

Business Continuity Plan

FY 2025 - 2026

Business Continuity Plan Columbus Technical College 2025 - 2026

REVIEWED: James M. Trivett **DATE:** 04/30/2025
BUSINESS CONTINUITY COORDINATOR
Columbus Technical College

APPROVED: _____ **DATE:** April 30, 2025
PRESIDENT/EXECUTIVE
Columbus Technical College

REVIEWED: _____ **DATE:** _____
EMERGENCY MANAGER
TCSG

APPROVED: _____ **DATE:** _____
DIRECTOR OF CAMPUS SAFETY
TCSG

Business Continuity Plan Columbus Technical College 2025 - 2026

Overview:

The Business Continuity Plan (BCP) supports the State Board of the Technical College System of Georgia (TCSG) 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 did experience Two (2) business continuity incidents during the 2024 - 2025 year. In the event of an incident the college's first alert Emergency notification system will send out notification to students, faculty, and staff to include **Dr. Lisa Anne Beck, MEd, DC Emergency Manager with TCSG who will be notified, and information kept on file at the central office.**

Columbus Technical College engages in the following contractual agreements:

Jan-Pro- Columbus
216 10th Street
Columbus, Georgia 31909
Phone: 706-940-0220

Safety Kleen
6580 Hawkinsville Rd.
Macon, Georgia 31210
Phone: 478-788-9398

Columbus Technical College engages in the following training, drills, and exercises:

Employee Annual Trainings which are conducted on a yearly basis. These trainings consist of Active Shooter, Acceptable Computer & Internet Usage, Blood borne Pathogens, Campus Safety & Security Procedures, Hazardous Communications, and Unlawful Discrimination, Harassment & Retaliation in Employment. All trainings require a quiz after each section and the employee must have a passing score of 70 or above.

Required Mandatory TCSG Training consists of Cybersecurity, Human Trafficking, Sexual Harassment, Cybersecurity, to include Diversity, Equity, and Inclusion for the workplace.

The college also engages in Active Shooter Training, Evacuation Emergency Lift Chair Training, Fire and Tornado drills. The protocol for retaining training records is maintained in the Human Resources Department located at 928 Manchester Expressway, Columbus, Georgia 31904. **The contact is HR Manager Allison Ehouse, aehouse@columbustech.edu 706-641-5611**

The protocol for the annual review of the BCP will be provided to the Presidents Leadership Team (PLT), which consists of Vice Presidents and Executive Directors of all college departments, to review and make any necessary changes/recommendations and provide current employee critical functions contact information up to date.

The protocol for retaining the BCP is posted on the college intranet and in hard copy in the Department of Operations, 928 Manchester Expressway, Columbus, Georgia 31904. The contact is the **Facilities Director, 706-649-7511, jtrivett@columbustech.edu**.

The Business Continuity Plan contains the following:

1. Business Continuity Plan Signature Page & Overview
2. Appendix B: Critical Mission Functions Chart
3. Appendix C: Hazard Vulnerability Assessment Instrument
4. Appendix D: Business Continuity Plan Worksheets
 - a. President
 - b. College & Community Relations
 - c. Institutional Advancement
 - d. Academic Affairs
 - e. Operations
 - f. Information Technology
 - g. Administrative Services
 - h. Adult Education
 - i. Student Affairs
 - j. Economic Development
 - k. Institutional Effectiveness
5. 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 - 24 Hours	High
President and VP of Student Affairs & Communication	Public Information	0 - 24 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	72 Hours	High
Academic Affairs	Computer Classroom Instruction	72 Hours	High
Academic Affairs	Laboratory Instruction	168 Hours	Medium
Academic Affairs	Live Work	168 Hours	Medium
Academic Affairs	Library	72 Hours	High
Department of Facilities and Maintenance	Utilities	24 Hours	High
Department of Facilities and Maintenance	Facilities Repair	0 - 24 Hours	High
Department of Facilities and Maintenance	Clean Up	24 Hours	High
Department of Facilities and Maintenance	Fleet Management	24 Hours	High
Department of Facilities and Maintenance	Food Service, Vending	24 Hours	High
Administrative Services	Risk Management	24 Hours	High
Campus Police Department	Police and Security	0 - 24 Hours	High
Campus Police Department	Emergency Services	0 - 24 Hours	High
Department of Facilities and Maintenance	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	24-48 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	24-48 Hours	High
Economic Development	, Community Testing Center for other State Agencies	24-48 Hours	High
Student Services	Career Services	24-48 Hours	High
Student Services	Disability and Special Services	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
Department of Facilities and Maintenance	Facilities Rental	48 - 96 Hours	Medium
Institutional Effectiveness	Accreditation	168-240 Hours	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		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 – Stoney Mathis – 706-653-3100

