

BUSINESS RESUMPTION PLAN

**OFFICE OF THE ASSISTANT VICE
PROVOST FOR RESEARCH**

QUICK REFERENCE GUIDE

(Recovery team contact information on next page)

- ◆ **Receive alert notification (p10) Normal business hours (p6) after hours (p7)**
- ◆ **Notify Recovery Team (p3, 11-12)**
- ◆ **Meet Recovery Team at Assembly Site (p6)**
 - **Location:**
 - **Time:**
 - **Contact Name:**
- ◆ **Use employee contact list (attach local list to the back of the plan) to notify appropriate additional personnel to:**
 - **Proceed to Assembly Site**
 - **If appropriate, bring resumption plan**
 - **If appropriate, be prepared to travel (p17-19)**
 - **Bring ID Badge(s)**
 - **Bring pertinent resources from home or off-site (p20-21)**
 - **DO NOT TALK TO THE NEWS MEDIA**
- ◆ **If directed, meet the Emergency Management Team at the Command Center**
 - **Location:**
 - **Time:**
 - **Phone Number:**
- ◆ **Document information provided at the briefing**
- ◆ **Contact vendors and or clients if appropriate (p8&13)**
- ◆ **Report status of critical functions (p6) and potential concerns to the Emergency Management Team during the briefing**
- ◆ **Brief staff on the situation**
- ◆ **If Assembly Site is not the Workarea instruct appropriate staff to report to the Workarea (p14&18)**
- ◆ **Begin team recovery activities (p8 & p29)**

Team Alert List

Nicolas Perez-DR Lead Home: 770-923-1006 Date/Time:
Cell phone: 404-308-1028 Pager: Status:
For Emergency:
Contact: Tina Perez Relation: Wife Phone: 770-634-2928

The Team Leader calls the following:

Jilda Garton-AVP Home: 770-552-8614 Date/Time:
Cell phone: 404-308-1968 Pager: Status:
For Emergency:
Contact: David Garton Relation: Husband Phone:

Duane Hutchison Home: 770-463-8464 Date/Time:
Cell phone: 770-403-5182 Pager: Status:
For Emergency:
Contact: Susan Hutchison Relation: Wife Phone: 770-463-8464

Barbara Alexander Home: 770-432-7435 Date/Time:
Cell phone: 770-712-4948 Pager: Status:
For Emergency:
Contact: Eileen Alexander Relation: Mother Phone: 770-435-3195
Contact: Bill Alexander Relation: Brother Phone: 770-435-3303
Contact: Beth Alexander Relation: Sister Phone: 770-435-3747

Jim Berkowitz Home: 770-716-9007 Date/Time:
Cell phone: 770-639-9817 Pager: Status:
For Emergency:
Contact: Linda Berkowitz Relation: Wife Phone: 770-823-5184

Christopher D'Urbano Home: 770-606-9907 Date/Time:
Cell phone: 678-654-4950 Pager: Status:
For Emergency:
Contact: Gina D'Urbano Relation: Wife Phone: 770-653-9328

Cornell Elston Home: 770-830-0355 Date/Time:
Cell phone: 404-308-3468 Pager: Status:
For Emergency:
Contact: Charles Elston Relation: Father Phone: 256-237-7825

Barbara Henry Home: 404-355-7096 Date/Time:
Cell phone: 404-771-3357 Pager: Status:
For Emergency:
Contact: Waymond L. Henry Relation: Husband Phone: 404-313-0025
678-413-8473

Michelle Powell	Home: 678-945-0866	Date/Time:
Cell phone: 404-290-8345	Pager:	Status:
For Emergency:		
Contact: Will Powell	Relation: Husband	Phone: 404-663-6291
Keith Robinson	Home: 678-777-7820	Date/Time:
Cell phone: 404-308-3531	Pager:	Status:
For Emergency:		
Contact: Gerald Robinson	Relation: Father	Phone: 770-831-2596
Robert Simpkins	Home: 404-264-9319	Date/Time:
Cell phone: 404-642-7241	Pager:	Status:
For Emergency:		
Contact: Mary Ann Simpkins	Relation: Wife	Phone: 404-643-3910
Kevin Wozniak	Home: 770-263-6572	Date/Time:
Cell phone: 404-483-4299	Pager:	Status:
For Emergency:		
Contact: Janet Wozniak	Relation: Wife	Phone: 678-538-7020

Record the date and time that each person was notified or last attempt made. Add the contact status BSY-Busy, NA-No Answer, PNA Person-not Available.
After the team notification has been completed. This checklist should be given to the Emergency Operations Center staff or Emergency Management Team.

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Primary Contact: Nicolas Perez **Alternate:** Jilda Garton (AVPR)

Team Responsibilities:

When notified by the Emergency Management Team that the Business Resumption Plan (BRP) has been activated, the primary responsibilities of the team will be to use their resources to support the corporate recovery effort and to activate their Recovery procedures.

Team Leader Responsibilities / Checklist

Read the entire section before performing any assignments.

General

The Primary responsibility of the Team Leader is to provide *leadership* of the recovery team and coordinate support for the recovery effort. Other responsibilities include:

1. Participate in Resumption meetings with the Emergency Management Team.
2. Direct the Business Continuity efforts of your team.
3. Oversee communications activities of the team.
4. Coordinate with the Emergency Operations Center regarding all administrative issues.

