Technical College
System of Georgia

Nathan Deal
Governor

Matt Arthur
Commissioner

July 18, 2019

Interim President Martha Ann Todd
Columbus Technical College
928 Manchester Expressway
Columbus, GA 31904

Dear Interim President Todd:

Thank you for submitting the 2019-2020 Business Continuity Plan for your college. Your BCP has been approved without need for revisions. We appreciate the hard work and dedication you and your staff have shown.

If you have questions or need further information concerning applicable requirements, please contact me at (404) 679-1666 or lbeck@tcsg.edu.

Sincerely,

Lisa Anne Beck
Emergency Manager

(Please forward a copy to your College Business Continuity Coordinator, Tommy Wilson for College distribution.)

Business Continuity Plan

Columbus Technical College

2019-2020

REVIEWED: Tammy Wilson DATE: 4/10/19
BUSINESS CONTINUITY COORDINATOR
Columbus Technical College

APPROVED: [signature] DATE: 4/10/19
PRESIDENT/EXECUTIVE
Columbus Technical College

REVIEWED: [signature] DATE: 07/16/19
EMERGENCY MANAGER
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED: [signature] DATE: 7/17/19
DIRECTOR OF CAMPUS SAFETY
TECHNICAL COLLEGE SYSTEM OF GEORGIA

COLUMBUS TECHNICAL COLLEGE

REACH Your Dreams. APPLY TODAY!

Business Continuity Plan 2019-2020

Business Continuity Plan
Columbus Technical College
2019-2020

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.

Columbus Technical College experienced Two (2) business continuity incidents during the 2019 -2020 year as of to date. In the event of an incident the college's first alert Emergency notification system "Everbridge" will send out notification to students, faculty and staff to include Dr. **Lisa Anne Beck, MEd, DC Emergency Manager with TCSG will be notified and information kept on file at the central office.**

Columbus Technical College engages in the following contractual agreements.

Complete Facilities management services 1900A Northside Industrial Blvd. Columbus Georgia 31904

Safety Kleen 6580 Hawkinsville Rd. Macon Ga. 31210 478-788-9398

Columbus Technical College engages in the following training, drills and exercises*: Employee annual trainings which are conducted on the anniversary hire date of each employee consist of Blood Bourne pathogens, Hazardous Materials , Unlawful Harassment, computer and internet use, Safety and Security training, Family Medical Leave act training, workers compensation, Osha training, Sexual Harassment all training requires a quiz after each section and the employee must have a passing score of 70 or above.* The college engages in Active Shooter training, Evacuation emergency lift chair training, fire and tornado drills. The protocol for the retention of training records is maintained in the Human Resources department located at 928 Manchester Expressway Columbus Georgia 31904. Contact person Director **of HR Mr. Henry Gross 706-649-1883 hgross@columbustech.edu**

The protocol for the annual review of the BCP will be provided to the Presidents Leadership Team (PLT) which consist of Vice Presidents, Executive Directors, Directors of all college functions to review,

make any necessary changes/recommendations and provide current employee critical functions contact information up to date.

The protocol for the retention of the BCP is *posted on the college intranet and hard copy located in the Department of Operations 928 Manchester Expressway Columbus Georgia 31904 contact* ***Vice President of facilities and operations*** *Twilson@columbustech.edu 706-649-1894*

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

Appendix B – Critical Mission Functions Chart Exemplar

Critical Mission Functions Chart: Columbus Technical College

OPERATING UNIT	CRITICAL MISSION FUNCTION	ALLOWABLE DOWNTIME	PRIORITY LEVEL
President	Emergency Communication	0 Hours	High
Executive Director Community and College Relations	Public Information	0 – 6 Hours	High
Institutional Advancement	Notification of Columbus Technical College Foundation Board of Trustees	24 – 48 Hours	High
Academic Affairs	Classroom Instruction	72 Hours	High
Academic Affairs	Distance Instruction	3 days	High
Academic Affairs	Computer Classroom Instruction	72 Hours	High
Academic Affairs	Laboratory Instruction	7 Days	Medium
Academic Affairs	Live Work	7 Days	Medium
Academic Affairs	Library	72 Hours	High
Department of Operations	Utilities	24 Hours	High
Department of Operations	Facilities Repair	24 Hours	High
Department of Operations	Clean Up	24 Hours	High
Department of Operations	Fleet Management	24 Hours	High
Department of Operations	Food Service, Vending	24 Hours	High
Department of Operations	Risk Management	24 Hours	High
Department of Operations	Police and Security	24 – 48 Hours	High
Department of Operations	Emergency Services	24 Hours	High
Department of Operations	Mail Services – Shipping and Receiving	24 Hours	High
Information Technology	Core Technology Infrastructure	72 Hours	High
Information Technology	Banner	72 Hours	High
Information Technology	Website	72 Hours	High

Administrative Services	Human Resources/ Payroll	0-12 Hours	High
Administrative Services	Budget/ Cash Management/ Asset Management	24 – 48 Hours	High
Administrative Services	Purchasing Department	0 -24 Hours	High
Administrative Services	Bookstore	48 – 96 Hours	Medium
Administrative Services	Account Payable	24-48 Hours	High
Administrative Services	Business Office	24-48 Hours	High
Adult Education	Admissions	0-24 Hours	High
Adult Education	Classroom Instruction	24-72 Hours	High
Student Affairs	Admissions	24-48 Hours	High
Student Services	Registration	24-48 Hours	High
Student Services	Testing for College Admission, Career Explorations, Community Testing Center for other State Agencies	24-48 Hours	High
Student Services	Career Services	24-48 Hours	High
Student Services	Disability and Special Populations	24-48 Hours	High
Student Services	Transcript Issuance	24 – 48 Hours	High
Student Services	Process Grades	24 – 48 Hours	High
Student Affairs	Student Activities	24-48 Hours	High
Student Services	Financial Aid	24- 48 Hours	High
Economic Development	Classroom Instruction	24 – 72 Hours	High
Economic Development	Distance Instruction	24 - 48 Hours	High
Economic Development	Facilities Rental	48-96 Hours	Medium
Institutional Effectiveness	Accreditation	7- 10 days	High

Appendix C – Hazard Vulnerability Assessment Instrument Exemplar

Hazard Vulnerability Assessment Instrument: Columbus Technical College

HAZARD	PROBABILITY			BUSINESS CONTINUITY IMPACT			FINANCIAL IMPACT		
	High	Med	Low	High	Med	Low	High	Med	Low
Natural									
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		
Technological									
Structural Collapse			x		x		x		
Utility Failure					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
Biological									
Disease Outbreak		x			x			x	
Contaminated Food Outbreak			x		x				x
Adversarial, Incidental & Human-Caused									
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 Exemplar
(Duplicate as needed for each identified Critical Mission Function)

Business Continuity Plan Worksheet

Work Unit/Technical College: _____ Date: _____

Critical Mission Function:

_____

Function Description:

_____
_____
_____
_____
_____
_____
_____

Production Location: _____

Process Manager: _____ Department: _____
Backup Personnel: _____

Recovery Details:
Recovery Strategy Overview:

_____
_____
_____
_____
_____
_____
_____

Maximum Allowable Downtime (MAD): _____
MAD Rationale/Justification:

_____
_____
_____

Can process be suspended? _____ Can process be degraded? _____

Work-around procedures in place? _____

Work-around procedures tested? _____

Recovery Point Objective (relocation):

_____

Hours to Point Objective: _____

Recovery Time Objective (hours): _____

Hardware Needs:

_____
_____
_____
_____
_____

Software Needs:

_____
_____
_____
_____
_____

Necessary Vendors/Contractors:

_____
_____
_____
_____
_____

Special Notes:

_____
_____
_____
_____
_____

Appendix E – Emergency/Utility Contacts Exemplar; Columbus Technical College

Law Enforcement:
Columbus Police Department
Police Chief – Ricky Boren – 706-653-3100

Fire:
Columbus Fire Department
Fire & EMS Chief – Jeff Meyer – 706-653-3500

Power:
Georgia Power – 1-800-253-1329
Cassandra Cox – 706-321-1787

Water:
Columbus Water Works
Shawn Arnold – 706-649-3400

Natural Gas:
Liberty Utilities
Wanda Hinson – 706-478-1837

Telecommunications:
GTA
Helpdesk – 877-482-3233

Other:

_____

_____

_____

_____

_____

Columbus Technical College - Emergency Contact information				
Position	**Extension**	**Email**	**Cell**	**Alternate**
Lorette Hoover – **President**	1837	lhoover@columbustech.edu	706-577-6366	706-577-7633
Mary Alexander – Executive Assistant	1837/1876	malexander@columbustech.edu		
Community & College Relations				
Cheryl Myers – Executive Director of Creative Services	1290	cmyers@columbustech.edu	706-681-8383	
Vice Presidents				
Melanie Thornton - VP Academic Affairs	1935	mthornton@columbustech.edu	706-573-4613	706-573-4790
Tara Askew - VP Student Services	1901	taskew@columbustech.edu	706-580-0795	
James Loyd - VP Economic Development	1449	jloyd@columbustech.edu	706-527-1386	706-507-0279
Monique Baucham - VP Institutional Effectiveness	1821	mlamb@columbustech.edu	706-562-3003	
Tommy Wilson - VP Facilities and Operations	1894	twilson@columbustech.edu	706-604-6425	
Karen Thomas – VP Administrative Services	1813	kthomas@columbustech.edu	706-570-5189	
Institutional Advancement				
Susan Sealy – Institutional Advancement Director	1016	ssealy@columbustech.edu	706-329-2550	
Police Department				
Tom Barnes – Chief of Police	1933	tlbarnes@columbustech.edu	706-332-2435	
Henry Edwards – Deputy Chief of Police	1933	hcedwards@columbustech.edu	762-822-6672	
Janet Morgan – Police Officer	1933	jpmorgan@columbustech.edu	762-822-9755	
Charles Lucas - Police Officer	1933	clucas@columbustech.edu	706-984-1431	
Damein Wilburn– Police Officer	1933	dwilburn@columbustech.edu	706 -325-6090	
Robert Denny – Police Officer	1933	rdenney@columbustech.edu	706-984-3154	
Joshua McNeal – Police Officer	1933	rdenney@columbustech.edu	706-741-2210	
Jesse Knight – Security Officer	1933	jknight@columbustech.edu	706-587-8178	
Jonathan Lowe – Security Officer	1933	jlowe@columbustech.edu	706-330-4226	
Maintenance				
Jeff Tindall - Maintenance Supervisor - North Campus	1872	kgranger@columbustech.edu	706-527-1850	706-577-8849
Dennis Pobbig - Maintenance Supervisor, South Campus	1848	dpobbig@columbustech.edu	706-987-4072	706-527-1848
Custodial				
Roger Thompson Custodial Services Supervisor North Campus	1936	rthompson@columbustech.edu	706-718-9334	706-527-1854
Information Technology				
Jonathan Norred - Information Technology Supervisor	5601	jnorred@columbustech.edu	706-681-5969	
Wade Summers – Information Technology Administrator	5602	Wsummers@columbustech.edu	706-681-5503	

Banner				
James Hogan - Banner Administrator	0560	jhogan@columbustech.edu	706-681-5750	
Adult Education				
April Hopson - Director of Adult Education	5694	ahopson@columbustech.edu	706-573-1713	
Human Resources				
Henry Gross- Director, Human Resources	1883	Hgross@columbustech.edu	706-649-1883	
Allison Ehouse – HR Manager	5611	alehouse@columbustech.edu	706-442-3626	
Academic Affairs Deans				
Nicole Jackson – Associate Dean School of Health Sciences	0501	mthorne@columbustech.edu	706-330-3100	
Jim McNair – Dean of Professional & Technical Services	4034	jmcnair@columbustech.edu	706-604-5049	
Nichole Jackson – School of Business Dean &Business/HR Management Program Director	5245	njackson@columbustech.edu	706-570-6048	
Will Burgan – Associate Dean of General Studies	5114	wburgan@columbustech.edu	706-570-6032	
Economic Development				
Michele Shaw – Continuing Education Manager	1558	mshaw@columbustech.edu	706-570-0720	
Deana Beauford – SIA Program Manager	1454	dbeauford@columbustech.edu	706-507-0279	
Administrative Services				
Katina James - Accounts Payable Associate Vice President	1884	kjames@columbustech.edu	706-718-1105	
Angela Taylor - Accounting Manager/Bursar	1926	ataylor@columbustech.edu	706-718-0040	
Cynthia Graves - Accounting Manager	1843	cdgraves@columbustech.edu	706-718-4142	
Gypsi Alexander - Purchasing Manager	0586	galexander@columbustech.edu	706-681-1291	
Virginia McKenzie – Associate V.P. Administrative Services	1854	vmckenzie@columbustech.edu	706-984-4072	

BUSINESS CONTINUITY PLAN

PRESIDENT

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/President**
Date: 3/11/19

Critical Mission Function: Emergency Communication

Function Description:
The president's communication is made possible via a mobile office. During times of emergency, the president will be the official spokesperson for the college and work closely with the office of Community and College Relations. The "public information" function is vital for business continuity in the case of any emergency involving the College. The Executive Director of Community & College Relations will serve as a liaison between CTC and community first responders and service providers while overseeing communication to the local media, faculty, staff, and students. Communication will be provided via the Ever bridge® Emergency Alert System, the CTC website, Facebook, Twitter, E-mailing, and/or phone calls. Of course, depending on the situation and if technology is unavailable, some adjustments may have to be made.

Production Location: Columbus Technical College 928 Manchester Expressway Columbus Georgia 31904 –706-649-1800

Process Manager: Lorette Hoover – Department: President's Office Email: lhoover@columbustech.edu – Office 706-649-1837/Cell 706-577-6366
Backup Personnel: Cheryl Myers, President's Leadership Team members as needed – Email: cmyers@columbustech.edu - Office 706-649-1290 – Cell 706-681-8383.

Recovery Details:
Recovery Strategy Overview: Be in constant communication with backup personnel, community organization and relay messages to the public on a regular basis based on fact, not speculation.
3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 hours
MAD Rationale/Justification: Official communication in an emergency must begin IMMEDIATELY to avoid panic, the rumor mill taking over, and possible fall-out/legal issues later.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective
(Relocation): Robert L. Wright Health Science Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 5 minutes

Recovery Time Objective (hours): 0-12 hours
Hardware Needs: Laptop and/or desktop computer and/or IPods, phone, internet access, printer, paper, pens, electricity and back-up batteries.
Software Needs: Internet, Everbridge® Emergency Management system, Word, E-mail/Outlook, basic operating system
Necessary Vendors/Contractors: N/A
Special **Notes**: N/A

BUSINESS CONTINUITY PLAN

EXECUTIVE DIRECTOR COMMUNITY AND COLLEGE RELATIONS

Appendix D - Business Continuity Plan Worksheet

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Institutional Advancement**
Date: 3/11/19

Critical Mission Function: Public Information

Function Description: The "public information" function is vital for business continuity in the case of any emergency involving the College. The Executive Director of Community & College Relations will serve as a liaison between CTC and community first responders and service providers while overseeing communication to the local media, faculty, staff, and students. Communication will be provided via the Ever bridge® Emergency Alert System, the CTC website, Facebook, Twitter, E-mailing, and/or phone calls. Of course, depending on the situation and if technology is unavailable, some adjustments may have to be made.

Production Location: Columbus Technical College main campus (928 Manchester Expressway, Columbus, GA) 706-649-1800 or alternate location depending on the scenario.

Process Manager: Cheryl Myers – Email: cmyers@columbustech.edu – Office 706-649-1290 – Cell 706-681-8383 Department: Community & College Relations
Backup Personnel: Jonathan Norred/IT – Email: jnorred@columbustech.edu – Office 706-641-5601, Jonathan Norred/IT Email: Jnorred@columbustech.edu – Cell 706-681-5969, Betsy Bishop/C&CR Email: bbishop@columbustech.edu – Office 706-641-5685, Tommy Wilson/Operations – Email: twilson@columbustech.edu – Office 706-649-1894 – Cell 706-604-6425.

Recovery Details
Recovery Strategy Overview: Be in constant communication with backup personnel, community organization and relay messages to the public on a regular basis based on fact, not speculation. 3-5 day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours
MAD Rationale/Justification: Official communication in an emergency must begin IMMEDIATELY to avoid panic, the rumor mill taking over, and possible fall-out/legal issues later.

Can process be suspended? Yes, can process be degraded? Yes
10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes,

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904

Hours to Point Objective: 5 minutes

Recovery Time Objective (hours): 0-12 hours

Hardware Needs: Laptop and/or desktop computer and/or IPods, phone, internet access, printer, paper, pens, electricity, and back-up batteries

Software Needs: Internet, Everbridge® Emergency Management system, Word, E-mail/Outlook, basic operating system

Necessary Vendors/Contractors: N/A

Special Notes: N/A

BUSINESS CONTINUITY PLAN

INSTITUTIONAL ADVANCEMENT

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Institutional Advancement
Date:3/11/19

Critical Mission Function: Notification of Columbus Technical College Foundation Board of Trustees

Function Description: Notification of all Columbus Technical College Foundation Board of Trustees to apprise them of the emergency situation involving Columbus Technical College and informing them of alternatives for contacting the Executive Director and for conducting Foundation business. Possibilities would be social media, website or email (if internet is available), personal and mobile telephone numbers and location of temporary office.