Muscogee County Sheriff's Office
Sheriff – Greg Countryman – 706-653-4225

Fire:

Columbus Fire Department
Fire & EMS Chief – Sal Scarpa – 706-653-3500

Power:

Georgia Power – 1-800-253-1329
Mike Miles – 706-587-5652

Water:

Columbus Water Works
Shawn Arnold – 706-649-3400

Natural Gas:

Liberty Utilities
Wanda Hinson – 706-478-1837

Telecommunications:

GTA
Helpdesk – 877-482-3233
WOW Business 1-855-940-4969
Mediacom – 1-855-633-4226

Other:

Columbus Technical College - Emergency Contact information				
Position	Extension	Email	Cell	Alternate
Martha Ann Todd – President	1392	mtodd@columbustech.edu	706-977-8015	706-617-9297
Shanell Scott – Executive Assistant to President	1837/1876	Sscott@columbustech.edu		
Communications				
Communications	1290	communications@columbustech.edu		706-649-1290
Vice Presidents				
April Hopson, VP Academic Affairs and Adult Education	1935	ahopson@columbustech.edu		
Dr. Tara Askew - VP of Student Services	1901	taskew@columbustech.edu	706-580-0795	
James Loyd - VP of Economic Development	1449	jloyd@columbustech.edu	706-527-1386	706-649-1449
Amelia Mills – Vice President of Institutional Effectiveness	1304	amills@columbustech.edu	706-641-5684	
Karen Thomas – VP of Administrative Services	1813	kthomas@columbustech.edu	706-570-5189	
Facilities Director				
James M. Trivett – Facilities Director	7511	jtrivett@columbustech.edu	706-392-6233	706-649-7511
Institutional Advancement				
Susan Sealy – Executive Director, Institutional Advancement	1016	ssealy@columbustech.edu	706-329-2550	
Police Department				
Campus Police - Chief Charles Pickett	1933	cpickett@columbustech.edu	706-580-2598	
Deputy Chief - Larry Tippins	1933	ltippins@columbustech.edu	706-577-7882	
Janet Morgan – Police Officer Sergeant	1933	jpmorgan@columbustech.edu	762-207-6966	
Richard DePietri – Police Officer	1933	rdepietri@columbustech.edu		
Robert Denny – Police Officer Lieutenant	1933	rdenny@columbustech.edu	706-610-4109	
Joshua McNeal – Police Officer Sergeant	1933	jmcneal@columbustech.edu	706-366-5095	
Brandon Murphy – Police Officer	1933	brmurphy@columbustech.edu		
Shannon Murphy – Police Officer	1933	scmurphy@columbustech.edu		
Billy Lee – Police Officer	1933	blee@columbustech.edu		
Christopher Hardaway – Police Officer	1933	chardaway@columbustech.edu		
Alex Koller – Police Officer	1933	akoller@columbustech.edu		
Maintenance				
Jeff Tindall - Maintenance Supervisor - North Campus	1872	jtindall@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 Supervisor, North Campus	1936	rthompson@columbustech.edu	706-527-1854	706-718-9334
Tasha Howard, Custodial Supervisor, South Campus	1936	thoward@columbustech.edu	762-207-9904	
Information Technology				
Jeffery Lowry - Information Technology Director	5601	jlowry@columbustech.edu	706-392-3448	
Wade Summers – Information Systems Administrator	5603	wsummers@columbustech.edu	706-392-2105	

Banner				
Logan Jackson – Database Administrator Jr.	5605	ljackson@columbustech.edu	706-641-5604	
Adult Education				
April Hopson, VP Academic Affairs and Adult Education	5694	ahopson@columbustech.edu	706-573-1713	
Human Resources				
Jennifer Thompson – Director of Human Resources	1883	jthompson@columbustech.edu	706-905-8729	
Allison Ehouse – Human Resources Manager	5611	aehouse@columbustech.edu	706-442-3626	
Academic Affairs Assistant Vice Presidents				
Matt Dennis - Assistant Vice President of Academic Affairs, Health Sciences	0501	mdennis@columbustech.edu	706-570-6166	
Dahmon King - Assistant Vice President of Academic Affairs, Professional & Technical	4034	dking@columbustech.edu	706-604-8297	
Leatha Cyprian - Dean of Academic Affairs, Business	0584	lcyprian@columbustech.edu	706-225-0584	
Dean of Adult Education - TBD				
Economic Development				
Michele Shaw – Testing Specialist	1558	mshaw@columbustech.edu	706-570-0720	
Samuel 'Jud' Faircloth – Program Manager Business & Industry Training	1454	sfaircloth@columbustech.edu	706-649-1838	
Administrative Services				
Katina James - Associate Vice President of Finance	1884	kjames@columbustech.edu	706-718-1105	
Angela Taylor - Accounting Manager/Bursar	1926	ataylor@columbustech.edu	706-718-0040	
Cynthia Graves – Fiscal Analyst	1843	cdgraves@columbustech.edu	706-718-4142	
Indra Alamo – Purchasing Technician	0586	ialamo@columbustech.edu	762-208-8891.	
Virginia McKenzie – Associate V.P. Administrative Services	1854	vmckenzie@columbustech.edu	706-984-4072	