Critical Functions

Restore the following critical functions:

RTO*	Critical Function
<u>1 Day</u>	Bring up Oracle Financials
<u>1 Day</u>	Bring up OSP's Oracle System
<u>3 Days</u>	Bring up GTRI Webwise
<u>4 hours</u>	Bring up alternate E-Mail service
<u>5 Days</u>	Bring up KSS Tech Tracks
_____	Bring up

*** Recovery Time Objective (Amount of down time before outage threatens the survival of the company. RTO is determined by Senior Executives)**

Normal Business Hours Response

During an emergency that happens during normal business hours, follow the corporate emergency procedures to ensure the life and safety of all employees.

If the building is not accessible, the team personnel should assemble at:

- Primary site : Work from home or other “unaffected” location
- Alternate site: NCREN
3021 E. Cornwallis Road
Research Triangle Park, NC 27709-2889

Immediate actions to be taken by the department leader or assigned alternate:

1. Take a head count to make sure all team members are safe and available. Notify the Emergency Management Team immediately if anyone is missing.
2. Look for a member of the Emergency Management Team to get instructions.
3. **Record all** the information and instructions given by the Emergency Management Team and post on our emergency web page, www.gtrc.org. Use the Notification Checklist located in this section as a guideline and work paper.
4. **Before** contacting anyone else review the Notification Procedure located in this section.
5. Notify department personnel not already notified. Use the Notification Call List located in this section; it contains a list of who to call and what information to pass on.
6. If instructed by the Emergency Management Team, activate the Recovery procedures are located in this section.

After Normal Business Hours Response

When notified by the Emergency Management Team that the Business Resumption Plan has been activated, the team leader will:

1. **Record all** the information and instructions given by the Emergency Management Team. Use the Notification Checklist located in this section as a guideline and work paper.
2. **Before** contacting anyone else review the Notification Procedure located in this section
3. You may be instructed to only notify your alternate team leader, your entire team or as many department personnel as possible. Use the Team Alert List located in the front of the plan or the Employee Call List located in the back of the plan. Record the status of all notifications and give the completed call list to the team leader.
4. If instructed by the Emergency Management Team, report to the Emergency Operations Center.
5. If instructed by the Emergency Management Team to activate your Recovery Team, procedures are located in this section.

6. When you activate your team, have them meet you at the primary or alternate meeting place listed below.

Primary Location

Facility Name: Work from home or individual “unaffected” locations	
Street Address:	Floor:
City/State/Zip:	
Contact Person:	Phone No:
Alternate Contact:	24 Hour No:
	FAX No:
	Other No.:
Security Considerations:	

Alternate Location

Facility Name: MCNC	
Street Address: 3021 East Cornwallis Rd.	Floor:
City/State/Zip: RTP, NC 27709	
Contact Person: Todd Broucksou	Phone No: 919-248-1117
Alternate Contact:	24 Hour No:
	FAX No: 919-248-1101
	Other No.:
Security Considerations:	

Team Recovery

Business Resumption Plan Copies

The team leader should ensure that sufficient copies of the Business Resumption Plan are available.

Cellular Phone (TBD)

The team leader has a cellular phone for team use. The Emergency Management Team should be notified immediately of the cellular phone number.

404-308-1028

Team Workarea

The Emergency Management Team will provide the team with a workarea for their use. Use the Business Recovery Workarea Checklist in the appendix to ensure that the area is setup to match the requirements that the Recovery Team will need to support the recovery operation and resume essential business functions.

Notifications

Provide notification of the problem to vendors. The information provided should be reviewed with the Emergency Management Team before calling.

Team Recovery Steps

The following recovery actions are to be used as a guide. During a real disaster circumstances may dictate that some or all of the steps documented may have to be altered. The team leader should use his/her judgment while managing the recovery operation.

1. The team leader should contact the Emergency Management Team to find out:
 - When voice communications will be available at the workarea.
 - When servers will be operational and how current the master files will be.
2. Departmental Meeting:

Key department personnel should meet to determine actions to be taken and establish the priority of restoring business functions based on the workarea and resources available. The department leader should explain the goals and objectives identified by the Emergency Management Team.

 - a. Review tasks to be performed and assign personnel.
 - b. Personnel should be assigned to contact vendors and advise them about the situation and when they can expect service to be restored. Use the Vendor Notification in the appendix for contact information.
 - c. Determine if some personnel will have to travel to the business recovery site.
 - d. Distribute copies of any forms that will be needed during the recovery operation.
 - e. Distribute copies of the news media statement that has been prepared. Copies can be obtained from the Emergency Management Team. Instruct everyone not to make statements to the news media.
 - f. Personnel should be assigned to provide recovery support needed by other teams, as needed.
 - g. Identify the category in which personnel should be alerted. Consider:
 - Personnel that might be needed to give aid to other teams / departments.
 - Personnel that will be needed at the workarea to resume normal business functions.
 - Personnel who should stay home and remain on standby (they will be needed when the initial group needs rest).

3. Contact personnel that will be needed to report to the assigned workarea.
4. Designate space for personnel reporting to the workarea.
5. Implement procedures to resume time dependent functions based on the priority established.
6. Instruct all department personnel to carry photo identification with them at all times and be prepared to show it to security or local authorities.
7. As progress continues during the recovery operation, the team should be prepared to move back to the affected facility and resume normal business operations.

Personnel Location Form

After the department personnel have been deployed, the department leader should complete the Personnel Location Control Form in the appendix. Completed forms should be sent to the Administrative Team to allow location tracking of all employees. Continue to update the information throughout each day of the recovery operation.

