

Vermont College of Fine Arts Information Technology Disaster Recovery Plan for Fiscal Year 2012

Introduction:

Vermont College of Fine Arts (VCFA) is a national center for education in the arts, fostering the excellence of emerging and established artists and advancing the arts to create a more humane world.

Objective:

The primary objective of this Disaster Recovery Plan (DRP) is to help ensure college business continuity by providing the ability to successfully recover computer services in the event of a disaster.

Specific goals of this plan relative to an emergency include:

Detailing a general course of action to follow in the event of a disaster, minimizing confusion, errors, and expense to the college, and implementing a quick and complete recovery of services.

Secondary objectives of this Plan are:

Reducing risks of loss of services, providing ongoing protection of institutional assets, and ensuring the continued viability of this plan.

Scope:

This plan will only address the recovery of systems under the direct control of Vermont College of Fine Arts Information Technology department. Also, given the uncertain impact of a given incident or disaster, it is not the intent of this document to provide specific recovery instructions for every system. Rather, this document will outline a general recovery process which will lead to development of specific responses to any given incident or disaster.

Disaster:

The IT Department has identified five significant threats to the Vermont College of Fine Arts:

1. Physical/Security Risks
2. Flooding/Water
3. Fire
4. Extreme Temperature
5. Cyber Attacks

Disaster Response and Guide Lines:

1. In the event of a disaster, the IT Director will notify Management and all Program Directors. If the severity of the damage requires additional technical expertise the IT Director will notify vendors/consultants requesting their assistance.
2. Appropriate steps will be taken to safeguard personnel and minimize damage to any related equipment and/or software.
3. A damage assessment will be conducted by the IT Director, and if applicable vendor/consult, and reported back to Management.
4. Individuals required to assist in recovery of these services will be identified. The IT Director will communicate this need to Management.

5. The campus will be informed as to IT system degradation and restrictions on IT usage and/or availability.

6. The IT Director will develop an overall IT recovery plan and schedule, focusing on highest priorities of the campus infrastructure, first, as defined by the Management or by the classification outlined in this document.

Data/Network Verification Responsibility

IT Director

Network integrity, server and phone system operations and connectivity testing

CFO/Controller

Verification of Great Plains data

Admissions Department

Verification of PowerCAMPUS Data

Alumni Department

Verification of Lifeline Data

Users

Verification of files in User directory

Assumptions

This disaster recovery plan is based on the following assumptions:

1. The safety of the students, staff, and faculty is of paramount; the safeguard of such will supersede concerns specific to hardware, software, and other recovery needs
2. Once an incident covered by the plan has been declared a disaster, the appropriate priority will be given to the recovery effort and the resources and support required as outlined in this DRP will be made available.
3. Depending on the severity of the disaster, other departments/programs/events on campus may be required to modify their operations to accommodate changes in the system performance, computer availability, wireless/network availability and physical location until a full recovery has been completed. VCFA management will encourage campus programs to have a contingency or business continuity plans for their operations, which include operating without IT systems for an extended period of time.

Classification Description

The following classification system will be used when determining priority of systems:

1. Mission Critical - Mission Critical to accomplishing the mission of the organization. No alternative manual processing capability exists. Must be restored within 36 hours.
2. Critical - Critical in accomplishing the work of the organization. Can be performed manually for a limited time period. Must be restored starting at 36 hours and within 5 days.
3. Essential - Essential in completing the work of the organization. Can be performed manually for an extended time period. Can be restored as early as 5 days, however it can take longer.
4. Non-Critical - Non-Critical to accomplishing the mission of the organization. Can be delayed until damaged site/equipment is restored. Can be performed manually.

Locations:

College Hall

College Hall houses all the servers, networking and telecommunications equipment for the college. The server room is located in the basement. The following equipment is located in the server room:

VCFA-AD – Active Directory/Domain controller. Also VCFA print server, file server and antivirus Server.

VCFA-DB – SQL Server, housing both the PowerCAMPUS and Great Plains databases. Also VCFA backup server

VCFA-SS – The self-server portion of PowerCAMPUS

VCFA-RE – FTP server for the music program

VCFA-AD

HERMES –VCFA mail server

Samsung PBX

Untangle Spam Filter

VCFA Firewall

Sovernet 32 Meg connection

Comcast 20 Meg connection

Noble Hall

Off-site storage for backup tapes and hard drives containing VM of all servers and phone system back up files.

Equipment Assessment:

Mission Critical

VCFA-DC

VCFA-DB

Samsung PBX

Critical

HERMES

VCFA-SS

VCFA-Firewall

Comcast 20 Meg Connection

Essential

Sovernet 8 Meg Connection

Untangle Spam Filter

Non-Critical

VCFA-AD

VCFA-RE **Software**

Assessment: *Mission*

Critical

PowerCAMPUS

Great Plains

Samsung Phone OS

Samsung Phone Settings

Microsoft SQL Server

Critical

Microsoft Exchange 2008

Firewall Settings

Untangle Spam Filter Settings

Backup Exec

Symantec Enterprise Virus Protection

Essential

Lifeline

Recovery Planning

Recovery decision will be based on the extent of damage to the building, server or equipment. A back up computing facility does not currently exist, so if the server room in College Hall remains habitable every effort will be made to re-establish services in this area.

If the server room is not habitable then operations will be moved Gary Library basement. Adequate broadband, power and copper will need to be brought in to the facility in order to bring up partial services to the campus.

If it appears that recovery of individual services will take longer than week to restore, on a selective basis, services will be outsourced.

Computing services - All VM of servers will be moved to VMWare Cloud Services

Phones services – The main phone number for Vermont College of Fine Arts will be ported to another number, as directed my management, until full phone operations have come back online.

Recovery Plan by hardware bases:

1 server - Bring up image of lost server on operating server(s). Order replacement server and rebuild. Transition over to new server when completed.

2 to 3 servers - Determine critical server(s) to restore and bring image up on remain operating servers. Order single server for lost server images. Build server and move images over to new server. Bring images up on new server. Maintain operations on new single server with images running.

4 or more servers - Order two new replacement servers. Build servers. Bring images of lost servers on new servers. Maintain operations on new servers with images running.

PBX - Contact vendor of equipment and have them bring in replacement equipment. Vendor can replace equipment in 36 hours. Load image of OS and settings.

Additional Recovery Services

In the event of a mail server disaster a spooler service will be established to store VCFA email until the mail server is brought back on line and can retrieve all the messages.