Production Location: Columbus Technical College or alternate location if necessary – 928 Manchester Expressway – Columbus, GA. 31904 - 706-649-1800

Process Manager: Susan Sealy – Email: ssealy@columbustech.edu –
Office 706-649-1016 Department: Institutional Advancement
Backup Personnel: Brandi Mellinger – bmellinger@columbustech.edu – 706-649-1015
Jonathan Norred – Email: Jnorred@columbustech.edu – Office – 706-641-5601 Cell 706-681-5969

Recovery Details:
Recovery Strategy Overview: Communication with backup personnel and Board of Trustees with updates on situation. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD) 24-48 hours
MAD Rationale/Justification: Constant communication with Board of Trustees is not necessary on a day to day basis.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Heath Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24-48 hours
Hardware Needs: Computer/iPods, mobile phone, printer
Software Needs: Internet, Microsoft Office Suite, QuickBooks
Necessary Vendors/Contractors: Non

BUSINESS CONTINUITY PLAN
ACADEMIC AFFAIRS

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Academic Affairs**
Date: 3/11/19

Critical Mission Function: Classroom Instruction

Function Description:
If the operations of the main campus become disabled, classes will be canceled and reconvened at a newly appointed location

Production Location: Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 - 706-649-1800

Process Manager: Dr. Melanie Thornton – Email: mthornton@columbustech.edu – Office 706-649-1845 – Cell 706-573-4613 Department: Academic Affairs
Backup Personnel: Nicole Jackson – Academic Dean – njackson@columbustech.edu – Office 706-641-5245 – Cell 706-570-6048

Recovery Details:
Recovery Strategy Overview: In case the facility becomes uninhabitable, we will make up days for classes. We will teach on the weekend for make-up days. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 hours
MAD Rationale/Justification:
Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: 65-100 personal computers or mobile laptops
Software Needs: Windows Operating System and MS Office Suite
Necessary Vendors/Contractors: Pearson, Townsend Press, all textbook vendors
Special Notes: Modular classroom space will be needed

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/ Academic Affairs
Date:3/11/19

Critical Mission Function: Distance Instruction

Function Description:
If the operations of the main campus become disabled, classes will be canceled and reconvened at a newly appointed location

Production Location: Columbus Technical College – Main Campus – 928 Manchester Expressway – Columbus, GA. 31904 - 706-649-1800

Process Manager: Dr. Melanie Thornton – Email: mthornton@columbustech.edu – Office 706-649-1845 –Cell 706-753-4613 Department: Academic Affairs
Backup Personnel: Nicole Jackson – Academic Dean – njackson@columbustech.edu – Office 706-641-5245 – Cell 706-570-6048

Recovery Details:
Recovery Strategy Overview: Because online is 24 hours per day, we will change the due date schedule for assignments to help students progress. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours
MAD Rationale/Justification:
Can process be suspended? Yes, can process be degraded? Yes, Work around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia. 31904
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 – hours
Hardware Needs: Computer for Distance Ed. Coordinator
Software Needs: N/A
Necessary Vendors/Contractors: TCSG-LMS Vendor
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Academic Affairs**
Date: 3/11/19

Critical Mission Function: Computer Classroom Instruction

Function Description:
If the operations of the main campus become disabled, classes will be canceled and reconvened at a newly appointed location

Production Location: Columbus Technical College – Main Campus – 928 Manchester Expressway – Columbus, GA. 31904 -706-649-1800

Process Manager: Dr. Melanie Thornton – Email: mthornton@columbustech.edu – Office 706-649-1845 –Cell 706-753-4613 Department: Academic Affairs
Backup Personnel: Nicole Jackson – Academic Dean – njackson@columbustech.edu – Office 706-641-5245 – Cell 706-570-6048

Recovery Details:
Recovery Strategy Overview: In case the facility becomes uninhabitable, we will make up days for classes. We will teach on the weekend for make-up days. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 - 72 hours
MAD Rationale/Justification:

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: 65-100 personal computers or mobile laptops
Software Needs: Windows Operating System and MS Office Suite
Necessary Vendors/Contractors: Pearson, Townsend Press, all textbook vendors
Special Notes: Modular classroom space will be needed

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Academic Affairs

Date: 3/11/19

Critical Mission Function: Laboratory Instruction

Function Description: If the operation of the main campus becomes disabled, classes will be canceled and reconvened at a newly appointed location.

Production Location: Columbus Technical College – Main Campus – 928 Manchester Expressway – Columbus, GA. 31904 -706-649-1800

Process Manager: Dr. Melanie Thornton – Email: mthornton@columbustech.edu – Office 706-649-1845 –Cell 706-753-4613 Department: Academic Affairs
Backup Personnel: Nicole Jackson – Academic Dean – njackson@columbustech.edu – Office 706-641-5245 – Cell 706-570-6048

Recovery Details:
Recovery Strategy Overview: In case the facility becomes uninhabitable, we will make up days for classes. We will teach on the weekend for make-up days. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-72hours
MAD Rationale/Justification:

Can process be suspended? Yes. Can process be degraded? Yes
Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: Lab equipment, i.e. test tubes, burners, chemicals, etc.
Software Needs: N/A

Necessary Vendors/Contractors: N/A
Special Notes: Security cabinets for locking up supplies

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Academic Affairs / Columbus Technical College

Date: 3/11/19

Critical Mission Function: Live Work

Function Description:
If the operations of the main campus become disabled, live work will be canceled and reconvened at a new location in the Wright Building.

Production Location: Columbus Technical College – Main Campus – 928 Manchester Expressway – Columbus, GA. 31904 - 706-649-1800

Process Manager: Dr. Melanie Thornton – Email: mthornton@columbustech.edu – Office 706-649-1845 –Cell 706-753-4613 Department: Academic Affairs
Backup Personnel: Nicole Jackson – Academic Dean – njackson@columbustech.edu – Office 706-641-5245 – Cell 706-570-6048

Recovery Details:
Recovery Strategy Overview: In case the facility becomes uninhabitable, we will make up days for classes. We will teach on the weekend for make-up days. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD):7 days
MAD Rationale/Justification:

Can process be suspended? Yes. Can process be degraded? Yes
Work-around procedures in place? Yes, Disaster recovery plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours
Hardware Needs: Computer, cosmetology materials, automotive collision materials, welding materials,
Software Needs: Computer program to run machines

Necessary Vendors/Contractors: N/A
Special Notes: Security cabinets for locking up supplies

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Academic Affairs
Date: 3/11/19

Critical Mission Function: Library Services

Function Description:
If the operation of the main campus becomes disabled, the library and resource center will be reconvened in the Wright Building, Multipurpose Room

Production Location: Columbus Technical College – Main Campus

Process Manager: Dr. Melanie Thornton Department: Academic Affairs
Backup Personnel: Nicole Jackson and Academic Deans

Recovery Details:
Recovery Strategy Overview: In case the facility becomes uninhabitable, we will make up days for classes. We will be open on the weekends for all make-up days. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 48-96 hours
MAD Rationale/Justification:
Can process be suspended? Yes, can process be degraded? No
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours
Hardware Needs: 15-25 personal computers or mobile laptops
Software Needs:
Windows Operating System and MS Office Suite

Necessary Vendors/Contractors:
Pearson, Townsend Press, all publishing vendors

Special Notes:
Modular classroom space will be needed

BUSINESS CONTINUITY PLAN

DEPARTMENT OF OPERATIONS

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/ Facilities / Plant Operations**
Date: 3/11/19

Critical Mission Function: Utilities

Function Description: The process manager is responsible for notifying each of the utility companies of any issues that the college may have. Georgia Power for Electrical or outside lighting, Columbus Water Works for water issues, Liberty Utilities for gas issues.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904 – 706-649-1800

Process Manager: Tonia Smith – Email: tsmith@columbustech.edu – Office 706-649-7511
Department: Operations
Backup Personnel: Marie Francis – Email: mfrancis@columbustech.edu – Office 706-641-5247
Department: Operations

Recovery Details:
Recovery Strategy Overview: The process manager will notify all the utilities in the event of an emergency. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 Hours
MAD Rationale/Justification: This should insure enough time to respond to the emergency.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 Road Columbus Georgia
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: Phone, Internet access
Software Needs: NA
Necessary Vendors/Contractors: Make contact with appropriate contractors as to making the necessary repairs. Georgia Power, Columbus Water Work and Liberty Utilities
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/ Facilities / Plant Op**
Date: 3/11/19

Critical Mission Function: Facilities Repair

Function Description: Building Maintenance assesses the campus for any facility repairs or replacements of equipment of the campus. They work with vendors such as Train, Jordan Electric, Johnson Controls, Comfort Systems and many more to make sure all HVAC & Electrical as well as the Chillers are working at top capacity. Maintaining the building structures is also part of the maintenance crew's responsibility.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904 – 706-649-1800