Status Report

The department leader should prepare written status reports frequently for the Emergency Management Team to keep them apprised of the current situation. Use the Status Report Form in the appendix as a guide.

Travel Arrangements

The department leader can get assistance for any team travel arrangements from the Administrative Support Team. This includes travel needs either inside of or out of the metro area. Use the Business Recovery Site Information section in the appendix for guidelines and to make a request.

Notification

Notification Checklist

When notified by the Emergency Management Team that the Business Resumption Plan (BRP) has been activated, the team leader or alternate should record the following information that will be passed along to department personnel:

1. Brief description of the problem: _____

2. Location of the Emergency Operations Center: _____

3. Phone number to contact the Emergency Operations Center: _____

4. Any immediate support requested by the Emergency Management Team:

5. Whether or not the facility can be entered: Yes () No ()

7. If the facility can not be entered, the location that the team should use for a workarea or meeting place:

Notification Procedure

The team leader, alternate or assigned individual upon activation of the Business Resumption Plan will contact team personnel using the following procedure:

During notifications of an alert or declared disaster, use this procedure to alert all personnel.

Read the procedures thoroughly prior to making a call. By using the following instructions, you will not unnecessarily alarm family members of an employee who was working at the affected site at the time of the disaster.

Place phone call and say, “May I speak with (individual)?”

1. If available, provide the information you called to convey.
 - Remind the person to make no public statements about the situation.
 - Remind the person not to call co-workers (unless instructed to) and to advise their family not to call other employees.
 - Record the information in the contact status column.
2. If not available, say, “Where may I reach (individual)?”
 - If at any location other than the data center, get the phone number. Call the other location and providing the information you wanted to convey.
 - If the individual was working at the affected site, indicate that you will reach the individual there. **DO NOT discuss the disaster with the person answering the phone.**
 - Immediately notify the Emergency Operations Center.
 - Record the information in the contact status column.
3. If contact is made with an answering machine: Make no statement regarding the situation. Provide the phone number to call at Emergency Operations Center; ask that the employee make contact at that number as soon as possible.
 - Record the information in the contact status column.
4. If no answer:
 - Record the information in the contact status column.
5. If no answer and the individual has a beeper:
 - Place a call to the beeper number.
 - Enter the number of the Emergency Operations Center for the individual to call.
 - Record the information in the contact status column.

Notification Call List

Using the team member contact list in the front of the plan, the team leader, alternate or assigned individual should convey the following information when contacting the team personnel:

- Brief description of the problem.
- Location of the Emergency Operations Center and / or the Business Recovery Site
- Phone number of the Emergency Operations Center.
- Immediate actions to be taken.
- Whether or not the facility can be entered.
- Location and time the team should meet.
- All team members should carry photo identification with them at all times and be prepared to show it to security or local authorities.
- Instruct everyone notified not to make any statements to the media.

All callers should record status of everyone they call, noting the time the call was placed and whether the person was contacted. Make a reasonable number of attempts if the phone was busy or there was no answer. Forward the completed list to the EOC and the staff will continue to attempt to contact team members.

Appendix A

Corporate Headquarters Phone Numbers:

Emergency Operations Center:

Teresa Crocker – Chief of Police, Georgia Tech Security and Police Dept (GTSAPD)
404-894-2235 (O) 404-894-2500 (Main GTPD) OR

Patrick M. Wypasek – Deputy Chief, Georgia Tech Security and Police Dept (GTSAPD)
404-385-6184 /404-894-2500 (Main GTPD) OR

Andy Altizer – Director, Office of Emergency Preparedness, Georgia Tech Security and
Police Dept. (GTSAPD)
404-894-8392 (O) 404-894-2500 (Main GTPD)

Jim Fetig, Director, Institute Communications and Public Affairs (ICPA)
404-894-0852 (O)

John Stein – Dean of Students, Office of Student Affairs
404-894-6367 (O)

