a minimum set of resources in order to function and therefore begin the recovery process.

**Can Process be suspended?** No

**Can Process be degraded?** No

**Work-around procedures in place?** Yes

**Work-around procedures tested?** No

##### **Recovery Point Objective (relocation):**

If no other college owned facilities are acceptable, Southeastern Technical College facilities will be requested per the existing MOU.

**Hours to Point Objective:** 24

**Recovery Time Objective (hours):** 24



**Hardware Needs:**

Servers, computers, printers, networking equipment, furniture, fixtures, UPS, and a secure location equipped with support services including power, network access, and HVAC.

**Software Needs:**

Operating systems, desktop software (Microsoft Office), Banner, PeopleSoft

**Necessary Vendors/Contractors:**

Dell, HP, Cisco, IBM, CPak, CDW-G, SCW, Bulloch Telephone (Internet), AT&T, Planters, Pineland, TCSG

**Special Notes:**

## Appendix E – Emergency/Utility Contacts

### Bulloch County Locations

#### Law Enforcement:

Emergency Management Agency	912.489.1661
Bulloch County EMS	912.764.6188
Statesboro Police Department	912.764.9911
Bulloch County Sheriff Department	912.764.8888
Georgia State Patrol Post #45	912.688.6999

#### Fire:

Statesboro Fire Department	912.764.3473
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#### Power:

Georgia Power	Power	888.655.5888
Excelsior EMC	Power	912.685.2115

#### Water:

City of Statesboro	Gas, Water, and Sewer	912.764.0693 – Monday-Friday, 8am to 5pm 912.764.6154 – After Hours
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#### Natural Gas:

City of Statesboro	Gas, Water, and Sewer	912.764.0693 – Monday-Friday, 8am to 5pm 912.764.6055 – After Hours
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#### Telecommunications:

Bulloch Telephone	Internet Service	912.865.1100
Georgia Technology Authority/AT&T	Telephone	877.482.3233

#### Other:

Pineland	Security Alarm System	912.685.2059
Milton J. Wood Fire Protection, Inc.	Fire Protection System	912.964.2155

## Evans County Locations

### Law Enforcement:

Emergency Management Agency	912.739.1991
Evans County EMS	912.739.5050
Claxton Police Department	912.739.2121
Evans County Sheriff Department	912.739.1611
Georgia State Patrol Post #45	912.688.6999

### Fire:

Claxton Fire Department	912.739.3111
Bellville Volunteer Fire Department	912.739.4692

### Power:

Georgia Power	Power	888.655.5888
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### Water:

City of Hagan	Water and Sewer	912.739.3507
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### Natural Gas:

N/A		
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### Telecommunications:

Pineland	Internet Service	800.247-2244
Georgia Technology Authority	Telephone	877.482.3233

### Other:

Pineland	Security Alarm System	912.685.2059
Milton J. Wood Fire Protection, Inc.	Fire Protection System	912.964.2155

## Screven County Locations

### Law Enforcement:

Emergency Management Agency	912.564.2709
Screven County EMS	912.564.7889
Sylvania Police Department	912.564.2056
Screven County Sheriff Department	912.564.2013
Georgia State Patrol Post #21	912.564.2018

### Fire:

Sylvania Fire Department	912.564.2055
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### Power:

City of Sylvania	Power	912.564.7411
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### Water:

City of Sylvania	Water, and Sewer	912.564.7411
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### Natural Gas:

N/A		
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### Telecommunications:

Planters	Internet	866.990.3282
Georgia Technology Authority	Telephone	877.482.3233

### Other:

Pineland	Security Alarm System	912.685.2059
Milton J. Wood Fire Protection, Inc.	Fire Protection System	912.964.2155