Process Manager: Dennis Pobbig – Email: dpobbig@columbustech.edu – Cell 706-527-1848 Department: Maintenance
Backup Personnel: Jeff Tindall – Email: jtindall@columbustech.edu – Cell 706-577-8849 Department: Maintenance

Recovery Details:
Recovery Strategy Overview: Building maintenance crew will assess any and all damage to the buildings or equipment and make contact with the appropriate vendors to make the necessary repairs. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 Hours
MAD Rationale/Justification: Maximum time allotted is necessary for the repairs that are needed

Can process be suspended? Yes. Can process be degraded? Yes
Work-around procedures in place? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation) Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours
Hardware Needs: Phone, hand held radios
Software Needs: NA

Necessary Vendors/Contractors: Make contact with appropriate contractors as to making the necessary repairs such as Train, Comfort Systems and Johnson Controls etc.
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar
Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Department of Operations
Date: 3/11/19

Critical Mission Function: Cleanup

Function Description: Damage Assessment and Repair/Clean-up Action: Responsibility: Furniture, floors, inside trash/debris removal and moving of furniture. Document damage and report it to Physical Plant Director.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904 – 706-649-1800

Process Manager: Tonia Smith – Email: tsmith@columbustech.edu – Office 706-649-7511
Department: Operations
Backup Personnel: Marie Francis – Email: mfrancis@columbustech.edu – Office 706-641-5247
Departments: Operations

Recovery Details:
Recovery Strategy Overview: Assess building(s) interior areas for post-event cleanup.
Describe assessment of building cleanup and assign priorities: Clean areas of water or debris. Remove damaged furniture and debris to a central location and call Building Maintenance for pickup of debris. Clean restrooms, public areas, and classrooms to restore to service. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 Hours
MAD Rationale/Justification: This will take some time to fully recover any damage for all campus buildings.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.
Recovery Point Objective (relocation): Robert L. Wright Building Health Sciences 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Phones & hand held radios
Software Needs: **Necessary Vendors/Contractors**: Make contact with appropriate contractors as to making the necessary repairs. Will contact vendors such as Rotor Rooter, ServPro etc.
Special Notes: NA
Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Department of Operations
Date: 3/11/19

Critical Mission Function: Fleet Management

Function Description: To assess any and all damage to all of the fleet vehicles and notify insurance company to report the damage to any and all vehicles in the fleet that are damaged. Notify ARI as to any loss in the fleet, to maintain the asset management of the fleet.

Appendix D - Business Continuity

Process Manager: Tonia Smith – Email: tsmith@columbustech.edu – Office 706-649-7511
Department: Operations
Backup Personnel: Marie Francis – Email: mfrancis@columbustech.edu – Office 706-641-5247
Departments: Operations

Production Location: Columbus Technical College, 928 Manchester Expressway
With ARI to repair and/or replace the loss.

Maximum Allowable Downtime (MAD): 24-48 Hours

MAD Rationale/Justification: This process takes time as we will need to go through many processes with ARI to repair and/or replace the loss.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904

Hours to Point Objective: 10 minutes
Recovery Time Objective (hours):24 hours

Hardware Needs: Phone, Computers, internet access
Software Needs: Computers, Internet Access

Necessary Vendors/Contractors: Make contact with ARI as to making the necessary repairs or replacement.
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar
Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Department of Operations
Date: 3/11/19

Critical Mission Function: Food Service, Vending

Function Description: Notify Five Star Food Service to make the necessary assessments for any repairs or replaces of any or all of the Vending machines or equipment on campus.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904

Process Manager: Tonia Smith – Email: tsmith@columbustech.edu – Office 706-649-7511
Department: Operations
Backup Personnel: Marie Francis – Email: mfrancis@columbustech.edu – Office 706-641-5247
Department: Operations
Julia Leonard – Food Service – jleonard@columbustech.edu – Cell 706-649-627
Department: Custodial Services

Recovery Details:
Recovery Strategy Overview: Making the sure the campus or building are safe & secure to access to make the necessary repairs or replacements of any or all vending machines or equipment. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 Hours
MAD Rationale/Justification: Safety precautions are necessary when having vendors on campus to do any services or repairs.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.

Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes

Recovery Time Objective (hours):24 hours
Hardware Needs: Phone
Software Needs: NA
Necessary Vendors/Contractors: Five Star Food Service
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar
Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Department of Operations
Date: 3/11/19

Critical Mission Function: Risk Management

Function Description:
To provide notification to DOAS risk Management as to any issues associated with any emergency.

Production Location: Columbus Technical College main campus 928 Manchester Expressway Columbus Georgia 31904 – 706-649-1800

Process Manager: Tommy Wilson – twilson@columbustech.edu – Office 706-649-1894 – Cell 706-604-6425 Department: Operations
Backup Personnel: Karen Thomas – kthomas@columbustech.edu – Office 706-649-1813 – Cell 706-570-5189 Department: Administrative Services

Recovery Details:
Recovery Strategy Overview: 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 Hours
MAD Rationale/Justification: Notification to be submitted to DOAS risk management in a timely manner so that appropriate individuals are contacted in reference to submitting proper claims.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 12 hours

Hardware Needs: Phone, computer, internet access

Make contact with appropriate contractors as to making the necessary repairs.

Software Needs: Basic operating system, word, excel,
Necessary Vendors/Contractors:
Make contact with appropriate contractors as to making the necessary repairs.

Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Department of Operations
Date: 3/11/19

Critical Mission Function: Police and Security

Function Description:
The Police/Security Department provides campus security throughout the entire campus that involves with keeping out Students, Staff/Faculty safe from any dangerous situations.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904 – 706-649-1800
Process Manager: Chief Tom Barnes – tlbarnes@columbustech.edu – Office – 706-649-1933 – Cell 706-332-2435 Department: CTC Police Dept.

Backup Personnel: Henry Edwards – hcedwards@columbustech.edu – Office 706-649-1933 – Cell 762-822-6672 Department: CTC Police Dept.

Recovery Details:
Recovery Strategy Overview: The Police/Security Department will make contact with Sheriff's Department for any bomb threats or dangerous intruders on campus, Columbus Fire Department for fire, Georgia Power for electrical problems, Columbus Water Works for water situations and Liberty Utilities for any gas problems to make the necessary repairs or replacements of any equipment that is damaged on campus. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 Hours
MAD Rationale/Justification: This time may be needed for the many repairs or replacements of equipment that will be needed to get the college back in a secure mode.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes

Recovery Time Objective (hours): 24-48 Hours

Hardware Needs: Phone, Internet access, hand held radios, Computers

Software Needs: Internet Access
Necessary Vendors/Contractors: Make contact with appropriate contractors as to making the necessary repairs. Columbus Fire Department, Georgia Power, Columbus Water Works and Liberty Utilities.
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar
Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Department of Operations**
Date: 3/11/19

Critical Mission Function: Emergency Services

Function Description: The College provides a detailed and coordinated response to unexpected acts of violence, acts of terrorism, accidents or injuries, hazardous material threats, and natural disasters. Columbus Technical College is committed to establishing procedures to lessen the impact of any emergency and potentially disastrous events that may threaten the Columbus Technical College campus, students or staff. The joint effort of the administration, faculty, staff, and students working and training as a team will be required. A successful response to any emergency which minimizes damage to property or injury to individuals will require our best effort. Our foremost concern is the safety and welfare of the individuals on our campus.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904, 706-649-1800

Process Manager: Tommy Wilson – twilson@columbustech.edu – Office 706-649-1894 – Cell 706-604-6425 Department: Operations
Backup Personnel: Tonia Smith – tsmith@columbustech.edu – Office 706-649-7511
Department: Operations

Recovery Details:
Recovery Strategy Overview: To assess damage, clean up, and repair after the initial disaster has passed. Campus recovery will take place after the building or area has been declared safe for occupancy. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 hours
MAD Rationale/Justification: In all the areas of the campus for any emergency, time is needed to make all contacts and start repairs.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18 3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours
Hardware Needs: Phone & hand held radios
Software Needs: NA
Necessary Vendors/Contractors: Sheriff's Department, Fire Department, Georgia Power, Columbus Water Works
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/ Operations / Shipping / Receiving
Date: 3/11/19

Critical Mission Function: Mail Services
Function Description: Shipping & Receiving functions as an internal Post Office where we receive and ship items used by Columbus Technical College.