Office of the Assistant Vice Provost for Research

	DEPARTMENT	NAME	OFFICE	NAME	OFFICE
		<i>PRIMARY</i>		<i>ALTERNATE</i>	
1	President	Bud Peterson	(404) 894-8061		404-894-8061
2	Provost	Gary B. Schuster	(404) 385-2700		
3	Senior VP	Steven Swant	(404) 894-3361		
4	Comm and Mktng.	Jim Fetig	(404) 894-0852	Lisa Grovenstein	(404) 894-7042
5	President's Exec	Sue Ann Allen	(404) 385-0974	Rose Jacobsen	(404) 894-5053
6	President's Asst	Andrew Harris	(404) 894-1238		
7	Student Affairs	William Schafer	(404) 385-8772		(404) 894-6367
	Vice Provost	Anderson Smith	(404) 894-5054		
8	OIT	John Mullin	(404) 894-0311	Jim O'Connor	(404) 894-0498
9	GTRI	Stephen Cross	(404) 407-7401	David Parekh	(404) 894-3369
10	Facilities	Chuck Rhode	(404) 894-4114	Warren Page	(404) 894-1613
11	Auxiliary	Rosalind Meyers	(404) 894-1822	Rich Steele	(404) 894-2788
12					
13	OHR	Chuck Donbaugh	(404) 894-9515	John Schultz	404-385-6571
14	Finance	Joel Hercik	(404) 894-7894	Carol Gibson	(404) 894-5143
15	Budget & Planning		(404) 894-7444	James Kirk	(404) 894-7162
16				Pamela Rary	
17	Legal	Randy Nordin	(404) 894-4812	Gary Wolovick	(404) 894-4812
18	Police	Teresa Crocker	(404) 894-2235		(404) 5-6184
19	Emer Preparedness	Andy Altizer	(404) 894-8392	Frank Stanley	(404) 385-6188
20	EH&S	Mark Demyanek	(404) 894-1244	Ed Pozniak	(404) 894-6224
21	Radiation Safety	Nolan Hertel	(404) 894-3601	Dwayne Blaylock	(404) 894-3606
22	Student Health	Cindy Smith	(404) 894-1170	William Manns	(404) 894-1427
23	Athletics	Dan Radakovich	(404) 894-5411	Bobbie Robinson	(404) 894-9004
24	Alumni Affairs	Joseph Irwin	(404) 385-1354	Chris Gaddis	(404) 385-1247
25	Coll of		(404) 894-3880		(404) 894-3880
26	Architecture	Douglas C. Allen	(404) 894-0907		(404) 894-0907
27	Coll of				(404) 894-2982
28	Engineering	Don Giddens	(404) 894-6825		
29	Ivan Allen College	Sue Rosser	(404) 894-1728	Richard Barke	(404) 894-8282
30					(404) 894-8357
31	Coll of Computing	Rich DeMillo	(404) 894-4222	Dawn Williamson	(404) 894-4222
32	Coll. of Mgnt	Steve Salbu	(404) 385-2657	Nate Bennett	(404) 894-3990
33					
34					
35	Coll of Sciences	E. Kent Barefield	(404) 894-3300	Evan Harrell	(404) 894-3300

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35	Coll of Sciences Real Estate	E. Kent Barefield	(404) 894-3300	Evan Harrell	(404) 894-3300
36	Development	Barrett Carson	(404) 894-1868		

1 carol.gue@carnegie.gatech.edu
2 schuster@carnegie.gatech.edu
3
4 ifetig3@mail.gatech.edu lisa.grovenstein@comm.gatech.edu
5 sue.allen@carnegie.gatech.edu rose.jacobsen@carnegie.gatech.edu
6 a.harris@dev.gatech.edu
7 william.schafer@vpss.gatech.edu
anderson.smith@carnegie.gatech.edu
u
8 john.mullin@oit.gatech.edu james.oconnor@oit.gatech.edu
9 stephen.cross@gtri.gatech.edu david.parekh@gtri.gatech.edu
10 chuck.rhode@facilities.gatech.edu warren.page@facilities.gatech.edu
11 rosalind.meyers@aux.gatech.edu rich.steele@stucen.gatech.edu
12
13 chuck.donbaugh@ohr.gatech.edu john.schultz@ohr.gatech.edu
14 joel.hercik@business.gatech.edu carol.gibson@business.gatech.edu
15 steve.swant@carnegie.gatech.edu jim.kirk@business.gatech.edu
16 pamela.rary@legal.gatech.edu
17 randy.nordin@legal.gatech.edu gary.wolovick@legal.gatech.edu
18 teresa.crocker@police.gatech.edu
19 andy.altizer@police.gatech.edu frank.stanley@police.gatech.edu
edward.pozniak@facilities.gatech.edu
u
20 mark.demyanek@ehs.gatech.edu
21 nolan.hertel@me.gatech.edu dwayne.blaylock@nre.gatech.edu
22 cindy.smith@health.gatech.edu william.manns@health.gatech.edu
23 drad@athletics.gatech.edu lrobinson@athletics.gatech.edu
24 joe.irwin@alumni.gatech.edu chris.gaddis@alumni.gatech.edu
25 doug.allen@coa.gatech.edu
26
27 don.giddens@coe.gatech.edu
28
29 sue.rosser@iac.gatech.edu richard.barke@pubpolicy.gatech.edu
30
31 richard.demillo@cc.gatech.edu dawn.williamson@cc.gatech.edu
32 steve.salbu@mgt.gatech.edu nate.bennett@mgt.gatech.edu
33
34
35 kent.barefield@chemistry.gatech.edu harrell@math.gatech.edu

36 barrett.carson@dev.gatech.edu

Vendor Notification
CRITICAL VENDORS*

Product/Service: Oracle Financials Consulting	
Vendor Name: ATS, Inc.	
Street Address: 1955 Cliff Valley Way, suite 250	
City/State/Zip: Atlanta, GA	
Contact Person: Beth Hunt	Phone No.: 770-490-8486
	24 Hour No.: 770-565-1647
Alternate Contact: Julie Rivard	FAX No.:
	Other No.: 404-523-6772
Comments:	

Product/Service: Hardware Provider	
Vendor Name: Presidio, Inc.	
Street Address: One Sun Court P.O. Box 926020	
City/State/Zip: Norcross, GA 30092	
Contact Person: Mark Davis	Phone No.: 678-984-8833
	24 Hour No.: 678-291-1938
Alternate Contact:	FAX No.: 770-582-8753
	Other No.: 888-786-3282
Comments:	

Product/Service: Cell Phone and Blackberry Service Provider	
Vendor Name: Verizon Wireless	
Street Address:	
City/State/Zip:	
Contact Person: Briton Rottel	Phone No.: 800-922-0204
	24 Hour No.:
Alternate Contact:	FAX No.:
	Other No.:
Comments:	

Product/Service: Blackberry Support	
Vendor Name: RIM	
Street Address: https://www.blackberry.com/besc/dashboard/	