Business Continuity Plan Worksheet

President

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, President

Date: 4/4/25

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 Emergency Mass Notification 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. Phone: 706-649-1800

Process Manager: Martha Ann Todd, President

Email: mtodd@columbustech.edu

Phone: 706-649-1392 (office), 706-977-8015 (cell)

Backup Personnel: Tara Askew, Vice President of Student Affairs & Communication; Chuck Pickett, Chief of Police; President's Leadership Team members as needed

Email: taskew@columbustech.edu; cpickett@columbustech.edu

Phone: Askew: 706-649-1901 (office), 706-580-0795 (cell)

Pickett: 706-649-1917 (office), 706-580-2598 (cell)

Recovery Details:

Recovery Strategy Overview: 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 daily ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 0 - 24 hours

MAD Rationale/Justification: Official communication in an emergency must begin IMMEDIATELY to avoid panic, rumors, 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E mail alerts sent to all employees
- Information posted on college website

Recovery Point Objective

(Relocation): Employees Residence/ Campus classroom

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 0-12 hours

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

Software Needs: Internet, ReGroup mass notification system, MS Word, E-mail/Outlook, basic operating system

Necessary Vendors/Contractors: N/A

Business Continuity Plan Worksheet

President and VP of Student Affairs and Communication

Appendix D - Business Continuity Plan Worksheet

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Executive Director of Public Relations, and communications

Date: 4/4/25

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 Public relations and Communication 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 Mass Notification Alert System, the CTC website, Facebook, Twitter, E-mailing, and/or phone calls. Depending on the situation and if technology is unavailable, some adjustments may be made.

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

Process Manager: TBD - Marketing Specialist, Public Relations and Communications
Email: communications@columbustech.edu
Phone: 706-649-1290 (office)

Backup Personnel: Dr. Tara Askew, Vice President of Student Affairs
Email: taskew@columbustech.edu
Phone: 706-649-1901 (office)

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 daily ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 0 - 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,

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 0-12 hours

Hardware Needs: Laptop and/or desktop computer and/or iPads, phone, internet access, printer, paper, pens, electricity, and backup batteries

Software Needs: Internet, ReGroup Mass Notification alert system, MS Word, E-mail/Outlook, basic operating system

Necessary Vendors/Contractors: N/A

Special Notes: N/A

Business Continuity Plan Worksheet

Executive Director Institutional Advancement

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Institutional Advancement

Date: 4/4/25

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 involving Columbus Technical College and informing them of alternatives for contacting the Executive Director of Institutional Advancement 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, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Susan Sealy, Executive Director, Institutional Advancement

Email: ssealy@columbustech.edu

Phone: 706-649-1016 (office), 706-329-2550 (cell)

Backup Personnel: Cheryl Metivier Administrative Assistant Institutional Advancement

Email: cmetivier@columbustech.edu

Phone: 706-649-1015 (office)

Jeffery Lowry, Information Technology Director

Email: jlowry@columbustech.edu

Phone: 706-641-5601 (office), 706-681-5969 (cell)

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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
 - Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
 - The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
 - Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
 - Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
 - Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
 - Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
-
- Local Media was notified
 - Posted on social media
 - E mail alerts sent to all employees
 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Laptop and/or desktop computer and/or I Pads, phone, internet access, printer, back-up batteries

Software Needs: Internet, Microsoft Office Suite, QuickBooks

Necessary Vendors/Contractors: None

Business Continuity Plan Worksheet

Academic Affairs

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

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

Date: 4/4/25

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, Georgia 31904. Phone: 706-649-1800

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education
Email: ahopson@columbustech.edu

Backup Personnel: Matt Dennis, Assistant Vice President of Academic Affairs, Health Sciences
Email: mdennis@columbustech.edu
Phone: (706) 225-0501, Cell / (706) 527-9081