Production Location: Columbus Technical College, 928 Manchester Expressway Columbus Georgia 31904 – 706-649-1800

Process Manager: Marie Francis - mfrancis@columbustech.edu – Office 706-641-5742 Department: Operations
Backup Personnel: Sam Chestnut – schestnutt@columbustech.edu – Office 706-641-4081 Department: Warehouse
Tonia Smith – tsmith@columbustech.edu – Office 706-649-7511 Department: Operations

Recovery Details:
Recovery Strategy Overview:
In the case of an emergency the process manager will notify UPS, FedEx, United States Postal Service and Pitney Bowes of the emergency and make arrangements for new temporary location of delivery to the Quick Start building. Also notify Pitney Bowes of any damage to the equipment used on campus. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 hours

MAD Rationale/Justification: Recovery of any items that was delivered or shipped that was not damaged will be one priority as well as getting the mail machine up and running.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.

Work-around procedures tested? Yes, Disaster recovery plan. Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18

3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: Phone, Internet access
Software Needs: Arrival system
Necessary Vendors/Contractors: Make contact with appropriate contractors as to making the necessary repairs. Pitney Bowes
Special Notes: NA

BUSINESS CONTINUITY PLAN

INFORMATION TECHNOLOGY

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College / Information Technology
Date: 3/11/19

Critical Mission Function: Core IT Systems

Function Description: Reestablish network connectivity and communications in the event of a disaster on the main campus.

Production Location: Columbus Technical College, 928 Manchester Expressway, Columbus, GA. 31904 706-649-1800

Process Manager: Jonathan Norred – Jnorred@columbustech.edu – Cell 706-641-5601
Department: Information Technology
Backup Personnel: Wade Summers – wsummers@columbustech.edu – Cell 706-641-5603
Department: Information Technology

Recovery Details:
Recovery Strategy Overview:
Ensure power is on at alternate location. Contact service provider to establish internet access at alternate site. Move servers and necessary equipment to alternate site to re-establish operations. Existing analog phone lines will be used for communication. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.
Special Notes: NA

Maximum Allowable Downtime (MAD): 24 hours
MAD Rationale/Justification: Depends on power and internet providers and availability of equipment

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, IT Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours
Hardware Needs: Servers, Storage Systems, Cables/Supplies
Software Needs: VMware, MS Office

Necessary Vendors/Contractors: *WOW! Business (Internet provider), Georgia Technology Authority (telephone lines) Special Notes: NA*

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet
Work Unit/Technical College: Student Services/Columbus Technical College / IT
Date: 3/11/19

Critical Mission Function: Banner

Function Description: Re-establish access to Banner in the event of a disaster at the production location.

Production Location: Columbus Technical College, 928 Manchester Expressway., Columbus, GA. 31904 – 706-649-1800

Process Manager: James Hogan – jhogan@columbustech.edu – Office 706-225-0560 – Cell 706-681-5750 Department: Student Services
Backup Personnel: Jonathan Norred – Jnorred@columbustech.edu – Cell 706-681-5969 Department: Information Technology

Recovery Details:
Recovery Strategy Overview:
Ensure power is on at alternate location. Move servers and necessary equipment to alternate site to re-establish operations. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 72 hours
MAD Rationale/Justification: Depends on power and internet providers and availability of equipment.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, IT Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: Servers, Storage Systems, Cables/Supplies
Software Needs: SSH

Necessary Vendors/Contractors: IBM, TCSG
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College / Information Technology**
Date: 3/11/19

Critical Mission Function: Website

Function Description: Re-establish Columbus Technical College website in the event of a disaster at the production location.

Production Location: Columbus Technical College - 928 Manchester Expressway, Columbus, GA. 31904, 706-649-1800

Process Manager: Jonathan Norred – Jnorred@columbustech.edu – Cell – 706-681-5969
Department: Information Technology
Backup Personnel: Wade Summers – Wsummers@columbustech.edu – Cell 706-392-2105
Department: Information Technology

Recovery Details:
Recovery Strategy Overview:
Ensure power is on at alternate location. Contact service provider to establish internet access at alternate site. Move servers and necessary equipment to alternate site to re-establish operations. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.
Maximum Allowable Downtime (MAD): 72 hours
MAD Rationale/Justification: Depends on power and internet providers and availability of equipment.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, IT Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.
Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 2
Hardware Needs: Servers, Storage Systems, Cables/Supplies **Software Needs**: Windows Server, Word Press
Necessary Vendors/Contractors: WOW! Business (Internet provider)
Special Notes: NA

BUSINESS CONTINUITY PLAN
ADMINSTRATIVE SERVICES

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Administrative Services
Date: 3/11/19

Critical Mission Function: Payroll

Function Description: Human Resources/Payroll Department serve as a vital part of the college's payroll distribution. The Department process payroll for all employees of the college insuring that all employees are paid each payroll. Advertisement is needed for qualified instructors to make sure all classes are covered. New employees must be entered into payroll in a timely manner to satisfy the needs of CTC students.

Production Location: Hartline Building Room A203-A – Columbus Technical College, 928 Manchester Expressway, Columbus, GA. 31904 – 706-649-1800

Process Manager: Berneza Norwood – Email; bnorwood@columbustech.edu –
Office 706-649-1818 Department: Human Resources/Payroll
Backup Personnel: Susie Boynton (Payroll Specialist) Email: sboynton@columbustech.edu –
Office 706-649-1170
Allison Ehouse (Manager, HR) – Email: aehouse@columbustech.edu – Office 706-641-5611
Patricia Hood (Human Resources Director), Email: phood@columbustech.edu – Office 706-649-1883
Cell 706-687-0513
Jonathan Norred (Information Technology) – Jnorred@columbustech.edu – Cell 706-641-5601

Recovery Details:

Recovery Strategy Overview: Keep constant communication with back-up personnel, Information Technology, CTC employees, if necessary. Also, stay in contact with PeopleSoft HCM at State Accounting Office and TCSG Human Resources Director and Human Resources Officer in the Atlanta Office. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 hours
MAD Rationale/Justification: Contact IT Department or PeopleSoft in Atlanta depending on the how much time is needed to process payroll.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA 31904

Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: Laptop and/or Desktop Computer, Printers, Phones, Fire Proof Cabinets with employee's files, Envelopes, Paper, Pens, Back-up Batteries, Storage for Reports, Postage Machine.
Software Needs: PeopleSoft, Banner, Words, Excel, Document Direct, Internet, Intranet, Outlook
Necessary Vendors/Contractors: N/A
Special Notes: Will need HR Fire proof file cabinets which store all active employees' files.

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Administrative Services**
Date: 3/11/19

Critical Mission Function: General Accounting Services
Function Description: The Budget/Cash Management department monitors the financial stability of the college as well as the budget and ensures that funds are available for payroll, and purchases to support the daily operations of the college. Asset Management records and tracks assets that are purchased for the college.

Production Location: Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904 –706-649-1800

Process Manager: Karen Thomas – Email: kthomas@columbustech.edu – Office 706-649-1813 - Cell 706-570-5189 Department: Fiscal Operations
Backup Personnel: Cynthia Graves (Accounting Manager) – Email: cgraves@columbustech.edu – Office 706-649-1843
Virginia McKenzie (Fiscal Coordinator) Email:- vmckenzie@columbustech.edu Office 706-641-5031

Recovery Details:
Recovery Strategy Overview: Keep constant communication with backup personnel. Set up office and support the daily operations of the college. Asset Management will inventory and provide a list of assets that are damaged or lost. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 hours
MAD Rationale/Justification: It will take time to set up an office with the supplies needed and access to the necessary systems.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan..
Work-around procedures tested? Yes,10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18.
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 48 to 96 hours

Hardware Needs: Laptop, phones, internet access, printer, paper, pens, stapler's w/ staples, paper clips, folders, highlighters, generator, backup batteries

Software Needs: PeopleSoft, Banner, Document Direct, Internet, Intranet, Microsoft Excel/Word, and Outlook/Email
Necessary Vendors/Contractors: Columbus Bank & Trust
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Administrative Services**
Date: 3/11/19

Critical Mission Function: Procurement

Function Description: The Purchasing Department is responsible for planning, organizing, and managing purchasing functions. We are primarily charged with the responsibility for the establishment of contracts, leases, purchase orders, and other agreements for the procurement of supplies, materials, equipment, services, and construction, under the laws set forth in the O.C.G.A. Section 50-55-1. The Purchasing Department is also responsible for maintaining all individual procurement card holder information, information related to all purchases charged to a procurement card, and documentation and accounting for all purchases charged to a procurement card.