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City/State/Zip:	
Contact Person:	Phone No.: 877-255-2377
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments: S629664 Tcode=0000020482	

Product/Service: Document Imaging System (Datamagine)	
Vendor Name: Agilysys, Inc.	
Street Address:	
City/State/Zip:	
Contact Person: Support Group	Phone No.: 800-327-7088
Alternate Contact: John Crea	24 Hour No.:
	FAX No.:
	Other No.: 770-951-1976
Comments:	

Product/Service: Linux Support	
Vendor Name: Oracle	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
Alternate Contact:	24 Hour No.: 800-633-0691
	FAX No.:
	Other No.:
Comments: CSI# 15873209	

Product/Service: Linux Support	
Vendor Name: Georgia Tech OIT	
Street Address:	
City/State/Zip:	
Contact Person: Terry	Phone No.: 4-6166
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: Linux Training	
Vendor Name: Red Hat	
Street Address:	

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City/State/Zip:	
Contact Person: Lee Ellen Harmar	Phone No.: 919-754-4535
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments: CSI# 15873209	

Product/Service: Backup Software Support	
Vendor Name: Veritas	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.: 800-327-2232
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments: Contract #360150051375	

Product/Service:	
Vendor Name: Tipping Point	
Street Address:	
City/State/Zip:	
Contact Person: Jason	Phone No.: 770-841-7649
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: Printer Servicing	
Vendor Name: Metro Laser	
Street Address:	
City/State/Zip:	
Contact Person: Jason	Phone No.: 770-938-1500
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: Ironmail Appliance Support	
Vendor Name: Secure Computing	
Street Address:	
City/State/Zip:	

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Contact Person:	Phone No.: 678-867-2999
Alternate Contact:	24 Hour No.: 800-700-8328
	FAX No.:
	Other No.: 678-969-9399
Comments:	

Product/Service: Gateway PC Support	
Vendor Name: Gateway	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
Alternate Contact:	24 Hour No.: 800-846-3612 x-28022
	FAX No.:
	Other No.: 800-846-2000
Comments:	

Product/Service: KSS Tech Tracks Support	
Vendor Name: Knowledge Sharing Systems, Inc.	
Street Address:	
City/State/Zip:	
Contact Person: Johnny Ma	Phone No.: 919-790-9895
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: Dell Support	
Vendor Name: Dell	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.: 800-234-1490
Alternate Contact:	24 Hour No.: 866-867-3355 x-60301
	FAX No.:
	Other No.: 888-560-8324
Comments:	

Product/Service: Copier Repair	
Vendor Name: Canon	
Street Address:	
City/State/Zip:	

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Contact Person:	Phone No.: 800-220-4104
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments: Serial Number MSK07866	

Product/Service: Firepass Support	
Vendor Name: F5	
Street Address:	
City/State/Zip:	
Contact Person: Ben Adams (ben@f5.com)	Phone No.: 678-513-9737
	24 Hour No.: 888-882-4447
Alternate Contact: Jordan (Manager) 206-272-6045	FAX No.:
	Other No.: 678-488-9524
Comments: Serial Number - bip054538s	

Product/Service: Fluke Support	
Vendor Name: Fluke	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
	24 Hour No.: 888-993-5853
Alternate Contact:	FAX No.:
	Other No.:
Comments: Gold #22830004 pin 5561	

Product/Service: HP Product Support	
Vendor Name: Hewlett Packard	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
	24 Hour No.: 888-498-7189 x-793
Alternate Contact:	FAX No.:
	Other No.: 800-633-3600
Comments: MSA 1000 s/n SGM05082DK	

Product/Service: VMWare Support	
Vendor Name: VMWare	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:

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Alternate Contact:	24 Hour No.: 877-486-9273 x-61814 FAX No.: Other No.:
Comments: Serial Number 550911 Contract #95369	

Product/Service: Antigen Support	
Vendor Name: Antigen (Microsoft)	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
Alternate Contact:	24 Hour No.: 800-936-4900
	FAX No.:
	Other No.: 631-439-0602
Comments: Support ID – a6ex Password - ?nq4^2	

Product/Service: Firewall Support	
Vendor Name: Cisco	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
Alternate Contact:	24 Hour No.: 800-553-2447
	FAX No.:
	Other No.: 408-526-7209
Comments: User ID – ce59 Password - cisco123 Contract #3208560	

Product/Service: Microsoft Support	
Vendor Name:	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
Alternate Contact:	24 Hour No.: 800-936-3500
	FAX No.:
	Other No.:
Comments: Agreement #01S65774 Enrollment #9304047	

Product/Service: NSF Fastlane Support	
Vendor Name: National Science Foundation	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.: 703-292-4303
	24 Hour No.:

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Alternate Contact:	FAX No.:
	Other No.:
Comments:	

Product/Service: Campus IT Support		
Vendor Name: Georgia Tech OIT		
Street Address:		
City/State/Zip:		
Charlie Jenkins 4-4841	Phone No.:	
Carolyn Bruce 4-7564		24 Hour No.:
Keith Watson 4-0836		FAX No.:
Pat Jenkins 4-5635		Other No.:
Dan Lobby 4-9587 CA-OCA database		
Jimmy L 4-1782		
Craig Eleaszer 5-2342 GT AD/exchange		
OIT Operator Room 4-4669		
Mark Robinson 4-9946 peoplesoft		
Jonathan Huff 4-5508 (OIT E-Mail)		
Jason C. Belford 4-6715 campus email		
Angela Dubose 404-407-8215 (Webwise)		
Joe McKey 4-9599 (CA Database)		
Campus exchange people:		
Al 5-0005		
Perry 4-1184		
Danner 4-9680		
Edi exchange 404 791 7708		
Sundaram , Sudagar 5-4070 (GTRI)		
Vuchatu , Sreerajesh 404-407-6767 (GTRI)		
Comments:		

