COMPUTER SYSTEM
DISASTER RECOVERY PLAN

The plan below details how Nicholls State University will recover its computer system should a disaster occur in the Peltier Hall computing facility. We have acquired a backup system compatible with our current server environment and the backups will be stored in a facility on the second floor of Ellender Memorial Library and another copy in a facility at Venyu in Bossier City, LA.

The Office of Information Technology will restore data from the production servers onto new servers and storage that would need to be procured. The material below provides details and guidance on planning for a disaster.

DISASTER RECOVERY PLAN – DEFINITIONS

DISASTER RECOVERY PLANNING - defined as providing for the recovery from events which might leave the data processing environment inoperable, completely or in part.

As the trend toward keeping official university documents, data and procedures stored on electronic media progresses, it becomes vital to outline our response should a disaster occur and to coordinate the expectations of all whose work would be affected during an outage of information technology.

AN INTERRUPTION TO SERVICE - defined as a situation in which a computer system or some peripheral component is down and precludes computing for a period of less than 24 HOURS. No facility damage would have occurred. Day-to-day emergency procedures and close coordination normally cover such an outage with system maintenance vendors. Examples would be a system down awaiting parts, a major file reload or failure of an air conditioning or power distribution system.

A MINOR DISASTER - defined to be one in which the administrative computer systems(s) are expected to be down for more than 24 hours, but can be restored to normal operational capacity within FOUR days. Examples would be a minor fire or flood, or software problems requiring a minor rewrite. Little or no facility damage would have occurred.

A MAJOR DISASTER - defined to be one in which the computer(s) are expected to be down for more than FOUR days, or beyond the time a critical software application must be run to completion. A long-term loss of administrative computing support from Information technology can be expected. A more
extensive fire or flood, a hurricane, or civil disorder could result in extensive
damage and could, therefore, require a new facility or replacement of major
computer components or entire administrative systems. Other areas of the
campus would still be in operation and require administrative computer support.

A CATASTROPHIC DISASTER - defined to be one wherein the operation of
the entire campus is disrupted and there would be no need for computer support
until rebuilding took place and normal campus activities could begin again. A
major hurricane, all-encompassing fire, major tornado are examples of possible
causes.

This plan defines Nicholls State University’s response to a MAJOR DISASTER to
the Peltier Hall computing facility.

GOALS

Restore operation of Banner components as quickly as possible depending on
the procurement and configuration of the replacement servers and storage.

Restore operation of essential data processing systems as quickly as possible
depending on the procurement and configuration of the replacement servers and
storage.

Restore operation of all other systems as soon as possible within a reconstructed
facility.

RECOVERY CONCEPTS

All other computer processing based in Peltier Hall would stop for a period of
approximately two weeks while the Peltier Hall facility was repaired. During the
reconstruction period the facility on the 2nd floor of Ellender Library will become
the University Computer Center. During the interim, departments would be
expected to operate with manual procedures or with departmental equipment.
Information technology staff would be made available to assist departments in
this process. The facility would house equipment capable of supporting at least
those applications currently processed in the Peltier Hall facility which are
designated to be essential by their proprietors.

Because many applications systems depend on the Oracle databases, these
would all be restored together when the databases became operational.

If further work were needed to regain operation of individual systems, the
Disaster Recovery Coordinator would contact the appropriate management
group (e.g. Administrative Managers, Student Affairs Executive Group) for
guidance on priorities.
Replacement equipment capable of supporting the virtual server environment would be procured and would need to be installed and configured in order for backups to be restored. Appendix C provides an illustrative list of components that would be necessary and page 41 describes the backup and recovery system.

**DISASTER RECOVERY TEAM**

Disaster Recovery Team Members are listed at the rear of this section. A short description of the responsibilities of each team member follows:

**DISASTER RECOVERY COORDINATOR:**

- Activates Disaster Recovery Plan, notifies Dell Marketing, Inc. of the declaration of a disaster and convenes meetings of Disaster Recovery Team and other advisory groups.
- Works with Chief Financial Officer, advisory committees, and Disaster Recovery Team to allocate resources and coordinate the implementation of the Disaster Recovery Plan.
- Coordinates with Police and Environmental Health & Safety Personnel to determine when it is safe to re-enter a building to assess damage. No one is to enter a building until its safety has been established and approval of EH&S personnel has been given. Coordinates with Office of Risk Management Coordinator to determine when salvage and restoration work can begin. No one is to move, clean or alter equipment or facilities until the insurance assessment is complete.

**SYSTEMS MANAGER:**

- Serves as Alternate Disaster Recovery Coordinator.
- Works with Operations & Facility Manager to plan temporary hardware configuration, retrieve operating system software from backup and implement a temporary operating environment.
- Works with Data Manager to plan temporary data storage environment and methods to restore the database.
- Works with Communications Manager to define and establish communications links from temporary facility to user work areas.

In case of remote site recovery, works with technical staff of remote site to define system requirements and options.