Production Location: Columbus Technical College-Hartline Building A-202, located at 928 Manchester Expressway, or Economic Development Training Center, located at 5330 Transport Boulevard, Columbus, Georgia 31907 – 706-649-1800

Process Manager: Gypsi Alexander – Email: galexander@columbustech.edu – Office 706-641-0586
Department: Purchasing Department
Backup Personnel: Hannah Alexander (Purchasing Technician) – Email: halexander@columbustech.edu – Office 706-649-1811

Recovery Details:
Recovery Strategy Overview: Keep constant communication with back-up personnel, the People Soft Helpdesk, CTC Vice Presidents and CTC Deans. The informed Vice Presidents and Deans will relay messages to the remaining CTC faculty and staff. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 0-24 hours

MAD Rationale/Justification: 0-24 hours; this will depend on the situation.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18. 3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 48 to 96 hours

Hardware Needs: Electricity, phone, computer, internet access, intranet access, printer, paper, pens, notebooks and/or folders.
Software Needs: Internet, Intranet, Microsoft Word, Microsoft Excel, Microsoft Outlook/Email, Team GA Marketplace, and People Soft
Necessary Vendors/Contractors: N/A
Special Notes: N/A

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Administrative Services**
Date: 3/11/19

Function: Bookstore **Critical Mission**

Function Description: The Campus Store is a local bookstore serving the students, faculty and staff of Columbus Technical College. Our primary goal is to ensure students are able to obtain the course materials they need at reasonable prices. We also provide many other items to support your academic career and school spirit.

Production Location: Columbus Technical College-Patrick hall facility room 409. Located at 928 Manchester Expressway or Quick start located at 5330 Transport Blvd, Columbus, Georgia 31907. 706-649-1800

Process Manager: Catherina Ballard Department: Bookstore –Email: cballard@columbustech.edu – Office 706-225-0557
Backup Personnel: Angela Taylor (General Manager) Email: ataylor@columbustech.edu Office 706-649-1926,
James Hogan (Information Technology) Email: jhogan@columbustech.edu Office 706-225-0560

Recovery Details:
Recovery Strategy Overview: Keep constant communication with back-up personnel, Nebraska Information Technology customer service, CTC Deans, Program Directors and faculty. The informed faculty will relay messages to CTC students and staff concerning factual information. 3-5 day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 48-96 hours
MAD Rationale/Justification: For the damaged merchandise, the vendors will have to be notified to get new merchandise. Nebraska systems will have to be contacted to get the system back up and running. This will depend on the situation.
Can process be suspended? Yes, can process be degraded? Yes, Work-around procedures in place? Yes, Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early

Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 48 to 96 hours **Hardware Needs**: Phones, Laptop, phone, internet access, printer, paper, pens, electricity, back-up batteries
Software Needs: Internet, Intranet, Microsoft Word, Outlook/Email, Nebraska Win Prism and Nebraska Win Admin
Necessary Vendors/Contractors: N/A
Special Notes: N/A

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Administrative Services**
Date: 3/11/19

Critical Mission Function: Account Payable

Function Description: Accounts Payable Department serve as a vital part of the college's financial aspect. The Department process payments for all areas of the college insuring that all vendors are paid in a timely manner in order for the college to remind operational. The Accounts Payable Department also processes all student refunds according to the guidelines set forth by State and Federal

Production Location: Hartline Building Room A203J – Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 – 706-649-1800

Process Manager: Katina James Department: Accounts Payable – Email:KJames@columbustech.edu Office 706-649-1884

Backup Personnel: Margaret Smith (Accounting Tech) Email: msmith@columbustech.edu Office 706-649-1863 & Ann Grieger (Accounting Tech) Email: agrieger@columbustech.edu Office 706-649-1880
Katina James (Associate VP) Email: kjames@columbustech.edu Office 706-649-1884
James Hogan (Information Technology) Email: jhogan@columbustech.edu Office 706-225-0560

Recovery Details:
Recovery Strategy Overview: Keep constant communication with back-up personnel, Information Technology, and with vendors, if necessary. Also, stay in contact with PeopleSoft Financial in the Atlanta Office. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours

MAD Rationale/Justification: Contact IT Department or PeopleSoft in Atlanta depending on the severity of the situation.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Laptop, Phones, Typewriter, Fire Proof Cabinets with check, Manual check stamp, Paper, Pens, Back-up Batteries
Software Needs: PeopleSoft, Banner, Excel, Internet, Intranet, Outlook **Necessary Vendors/Contractors**: N/A

Special Notes: Will need our Fire proof file cabinets which stores our check stock and manual signature stamp. There will be a need for a typewriter to type manual checks.
Necessary Vendors/Contractors: N/A
Special Notes: We will need a Fire Proof file locked to store any funds that are collected off-site

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/Administrative Services**
Date: 3/11/19

Critical Mission Function: Business Office

Function Description: The function of the Business Office is to assist students with obtaining information concerning financial obligations in relation to their tuition/fees and other payments due to the college. Any Accounts Receivable payments that are due to the college are received or delivered to the Business Office for processing.

Production Location: Columbus Technical College-Hartline Building Room 154. Located at 928 Manchester Expressway or Quick start located at 5330 Transport Blvd, Columbus, Georgia 31907 – 706-649-1800

Process Manager: Angela Taylor Department: Business Office Email: ataylor@columbustech.edu Office 706-649-1926
Backup Personnel: Katina James (AVP Administrative Services) Email: kjames@columbustech.edu Office 706-649-1884

Diane Gordy (Head Cashier) Email: dgordy@columbustech.edu Office 706-649-1750
Janice Moore (Accounts Rec. Technician) Email: jmoore@columbustech.edu Office 706-649-1310,
Nicole Smith (Cashier) Email: nsmith@columbustech.edu Office 706-64-1310
James Hogan (Information Technology) Email: jhogan@columbustech.edu Office 706-225-0560

Recovery Details:
Recovery Strategy Overview: Working with Information Technology to ensure that Banner, PeopleSoft, and the Intranet are functional. Contact Public Relations to have them send messages to the students, staff, and faculty to keep them informed with important information. 3-5-day recovery Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours
MAD Rationale/Justification: Communicate information within a timely manner to ensure that everyone is aware of the issues the Business Office is experiencing.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48

Hardware Needs: Phones, Laptop, Desktop, phone, internet access, printer, paper, pens, electricity, and back-up batteries
Software Needs: Internet, Intranet, Microsoft Word, Microsoft Excel, Outlook/Email, PeopleSoft and Banner
Necessary Vendors/Contractors: N/A

Special Notes: We will need a Fire Proof file locked to store any funds that are collected off-site.

BUSINESS CONTINUITY PLAN

ADULT EDUCATION

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College / Adult Education
Date: 3/11/19
Critical Mission Function: Admissions

Function Description: The function of admissions of adult education is vital for business continuity in the case of any emergency involving the College. Admission intake/orientation is conducted weekly on Mondays at 9:00am and 4:00pm. The adult education department serves 6 counties to include Muscogee, Chattahoochee, Harris, Stewart, Quitman, and Talbot totaling over 1700 students to date in pursuit of a secondary education equivalent credential

Production Location: Columbus Technical College (928 Manchester Expressway, Columbus, GA) or alternate location depending on the scenario – 706-649-1800

Process Manager: April Hopson Department: Director of Adult Education
Email: ahopson@columbustech.edu Office 706-641-5694
Backup Personnel: Sherri Masterson- smasterson@columbustech.edu Office 706-641-5624

Recovery Details:
Recovery Strategy Overview: Continue to provide intake/orientation services to potential students. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-78hours
MAD Rationale/Justification: To ensure limited interruption to admission services as required to service delivery area.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building Columbus, Georgia 31904
Hours to Point Objective: 10 MINUTES
Recovery Time Objective (hours): 24 hours
Hardware Needs: Laptops and/or desktop computers, phone, internet access, printers, paper, pens, electricity, back-up batteries
Software Needs: Internet, TABE Online, Word, E-mail/Outlook, basic operating system
Necessary Vendors/Contractors: N/A
Special Notes: N/A

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College / Adult Education**
Date: 3/11/19

Critical Mission Function: Classroom Instruction

Function Description: The function of classroom instruction of adult education is vital for business continuity in the case of any emergency involving the College. Classes are conducted Monday - Thursday from 8:30-12:30pm, 1:00-4:00pm and 5:30-5:30pm. The adult education department serves 6 counties to include Muscogee, Chattahoochee, Harris, Stewart, Quitman, and Talbot totaling over 1700 students to date in pursuit of a secondary education equivalent credential

Production Location: Columbus Technical College (928 Manchester Expressway, Columbus, GA) or alternate location depending on the scenario – 706-649-1800

Process Manager: April Hopson/Department: Director of Adult Education – Email: ahopson@columbustech.edu Office 706-641-5694
Backup Personnel: Sherri Masterson –smasterson@columbustech.edu – Office 706-641-5624

Recovery Details:
Recovery Strategy Overview: Continue to provide classroom instruction to students based on the schedule above. Grant assurances prohibit the closure of classes from more than two weeks without special permission from state office. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime(MAD): 24-72 hours
MAD Rationale/Justification: To ensure limited interruption to classroom instruction as required in order to service delivery area.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 10 MINUTES
Recovery Time Objective (hours): 0-12
Hardware Needs: Laptops and/or desktop computers, phone, internet access, printers, paper, pens, electricity, back-up batteries
Software Needs: Internet, TABE Online, Word, E-mail/Outlook, basic operating system
Necessary Vendors/Contractors: N/A
Special Notes: N /A

BUSINESS CONTINUITY PLAN
STUDENT AFFAIRS

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Student Affairs
Date: 3/11/19

Critical Mission Function: Admissions

Function Description: To process documents for admissions to CTC for incoming and returning students.