Product/Service: Banking	
Vendor Name: Bank of America	
Street Address: Healthcare and Institutions, 3350 Riverwood Pkwy, 11 th Floor	
City/State/Zip: Atlanta, GA 30339	
Contact Person: Wendy Stewart	Phone No.: 770-850-5419
	24 Hour No.:
Alternate Contact:	FAX No.:
	Other No.:770-850-5496
Comments:	

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Product/Service: Banking	
Vendor Name: Bank of America	
Street Address: Bank of America Plaza, NC1-002-03-10, 101 S. Tryon Street	
City/State/Zip: Charlotte, NC 28255-0001	
Contact Person: Kelly Wiggins	Phone No.: 704-388-6600
Alternate Contact:	24 Hour No.:
	FAX No.: 704-386-1023
	Other No.:
Comments:	

Product/Service: Investments	
Vendor Name: Banc of America Securities, LLC	
Street Address: GA1-006-04-31, 600 Peachtree Street, NE, 4 th Floor	
City/State/Zip: Atlanta, GA 30308-2214	
Contact Person:	Phone No.: 404-607-4943
Alternate Contact:	24 Hour No.:
	FAX No.: 404-607-6624
	Other No.: 800-634-0376
Comments:	

Product/Service: Coffee Service	
Vendor Name: Hayes Coffee	
Street Address: PO Box 2426	
City/State/Zip: Douglasville, GA 30133-2426	
Contact Person:	Phone No.: 404-942-8358
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: Bottled Water	
Vendor Name: Blue Ridge Mountain Waters	
Street Address: PO Box 48509	
City/State/Zip: Atlanta, GA 30362-1509	
Contact Person:	Phone No.: 770-451-5181
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: Bonded Bank Courier	
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Vendor Name: Blitz Pack	
Street Address: PO Box 11285	
City/State/Zip: Atlanta, GA 30310-2121	
Contact Person:	Phone No.: 770-489-2121
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

Product/Service: IRBWISE Support	
Vendor Name: Greg Wright Consulting, LLC	
Street Address: 3530 Hidden Hollow Court	
City/State/Zip: Marietta, GA 30068	
Contact Person: Greg Wright greg@gregwrightconsulting.com	Phone No.: 678-389-6747
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:
Comments:	

*List only vendors that you would be responsible for contacting.

Customer Notification

KEY CUSTOMERS*

Product/Service:	
Customer Name:	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
Alternate Contact:	24 Hour No.:
	FAX No.:
	Other No.:

Comments:

Product/Service:	
Customer/Client Name:	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
	24 Hour No.:
Alternate Contact:	FAX No.:
	Other No.:
Comments:	

Product/Service:	
Customer/Client Name:	
Street Address:	
City/State/Zip:	
Contact Person:	Phone No.:
	24 Hour No.:
Alternate Contact:	FAX No.:
	Other No.:
Comments:	

*List only those customers you would be responsible for contacting.

Business Recovery Workarea Checklist

Workarea Scenarios

The Emergency Management Team will provide the team leader with a workarea for the team to use. One of the following is the most likely scenario that will take place.

1. **Work area at the location, if the facility is accessible.**
The Emergency Management Team will provide information about what area the team can use.

- 2. **Work area at a vendor Business Recovery Site, if the site is not available.**
The Emergency Management Team will provide information about what area to use and the estimated time before terminals and communications to the backup site will be available.

Workarea Requirements

While we are capable of performing our jobs from home, as long as our central applications (Oracle Financials, E-mail, etc.) are available, it would be preferable to have a staging area where employees who don't have resources such as internet access can come and work. Since this type of a central location is not a requirement for conducting business, such a facility would be rented out at the time of the disaster if available at the pleasure of the AVPR.

The following lists a comfortable, set of requirements for the team at the workarea recovery location. Copiers and FAX machines will be available at the workarea for all teams to share.

Space in square feet: 2000

Office Furniture: Desks: 40 Chairs: 40 File Cabinets: 5

Other Furniture: _____

Telephone Equipment

Phone Type: Any Number of Phones: 10

Computer Equipment:

Indicate what terminals and PC's would require connection to the network.

Platform: Windows Terminal Type: _____ Number: 40 Network TCP/IP
PC Software: MS IE, MS Office, Secure CRT (or equivalent)
Printers: 5 shared networked printers
Scanners: 2 shared networked scanners

Internet access and appropriate power availability is critical to the success of our business continuity

Resources Required over Time

The following two forms are used to plan the arrival of recovery resources to the Workarea. List only the increased amounts in each column. For example the team needs 35 people over all. They assign 15 at the 24 hours slot, another 5 in the 48 hours slot and 15 more in the 72 hours slot.

