

Riverhead Central School District



Data Disaster Recovery Plan

The following pages outline the data recovery process for the Riverhead Central School District

****This document should be kept in paper form****

As Adopted by the Board of Education on _____, 2013

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1. Introduction

For use in the event of a disaster, this document identifies the computer recovery facility that has been designated as backup if the functional areas are disabled.

This document lists the School District personnel designated as the Data Disaster Recovery Management Team. Each individual on team will be provided with a copy of this document.

This document lists the administrative functions the plan will address.

1.1 DEFINITION OF ADMINISTRATIVE FUNCTIONS

The following administrative functions are addressed by this plan:

Payroll records and processing – Payroll records and processing are handled through the Wincap program.

Accounting records and processing – Account records are recorded and processed through a combination of Wincap and Excel Spreadsheets.

Student records and processing - Electronic Student Records including Special Education IEP's are housed outside the district in Hosted Student Information Systems.

Equipment Inventory records and processing – Records for Inventory are stored in Excel format.

District office processes – District office processes and documents are stored in Word and Excel format.

School building office processes - All buildings office processes are stored in Word and Excel format.

Telecommunications – Cisco IP phone system, voicemail

2. BASIC RECOVERY PLAN REQUIREMENTS

The following information outlines the responsibilities of the Riverhead Central School District.

2.1 DATA DISASTER RECOVERY PLAN COORDINATOR AND PARTICIPANTS

Retrieval of data necessary to resume normal function post-disaster will be coordinated by the Technology Coordinator in partnership with the Plant Facilities Administrator and the Assistant Superintendent for Finance and Operations.

2.2 DEFINE TEAMS AND RESPONSIBILITIES OF EACH

Define the following teams and responsibilities in the event of a disaster:

Data Team: Information Technology Department

- Coordinates support for data processing resources at the main data center and designated recovery sites.

Communications Team: Assistant Superintendent for Personnel, Public Relations

- Alternate voice and data communications capability- cell phones
- News Media, Radio
- Human Resources elements of recovery and notify staff

Insurance Team: Assistant Superintendent for Finance and Operations, Deputy Treasurer, Plant Facilities Administrator, Technology Coordinator

- Physical plant-security, electrical, plumbing
- Liaison for insurance carriers

3. DISTRICT DATA SYSTEMS

3.1 OFF SITE STORAGE OF DATA AND SYSTEM MEDIA

Through a partnership with Mozy Pro we have implemented offsite data storage for critical data. All user data is encrypted locally with military-grade encryption prior to transfer. Choose a managed encryption key or a personal key for added security. Data is stored in state-of-the-art data centers which employ the highest security standards. Mozy is SSAE 16 audited and ISO certified.

3.2 ON SITE STORAGE OF DATA AND SYSTEM MEDIA

Administrative Data such as Documents, Spreadsheets, Databases, Media files and Email are stored on local servers which are backed up on a daily Basis using the latest in virtualization and replication technologies.

3.3 DEFINITION OF RCSD DATA SYSTEM(S)

Riverhead Central School District uses Dell Server equipment along with a Dell branded EMC storage array which has a maximum capacity of 10 TB Raw data storage. These servers handle the majority of server functions including file and print servicing as well as email and database applications. All sites are connected via a minimum of 1Gbps using Fiber Optic Cabling powered by Cisco networking devices.

All Administrative Desktops are Dell computers with at least 1GB or RAM running Windows XP SP3 and have the necessary software to connect to the financial server. Since the financial server is virtualized all programs and rights are housed on the financial server.

Additionally there is a daily backup run over the network which backs all data on the Wincap volume including backup files to a hard disk. This automated backup

is located in the Pulaski Street School Building offsite. Logs are reviewed on a regular basis.

Both Eschooldata and IEPdirect which house all current student records including grades, attendance and Individual Education Plans are accessed via the Internet and by their very nature are offsite systems. For prior year school records including transcripts they are stored electronically on DVD and kept offsite by the Records Manager.