Production Location: W.G. Hartline Building, Room A150 – Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 3194 – 706-649-1800

Process Manager: Kermelle Hensley Associate Vice President, Enrollment Services Email: khensley@columbustech.edu Office 706-641-5237
Backup Personnel: Valerie Richardson Email vrichardson@columbustech.edu Office 706-649-0521

Recovery Details:
Recovery Strategy Overview: Contact Banner Database Administrator to retrieve data from Banner back-up which is done nightly. Rely on scanned documentation. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours
MAD Rationale/Justification: Minimum time to contact IT personnel.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: computers, printers, scanners
Software Needs: Banner and Banner Extender
Necessary Vendors/Contractors: Ellucian, TGSC
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College Registrar, /Student Services
Date: 3/11/19

Critical Mission Function: Registration

Function Description: To assist current and new students with registration.

Production Location: Hartline Building, Room 151, Columbus Technical College, 928 Manchester Expressway, Columbus GA 31904 – 706-649-1800

Process Manager: Kermelle Hensley Associate Vice President, Enrollment Services – Email: khensley@columbustech.edu Office 706-641-5237
Backup Personnel: Sylvia Dansby, Associate Registrar –
Email: sdansby@columbustech.edu Office 706-649-1278

Recovery Details:
Recovery Strategy Overview: Contact Banner Database Administrator (James Hogan) to retrieve lost documentation and back-up files. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours
MAD Rationale/Justification: To make necessary contacts to get process back up and running.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Computers, Printers, Scanners, Copier
Software Needs: Banner

Necessary Vendors/Contractors: Ellucian, TCSG

Special Notes: None

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College/Student Services
Date: 3/11/19

Critical Mission Function: Testing for College Admissions; Career Explorations; Community Test Center for other State Agencies

Function Description: Testing services at Columbus Technical College supports academic testing for applicants requiring compass placement tests for admission to the College, provides testing and assessment for career exploration purposes, administers tests for other state agencies within a secure environment, and may also perform remote testing for high school students or other off campus locations.

Production Location: Hartline Building, Room 153-A- Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 – 706-649-1800

Process Manager: Valerie Richardson Department: Student Affairs – Email: vrichardson@columbustech.edu Office 706-649-1896
Backup Personnel: Linda Fleming- Student Affairs/Email: lfleming@columbustech.edu Office 706-649-1800

Recovery Details:
Recovery Strategy Overview: Testing services for students can be done remotely through a secure, online BANNER connection via computer laptops or available desktops. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 – 48 Hours
MAD Rationale/Justification: This is the minimum time needed to establish a secure location for the administration of testing services.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24- 48 hours
Hardware Needs: Computers, Printers
Software Needs: BANNER **Necessary Vendors/Contractors**: Ellucian, TCSG
Special Notes: None

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Career Services/Columbus Technical College/Student Services**
Date: 3/11/19

Critical Mission Function: Career Services

Function Description:
Assist students and alumni in choosing a career path, developing job search skills and offering services to both that connects them to program related employment upon graduation and after. Career Services provide meaningful options for students and prepared job candidates for employers by providing workshops, job fairs and employment opportunities.

Production Location: P-600, Carl Patrick Hall – Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 – 706-649-1800

Process Manager: Margaret Burkhardt /Department: Career Services –
Email:mburkhardt@columbtech.edu Office 706-649-1938
Backup Personnel: Kermelle Hensley, Associate Vice President, Enrollment Services – Email: khensley@columbustech.edu Office 706-641-5237

Recovery Details:
Recovery Strategy Overview:
1. Retrieve X Drive files documentations for Career Services.
2. DOL Claimant Forms and letters are protected in a Fire King cabinet.
3. Contact College Central Network to retrieve information that housed within Cloud Storage System for Columbus Technical College students. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24 to 48 hours
MAD Rationale/Justification: One day to contact IT personnel and one day to contact College Central Network to retrieve information.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Science Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 hours
Hardware Needs: Computers, Printers, Scanners and Fax Machine

Software Needs: Banner/College Central Network
Necessary Vendors/Contractors:
College Central Network- Cloud Storage for Career Services
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College /Disability and Special Services /Student Services**
Date: 3/11/19

Critical Mission Function: Disability and Special Populations

Function Description: Provide accommodations to students with disabilities and support services to Special Populations of students within the college.

Production Location: Hartline Building, Rooms A161,162,163 – Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 – 706-649-1800

Process Manager: Olive Vidal-Kendall - Department: Disability and Special Services – Email: ovidal-kendall@columbustech.edu Office 706-649-1442
Backup Personnel: Melinda Delbridge, Interpreter/Disability Advisor – Email: mdelbridge@columbustech.edu Office 706-649-1533

Recovery Details:
Recovery Strategy Overview: Contact Banner BDA (James Hogan) to retrieve lost documentation and back up files. If necessary the Alternative Media Access Center, Georgia Tech University will be contacted for assistance with providing text books in alternative format. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD) 24/48 Hours
MAD Rationale/Justification: To make necessary contacts to get process back up and operational.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18 3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 Hours
Hardware Needs: Computer, Printers, Copier, Scanner, Fax Machine

Software Needs: Banner
Necessary Vendors/Contractors: Ellucian, TCSG
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College/ Student Affairs**
Date: 3/11/19

Critical Mission Function: Transcript Issuance

Function Description: To process transcript for previous and current students.

Production Location: Hartline Building, Room 151, Columbus Technical College, 928 Manchester Expressway, Columbus GA 31904 – 706-649-1800

Process Manager: Kermelle Hensley Department: Associate Vice President, Enrollment Services – Email: khensley@columbustech.edu Office 706-641-5237
Backup Personnel: Sylvia Dansby, Associate Registrar – Email: sdansby@columbustech.edu Office 706-649-1278

Recovery Details:
Recovery Strategy Overview: Contact Banner BDA (James Hogan) to retrieve lost documentation and back-up files. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 24-48 hours
MAD Rationale/Justification: To make necessary contacts to get process back up and running.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18 3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 Hours

Hardware Needs: Computers, Printers, Scanners, Copier
Software Needs: Banner

Necessary Vendors/Contractors: Ellucian, TCSG, SCRIPT-SAFE
Special Notes: None

Appendix D - Business Continuity Plan Worksheet Exemplar
Business Continuity Plan Worksheet

Work Unit/Technical College: **Columbus Technical College Registrar /Student Services**
Date: 3/11/19

Critical Mission Function: Process Grades

Function Description: To process grades for current students.

Production Location: Hartline Building, Room 151, Columbus Technical College, 928 Manchester Expressway, Columbus GA 31904 – 706-649-1800

Process Manager: Kermelle Hensley Department: Associate Vice President, Enrollment Services – Email: khensley@columbustech.edu Office 706-641-5237
Backup Personnel: Sylvia Dansby, Associate Registrar – Email: sdansby@columbustech.edu Office 706-649-1278

Recovery Details:
Recovery Strategy Overview: Contact Banner Database Administrator (James Hogan) to retrieve lost documentation and back-up files. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime(MAD): 24-48 hours
MAD Rationale/Justification: To make necessary contacts to get process back up and running.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan. Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904

Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 Hours

Hardware Needs: Computers, Printers, Scanners, Copier
Software Needs: Banner
Necessary Vendors/Contractors: Ellucian, TCSG, Script-Safe
Special Notes: None

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: **Student Affairs / Columbus Technical College**
Date: 3/11/19

Critical Mission Function: Student Activities

Critical Mission Function: The critical mission of the department of Student Life is to provide students with the experience of co-curricular and/or extra-curricular activities. This enhances the students learning experience as it relates to social interaction, leadership, healthy recreation, self-discipline and self-confidence.

Function Description: To provide activities for students to be involved in such as extra-curricular, volunteer and leadership activities.

Production Location: Hartline Building, Room A-166, Columbus Technical College, 928 Manchester Expressway, Columbus, GA 31904 – 706-649-1800
Process Manager: Ken Lockhart, Director of Student Activities Department**:** Student Affairs – Email: klockhart@columbustech.edu Office 706-649-1893
Backup Personnel: Kermelle Hensley, Admissions/Recruiter – Email: KHensley@columbustech.edu Office 706-641-5237

Recovery Details:
Recovery Strategy Overview: Use other venues on campus or utilize partnerships in the community to host Student Life events. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime(MAD): 24-48 hours
MAD Rationale/Justification: Utilize community contacts to continue events at other locations

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA 31904
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24-48 hours
Hardware Needs: Phone, Computers, Copier, Printer and Fax Machine
Software Needs: Microsoft Office Suite & Banner

Necessary Vendors/Contractors: Ray Rents, Cash and Carry, Sam's Club, Jason's Deli, Country's BBQ, Chester's BBQ, Chick-fil-a, Enterprise Car Rental, Imprints Printing and Promotions and Local Radio Stations
Special Notes: If weather permits the office of Student Activities/Life is able to utilize outdoor venues to host special events. These venues can be low to no cost.