Resources Required Over Time

Function / Resources	24 hours	48 hours	72 hours	1 week	2 weeks	1 month
<i>Function Name</i>						
Staff						
Area size						
Desks						
Chairs						
Telephones						
Faxes						
PCs						
Printers						
(Other)						
<i>Function Name</i>						
Staff						
Area size						
Desks						
Chairs						
Telephones						
Faxes						
PCs						
Printers						
(Other)						
<i>Function Name</i>						
Staff						
Area size						
Desks						
Chairs						
Telephones						
Faxes						
PCs						
Printers						
(Other)						

Resources Required Over Time (Consolidated)

Function / Resources	24 hours	48 hours	72 hours	1 week	2 weeks	1 month
All team functions						
Staff						
Area size						
Desks						
Chairs						
Telephones						
Faxes						
PCs						
Printers						
(Other)						

List only the increased amounts in each column. For example the team needs 35 people over all. They assign 15 at the 24 hours slot, another 5 in the 48 hours slot and 15 more in the 72 hours slot.

Business Recovery Site Information

Guidelines for Travel to the Business Recovery Site

Most disasters are isolated to a single building or block. During those situations the Business Recovery site in the local area will be used for recovery. Some disasters are community wide and, as such, may eliminate the option of using the local Business Recovery site. In those instances, we may resort to using more distant recovery sites.

The team leader should divide the available personnel into two groups: those who will go to the backup site first and those who will be sent as replacements after a few days. The department leader should not over commit resources during the first few days.

The team leader should provide directions to the personnel that will be traveling to the backup site. In the event that personnel cannot drive to the backup site and will need air transportation, hotel accommodations, and advance expense money, the team leader should arrange the details through the Administrative team leader or EOC Director.

The team leader will provide the Administration team leader or EOC Director with the names of the individuals, their destination, hotel requirements, an estimate of any travel money needed, and instructions relating to specific personnel who should not travel together on the same airplane (many companies have travel policies that forbid key individuals to fly on the same airplane in case of an accident).

The EOC Staff will make the travel arrangements and will provide personnel with itineraries, tickets, and advance travel money.

Business Recovery Site Information

Primary Location

Facility Name:	
Street Address:	Floor:
City/State/Zip:	
Contact Person:	Phone No:
Alternate Contact:	24 Hour No:
	FAX No:
	Other No.:
Security Considerations:	

Alternate Location

Facility Name:	
Street Address:	Floor:
City/State/Zip:	
Contact Person:	Phone No:
Alternate Contact:	24 Hour No:
	FAX No:
	Other No.:
Security Considerations:	

Directions to the Business Recovery Site

TBD

Travel Request Form

Make additional copies as needed

This form should be completed by the team leader and given to the EOC staff.

Name	Destination	Departure Date	Departure Time
_____	_____	____ / ____ / ____	_____ :
Hotel Reservation	Yes () No ()	Departure	Departure
Rental Car	Yes () No ()	Date	Time
Cash Advance \$	_____	____ / ____ / ____	_____ :
Name	Destination	Departure Date	Departure Time
_____	_____	____ / ____ / ____	_____ :
Hotel Reservation	Yes () No ()	Departure	Departure
Rental Car	Yes () No ()	Date	Time
Cash Advance \$	_____	____ / ____ / ____	_____ :
Name	Destination	Departure Date	Departure Time
_____	_____	____ / ____ / ____	_____ :
Hotel Reservation	Yes () No ()	Departure	Departure
Rental Car	Yes () No ()	Date	Time
Cash Advance \$	_____	____ / ____ / ____	_____ :
Name	Destination	Departure Date	Departure Time
_____	_____	____ / ____ / ____	_____ :
Hotel Reservation	Yes () No ()	Departure	Departure
Rental Car	Yes () No ()	Date	Time
Cash Advance \$	_____	____ / ____ / ____	_____ :

Off Site Stored Materials

Copies of critical documents, computer/PC back up floppies and tapes, critical supplies etc. may be available from a number of sources:

- Other First Bank facilities may have similar resources or copies of critical documents.
- Clients or contractors may have copies of critical documents.
- Commercial storage facilities will usually pick up back up tapes and documents and store them in a climate controlled and secure area.

Recovery Box

Consider creating a “Recovery Box” for your business unit. This Recovery Box could contain specific items that your business unit would need if your building were not accessible. Some items that could be contained in this box include:

- Copies of forms your business unit would need right away
- Copies of Procedure Manuals
- A small supply of unique supplies your business unit would need right away

This box must, of course, be stored at an off-site location. The box and an inventory listing of its contents are both critical records and should be documented as such.

Critical Resources to Be Retrieved

Many incidents do not completely destroy contents of offices. Depending on the circumstances, it might be possible to clean and dry paper, microfilm or microfiche. Even if computer diskettes, tapes and hard drives have been water, smoke or soot damaged, it might be possible to extract the information from them. Do not attempt to do this yourself. Contact your technical support area or facilities staff for help when the incident occurs.

Following the incident, if authorities and your facilities staff determine your affected building is safe to enter, you might be allowed into your building for a short time. This could be for as little as 15 minutes or one half-hour. Create a list of the critical items that you would need to retrieve if you could get into your building. This assumes, of course, that the items are salvageable.

You should list these items in order of importance.

Some examples of items you might need to retrieve include: computer disks, computers, selected paper files and work in process.

Examples of items that you should not list include: family pictures, unimportant files and information that are duplicated somewhere else.

CRITICAL RESOURCES TO BE RETREIVED

Note: Use this form to document the materials that should be retrieved if you are able to enter your facility following the incident and the items are not badly damaged.