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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Renee Clark, Director, Distance Learning
Email: vclark@columbustech.edu
Phone: 706-649-1748 (office)

Backup Personnel: April Hopson, Vice President of Academic Affairs and Adult Education
Email: ahopson@columbustech.edu
Phone: 706-641-5237 (office)

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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E mail alerts sent to all employees

- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education
Email:
Phone: 706-641-5237 (office)

Backup Personnel: Matt Dennis, Assistant Vice President of Academic Affairs, Health Sciences
Email: mdennis@columbustech.edu
Phone: 706-225-0501 (office), 706-527-9081 (cell)

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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

Critical Mission Function: Laboratory Instruction

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

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education
Email: ahopson@columbustech.edu
Phone: 706-641-5237 (office)

Backup Personnel: Dahmon King, Assistant Vice President of Academic Affairs,
Professional & Technical, and Matt Dennis, Assistant Vice President of Academic Affairs,
Health Sciences

Dahmon King
Email: dking@columbustech.edu
Phone:(706) 649-4034, Office
(706) 604-8297, Cell

Matt Dennis
mdennis@columbustech.edu
Phone:(706) 225-0501, Office
(706) 527-9081, Cell

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—The process manager will contact appropriate staff daily to ensure all are on task assignment and 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
 - Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
 - The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
 - Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
 - Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
 - Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
 - Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
-
- Local Media was notified
 - Posted on social media
 - E-mail alerts sent to all employees
 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: Columbus Technical College, Academic Affairs

Date: 4/4/25

Critical Mission Function: Live Work

Function Description:

If the main campus's operations become disabled, live work will be canceled and reconvened at a new location in the Wright Building.

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

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education
Email: ahopson@columbustech.edu
Phone: 706-641-5237 (office)

Backup Personnel: Dahmon King, Assistant Vice President of Academic Affairs, Professional & Technical
Email: dking@columbustech.edu
Phone: (706) 641-4034, Cell 706-604-8297

Recovery Details:

Recovery Strategy Overview: If 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
 - Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
 - The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
 - Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
 - Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
 - Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
 - Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
-
- Local Media was notified
 - Posted on social media
 - E-mail alerts sent to all employees
 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education

Email: ahopson@columbustech.edu

Phone: 706-641-5237 (office)

Backup Personnel: Evelyn Willis, Academic Dean- Library Services

Email: ewillis@columbustech.edu

Phone: 706-649-1929 (office), 706-366-4201 (Cell)

Recovery Details:

Recovery Strategy Overview: In case the facility becomes uninhabitable, library services can continue using online resources such as electronic books, periodicals, and other materials for student use. Additionally, physical resources will be moved to the reconvened location in the Wright Building, Multipurpose room.

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,

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
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- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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 Worksheet

Departments of Facilities & Maintenance and Campus Police Department

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Facilities & Maintenance

Date: 4/4/25

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, and Liberty Utilities for gas issues.

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

Process Manager: James Trivett, Facilities Director
Email: jtrivett@columbustech.edu
Phone: 706-649-7511 (office) 706-392-6233 (cell)

Backup Personnel: Dennis Pobbig, Jeff Tindall Maintenance Supervisors
Email: dpobbig@columbustech.edu Jtindall@columbustech.edu
Phone: 706-604-6425 (cell) 706- 577-8849 (cell)

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 daily 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 ensure 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
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- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24 hours

Hardware Needs: Phone, Internet access

Software Needs: NA

Necessary Vendors/Contractors: Contact 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 & Maintenance

Date: 4/4/25

Critical Mission Function: Facilities Repair

Function Description: Building Maintenance assesses the campus for any facility repairs or replacements of equipment. They work with vendors such as Train, Jordan Electric, Johnson Controls, Comfort Systems, and many more to make sure all HVAC and electrical systems and 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. Phone: 706-649-1800

Process Manager: James Trivett, Facilities Director

Email: jtrivett@columbustech.edu

Phone: 706-649-7511 (office) 706-392-6233 (cell)

Backup Personnel: Dennis Pobbig, Jeff Tindall, Maintenance Supervisors

Email: dpobbig@columbustech.edu Jtindall@columbustech.edu

Phone: 706-577-8849 (cell) 706-577-8846 (cell)

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 daily ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 0 - 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, Disaster Recovery Plan.

Work-around procedures tested. Yes

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.

- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
 - The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
 - Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
 - Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
 - Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
 - Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
-
- Local Media was notified
 - Posted on social media
 - E mail alerts sent to all employees
 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 0 - 24 hours

Hardware Needs: Phone, handheld radios

Software Needs: NA

Necessary Vendors/Contractors: Contact appropriate contractors as to making the necessary repairs such as Trane HVAC, 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, Facilities & Maintenance
Date: 4/4/25

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 the Physical Plant Director.