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Financial Aid Office/ Columbus Technical College /Student Services
Date: 3/11/19

Critical Mission Function: Financial Aid

Function Description:
1. Serve students applying for state and Federal financial aid.
2. Determine student eligibility for state and Federal financial aid.
3. Award state and Federal financial aid in Banner.

Production Location: Hartline Building, Offices 151-B and 151-C – Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 – 706-649-1800

Process Manager: Talisha Lockhart Department: Financial Aid – Email: tlockhart@columbustech.edu Office 706-649-1888
Backup Personnel: Kristi Carroll of Financial Aid – Email: Kcarroll@columbustech.edu Office 706-649-1460

Recovery Details:
Recovery Strategy Overview:
Contact Banner Database Administrator at Columbus Technical College to retrieve Banner data in back-up files. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime(MAD): 24-48 hours
MAD Rationale/Justification: Would take 24 – 48 hours to contact Banner Database Administrator and subsequently contact TCSG.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904 – 706-649-1800
Hours to Point Objective: 10- minutes

Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Computers - Printers – Scanners - Copier

Software Needs: Banner-Banner Extender

Necessary Vendors/Contractors: TCSG - Ellucian

Special Notes: NA

BUSINESS CONTINUITY PLAN

ECONOMIC DEVELOPMENT

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Economic Development/ Columbus Tech
Date: 3/11/19

Critical Mission Function: Classroom Instruction

Function Description: The Economic Development Division provides classroom training, both credit and non-credit to students on main campus

Production Location: Economic Development Training Center located at 5330 Transport Blvd Columbus, Georgia 31907

Process Manager: Jamie Loyd/Department: Economic Development – Email: jloyd@columbustech.edu Office 706-649-1449
Backup Personnel: Deana Beauford/SIA Program Manager – Email: dbeauford@columbustech.edu Office 706-649-1454

Recovery Details:
Recovery Strategy Overview: In the case of the facilities on main campus being uninhabitable/dysfunctional, Economic Development (ED) contact person will communicate with team and either cancel or reschedule classes or, direct students/staff to recovery point location. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime(MAD):24-72 Hours
MAD Rationale/Justification:

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus Georgia 31904 – 706-649-1800
Hours to Point Objective: 10 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: 25 to 30 personal computers with internet access for classroom instruction
Software Needs: Windows Operating system and Microsoft Office Suite
Necessary Vendors/Contractors: NA
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar
Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Tech / Economic Development
Date: 3/11/19

Critical Mission Function: Distance Instruction

Function Description: The Economic Development Division provides classroom training and online courses, both credit and non-credit to students in other locations throughout the six county service delivery area.

Production Location: Economic Development Training Center located at 5330 Transport Blvd Columbus, Georgia 31907

Process Manager: Jamie Loyd/Department: Economic Development – Email: jloyd@columbustech.edu Office 706-649-1449
Backup Personnel: Deana Beauford/SIA Program Manager – Email: dbeauford@columbustech.edu Office 706-649-1454

Recovery Details:
Recovery Strategy Overview: In the case of the facilities on main campus being uninhabitable/dysfunctional, Economic Development (ED) contact person will communicate with team and either cancel or reschedule off-site classes or, direct staff to recovery point location. 3-5 day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD):24-48 Hours
MAD Rationale/Justification:

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Science Building 4600 River Road 31904 – 706-649-1800
Hours to Point Objective 5 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: 25 to 30 personal computers with internet access for classroom instruction or lecture classroom. ANGEL and BANNER database servers
Software Needs: Windows Operating system and Microsoft Office Suite
Necessary Vendors/Contractors: NA
Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Economic Development/ Columbus Technical College
Date: 4/4/18

Critical Mission Function: Facilities Rental

Function Description: The Economic Development Division provides room rental spaces to companies on our main campus.

Production Location: Economic Development Training Center located at 5330 Transport Blvd., Columbus, Georgia 31907

Process Manager: Jamie Loyd/Department: Economic Development – Email: jloyd@columbustech.edu Office 706-649-1449
Backup Personnel: Michele Shaw/Facilitator & Proctor – Email: mshaw@columbustech.edu Office 706-649-1558

Recovery Details:
Recovery Strategy Overview: In the case of the facilities on main campus being uninhabitable/dysfunctional, Economic Development (ED) contact person will communicate with company and either cancel or reschedule classes or, direct company to recovery point location. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime(MAD):48-96 Hours
MAD Rationale/Justification: Communicate with rental customers, make alternate plans, and prepare recovery point facilities for rental purposes.

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, GA. 31904 – 706-649-1800
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): 24 hours

Hardware Needs: 25 to 30 personal computers with internet access for company instruction or classroom for instruction. Projector and screen for presentations
Software Needs: Windows Operating system and Microsoft Office Suite
Necessary Vendors/Contractors: NA
Special Notes: NA

BUSINESS CONTINUITY PLAN

INSTITUTIONAL EFFECTIVENESS

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College / Institutional Effectiveness
Date: 3/11/19

Critical Mission Function: Accreditation

Function Description: Ensure that the materials and processes relating to regional accreditation of the College by SACSCOC remains in place. The same is true for program accreditations. Ensure that any business disruption does no permanent harm to the systems used to document the activities related to accreditation. Ensure the archives remain intact, and that electronic systems that are used to record and document activities necessary to maintain accreditations in good standing, if interrupted, are back up and running when regular business processes are back in operation.

Production Location: Patrick Hall, Main Campus – Columbus Technical College – 928 Manchester Expressway – Columbus, GA. 31904 – 706-649-1800

Process Manager: Monique Baucham/Department: Institutional Effectiveness – Email: mbaucham@columbustech.edu Office 706-649-1304
Backup Personnel: Kevin Peoples/Research Assessment Specialist – Email: kpeoples@columbustech.edu Office 706-641-5684
Elise Bell/Research Analyst – Email: sbehlim@columbustech.edu Office 706-649-1305

Recovery Details:
Recovery Strategy Overview: Accreditation is a process and usually takes place over time. What need protecting are the documentation and compliance documents related to the awards of accreditation and the ongoing processes that must continue to maintain accreditation. So what are important are the recovery of any network drives that contain relevant information and data, and the availability of the processes to be accessible in a reasonable, but not necessarily short period of time. Accreditation and the rest of the IE processes are dependent on the recovery of all Information Technology systems. Several days for recovery are not a problem in this case due to the long term nature of this particular function. 3-5-day recovery – Process manager will be in contact with appropriate staff on a daily basis ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 7-10 days
MAD Rationale/Justification:

Can process be suspended? Yes, can process be degraded? Yes
Work-around procedures in place? Yes, Disaster Recovery Plan.
Work-around procedures tested? Yes, 10/10/18 Mass email notification sent through our Early Alert Everbridge System that due to severe weather conditions per the Governors state of Emergency for Hurricane Michael the College was closed on 10/11/18
3/3/19 Mass email notifications of our Early Alert Everbridge System that the following college buildings, Hartline, Richardson, "A" Perry Gordy building will be closed on 3/4/19 due to power interruptions from tornados in our surrounding vicinity.

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904
Hours to Point Objective: 5 minutes
Recovery Time Objective (hours): N/A

Hardware Needs: None other than recovery of functionality of those in use prior to disruption.
Software Needs: None other than recovery of functionality of those in use prior to disruption.

Necessary Vendors/Contractors: N/A

Special Notes: Some program content is backed up by vendors.

Business Continuity Plans Assessment Rubric 2019-2020

Technical College Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904.			
Columbus Technical College			Date of Review:
Element			Reviewer:
Timely Submission	Validated	Not Validated	Comments
Business Continuity Coordinator NIMS Training Documented			
BCP Plan Element			
Current BCP Template Implemented			
I. BCP Signature Page & Overview			
II. Critical Mission Functions Chart			
II. Hazard Vulnerability Assessment Instrument			
III. Business Continuity Plan Worksheets			
A. Overall comments			
B. Work-around procedures documented			
C. Work-around procedures testing documented			
IV. Emergency & Utility Contacts documented (by location)			
Additional Administrative Requirements			
Annual training, drills and exercises documented			
Existing contractual agreements documented			
Annual BCP review process documented			
Retention of past BCPs documented			
Business continuity incidents reported to TCSG System Office documented			