Business Unit: GTRC Accounting and Operations

Bldg./Floor: RAB	Location on Floor: (e.g. Northwest Corner) 1 st Floor, NW corner/side	
Items To Be Retrieved	Comments	Condition*
CRITICAL RECORDS:		
PRL Notebook	Jessica Wilson, cube 1119e	
Personnel Records		
NIH Approved Registrations and Assurances		
USDA Registration		
Reports to Federal Agencies		
Committee Meetings and Minutes and Agendas		
Protocol Files		
EQUIPMENT:		
Notebook Computers	Any left behind	
Blackberries	Any left behind	
Printers		
OTHER:		

* Complete "Condition" at the time of the incident.

Business Unit: GTRC Research Compliance

Bldg./Floor: RAB			Location on Floor: (e.g. Northwest Corner) 1st Floor, SE corner/side		
Items To Be Retrieved		Comments		Condition*	
CRITICAL RECORDS:					
Protocol Files					
Personnel Records					
NIH Approved Registrations and Assurances					
USDA Registration					
Reports to Federal Agencies					
Committee Meetings and Minutes and Agendas					
EQUIPMENT:					
Notebook Computers		Any left behind			
Blackberries		Any left behind			
Printers					
OTHER:					

* Complete "Condition" at the time of the incident.

Business Unit: Office of Sponsored Programs

Bldg./Floor: RAB		Location on Floor: (e.g. Northwest Corner)			
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Personnel Location Control Form

Make additional copies as needed

COMPLETE DAILY
FORWARD TO THE CRISIS MANAGEMENT TEAM

Date: ____/____/____

Completed by: _____

Operations Team

Name	Recovery Location	Phone Number	Work Schedule From To	
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Status Report Form

Make additional copies as needed

Use this form to log significant recovery activities.

The team leader is required to submit written recovery status reports daily. Submit completed status reports to the Emergency Management Team. This status report may be submitted handwritten as long as it is legible.

Date: ____/____/____

Time: ____:____ AM / PM

Name: _____

Department: **Operations Team**

Comments: _____

Conclusions: _____

Recovery Preparedness

Team plans are intended to be living documents. They should reflect the latest information available. Team Leaders are responsible for reviewing and updating their plans on a semiannual basis.

The Team Leader, alternate Team Leader and other individuals who have copies of the team plan will be sent updates each time the plan is changed. The accepted practice is to print and distribute only the page or pages have been changed rather than the entire plan.

Semiannual Plan Review

(Updates due January 1 and July 1)

Team Leader and Alternate Team Leader. This section identifies the persons assigned in the leadership positions. The team leader to identify changes in assigned personnel should review it.

Recovery Team Alert List. This section provides contact information for all personnel assigned to the team. This list is prone to change since team members may leave or join the team, names may change due to marriage and contact information may change. The team leader should send a copy of the Recovery Team Alert List to each team member to review and update.

Critical Functions List. This section, found in Team Leader Responsibilities, identifies the critical functions that apply to the team. The Team Leader will review the functions to determine that they are accurate.

Team Recovery Steps. This section identifies the strategies for recovery of critical functions. The team leader will review this list to determine that the strategies are meeting the current business objectives and accurately reflect the best possible solution.

Vendor and Customer Lists. This section identifies the contact information for critical vendors and customers. The team leader will review this list to determine that the list is complete and accurate.

Workarea Requirements. This section identifies critical resources required to support the recovery at the work area site. The team leader will review this list to determine that the list is complete and accurate.

Off Site stored Materials. This section identifies critical records or resources stored off site. The team leader will review this list to determine that the list is complete and accurate.

Training and Exercises

Updated plans are not enough if the people assigned to recovery teams don't know what is expected of them. Team members should receive training on recovery concepts in general and their team's functions in particular. Exercises help identify needed improvements in strategies and plans. Exercises also give team members valuable experience in dealing with the challenges inherent in recovery operations.

The Business Continuity Group conducts training and exercises.

Team Member Orientation. This is a one-hour overview of the Business Continuity Program. Each team member should attend once per year. It is also available for the general employee population.

Team Exercise. The entire team participates in a two-hour tabletop exercise with a focus on their recovery strategies.

Team Leader Exercise. All the team leaders and Alternate Team Leaders participate in a two-hour tabletop exercise with a focus on facility wide recovery.

Functional Exercise. Actual hands-on test of hardware or connectivity capability at Work Area Recovery Centers. Actual use of alternate (manual) production process at the home or alternate facility.

Activity Schedule

This document allows Team Leaders to track their own plan review, training and exercise activities for the year. The Business Continuity Group will periodically request a copy of the document to review the team's preparedness status. A new document will be started each year. The Business Continuity Group will keep each year's completed activity schedule on file for audit purposes.

ACTIVITY SCHEDULE

Plan Reviews

Enter the dates when plan reviews were conducted.

Plan Holders	Due Jan 1	Due Jul 1
Team Leader (Name)		
Alt. Team Leader (Name)		
(Name)		
(Name)		
(Name)		
(Name)		

Training / Exercises

Enter the dates and number of participants for each activity. Each exercise type is expected to be conducted at least once per year.

Activity	Date Conducted	# of Participants	Comments
Orientation			
Team Exercise			
Team Leader Ex			
Functional Exercise			

Team Leaders: Attach participant sign in sheets, evaluations and comments to this sheet. Send this page to the Business Continuity Group no later than December 1.

Critical Function Recovery Tasks

Function name: _____

Task	Required Steps	Expected Results	Task Duration
1.			
2.			
3.			
4.			
5.			
6.			
7.			