4.0 DISASTER CLASSIFICATION – Potential Disaster Threat Profile

In addition to the possibility of damage caused by fire or flood, the geographic location of the Riverhead Central School District on Long Island makes the area vulnerable to damage by hurricanes and other weather-related events resulting in a prolonged interruption of the electrical power supply to one or more sites in addition to physical destruction. Damage caused by vandals and/or hackers is also possible.

5. RECOVERY PLAN

In the event of a disaster, the Technology Coordinator will organize the disaster teams per Appendix A (and section 2.6) and implement the assignment of recovery tasks to the disaster response team.

The following recovery plan will be implemented and followed until computer services normally provided by the district are restored.

1. Those users required to process payroll will be given priority over all other users.
2. Normal financial daily operations such as p/o, receipt, and check processing will be allowed access to the "hot site" on a bi-weekly basis.
3. Student Services: Grade reporting will be given priority over all other student services operations.
4. Attendance and other reports will be allowed access to the "hot site" on a bi-weekly basis.
5. All other non-essential operations will cease until normal operations are restored.

6. BACKUP PROCEDURES

6.1 Backup Action Summary

Back up for all critical administrative functions are maintained off and on site as described in Section 3.3 and Appendix C.

7. ORIENTATION AND TESTING

To ensure effective operation of the plans, procedures and actions described in this document, all parties involved with implementation of the Data Disaster Recovery Plan must be aware of potential disaster threats and the plan's requirements. All members of the Data Disaster Recovery Management Team (DRMT) and Functional Teams (FT), who are actively engaged in recovery operations and functions, and the users, who adjust to emergency procedures should be informed and trained.

7.1 Orientation

The purpose of the Data Disaster Recovery Orientation is to increase the awareness of all parties to the potential threat of a disaster and to acquaint them with procedures and actions required in cases of emergency. This DDRP Summary serves as the orientation tool.

7.2 Personnel Training and Briefing

All personnel on the DDRP Team and the Functional Teams are briefed on principles of the potential threat and the possible impact of a disaster and subsequent damage. The personnel briefing covers the following topics:

- A statement of the very real possibility of disaster damage
- The possible effects of damage to systems, equipment and facilities
- Emergency procedures, e.g., evacuation and damage prevention procedures
- The overall plan for recovery, including movement to a Backup Computer Facility, operating the center in a degraded mode and returning to full operations.

The Data Disaster Recovery Plan Coordinator is responsible for the preparation and presentation of briefing sessions.

7.3 Data Disaster Recovery Management Team Training and Briefing

The DDRMT and the Functional Teams are primarily responsible for the conduct of backup and recovery activities. The teams are immediately convened in case of disaster and perform actions necessary for restoration of service. Due to the nature of their responsibilities, these individuals are provided more specific and detailed training than the other users and other personnel.

7.4 Testing the Data Disaster Recovery Plan

A test of the Disaster Recovery Plan is conducted periodically to ensure that all elements of the plan are feasible, compatible and effective. A necessary objective of the test is to minimize interference and interruption of normal operations, while providing a thorough assessment of the planned capabilities to respond to disaster.

Data Disaster Recovery Plan testing is conducted on two levels, simulated and live. The simulated test verified the overall procedures, actions and operations as specified in the plan. Live testing is conducted on critical elements of the system, e.g. communications to verify the operation and compatibility of these functions.

8. DATA DISASTER RECOVERY ORGANIZATION DIRECTORY

8.1 Directory

Administration Team – Appendix A

Application Software Team- Technology Department

New Hardware Team- Technology Department

Offsite Storage Team- Technology Department, Mozy Pro

Supply Team- Business Office

Systems Software Team- Technology Department

Treasurer's Office- Business Office

Student Support Services- Pupil Personnel Services, Testing & Data Administrator

Purchasing- Business Office

Communications Team – Appendix A

Transportation Team – Supervisor of Transportation

New Facilities Team – Technology Department, Buildings and Grounds, Business Office

Salvage Team- Technology Department, Buildings and Grounds, Business Office

Principals

8.2 Vendor Dependencies

8.3 External Emergency Telephone Numbers

8.4 Radio Stations

8.5 RCSD Backup Log/Disaster Recovery Log