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

Process Manager: James Trivett, Facilities Director
Email: jtrivett@columbustech.edu
Phone: 706-649-7511 (office) 706-392-6333 (cell)

Backup Personnel: Tonia Smith, Administrative Assistant, Operations & Facilities
Email: tsmith@columbustech.edu
Phone: 706-641-5247 (office), 762-207-8662 (cell)

Recovery Details:

Recovery Strategy Overview: Assess building(s) interior areas for post-event cleanup. Describe the 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 debris pickup. Clean restrooms, public areas, and classrooms to restore to service.

3-5-day recovery—The process manager will contact appropriate staff daily to ensure all are on task assignment and 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Phones & handheld radios

Software Needs: Necessary Vendors/Contractors: Contact appropriate contractors as to making the necessary repairs. Will contact vendors such as Rotor Rooter, ServePro etc.

Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College Columbus Technical College, Facilities & Maintenance
Date: 4/4/25

Critical Mission Function: **Fleet Management**

Function Description: To assess all damage if any to all the fleet vehicles and notify insurance company to report the damage to 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.

Production Location: Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800 with ARI to repair and/or replace the loss.

Process Manager: Tonia Smith, Administrative Assistant, Operations & Facilities
Email: tsmith@columbustech.edu
Phone: 706-641-5247 (office) 762-207-8662 (cell)

Backup Personnel: James Trivett, Facilities Director
Email: jtrivett@columbustech.edu
Phone: 706-649-7511 (office) 706-392-6333

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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours):24 hours

Hardware Needs: Phone, Computers, internet access

Software Needs:

Necessary Vendors/Contractors:

Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Facilities & Maintenance

Date: 4/4/25

Critical Mission Function: Food Service, Vending

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

Production Location: Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800 with ARI to repair and/or replace the loss.

Process Manager: Tonia Smith, Administrative Assistant, Operations & Facilities Maintenance

Email: tsmith@columbustech.edu

Phone: 706-641-5247 (office) 762-207-8662

Backup Personnel: James Trivett, Facilities Director

Email: jtrivett@columbustech.edu

Phone: 706-649-7511 (office) 706-392-6333

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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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, Administrative Services

Date: 4/4/25

Critical Mission Function: **Risk Management**

Function Description:

To provide notification to DOAS risk management regarding any issues associated with any emergency.

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

Process Manager: Karen Thomas, Vice President, Administrative Services

Email: kthomas@columbustech.edu

Phone: 706-649-1813 (office), 706-570-5189 (cell)

Backup Personnel: James M. Trivett, Facilities Director

Email: jtrivett@columbustech.edu

Phone: 706-649-7511 (office), 706-392-6306 (cell)

Recovery Details:

Recovery Strategy Overview: 3-5-day recovery – Process manager will be in contact with appropriate staff daily 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 about submitting proper claims.

Can process be suspended? Yes

Can process be degraded? Yes

Work-around procedures in place? Yes, Disaster Recovery Plan.

Work-around procedures tested. Yes

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 12 hours

Hardware Needs: Phone, computer, internet access.

Software Needs: Basic operating system, MS Word, MS Excel

Necessary Vendors/Contractors:

Contact 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, Campus Police Department

Date: 4/4/25

Critical Mission Function: Police and Security

Function Description:

The Police/Security Department provides four major services: enforcing laws, preventing crimes, responding to emergencies, and providing support services throughout the campus area. The main goal of our Campus Police is keeping our Students, Staff, and Visitors safe from dangerous situations

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

Process Manager: Charles Pickett Campus Police Chief

Email: cpickett@columbustech.edu

Phone: 706-649-1917 (office), 706-580-2598 (cell)

Backup Personnel: Robert Denney, Campus Police Lieutenant

Email: rdenney@columbustech.edu

Phone: 706-649-1933 (office)

Recovery Details:

Recovery Strategy Overview: The Police/Security Department will contact Local Law Enforcement Agencies (Columbus Police Department and Muscogee County Sheriff's Office) 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 daily ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 0 - 24 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 0 - 24 Hours

Hardware Needs: Phone, Internet access, handheld radios, Computers

Software Needs:

Necessary Vendors/Contractors: Contact the appropriate contractors to make the necessary repairs: Columbus Police Department, 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, Campus Police Department

Date: 4/4/25

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. Phone: 706-649-1800

Process Manager: Charles Pickett Campus Police Chief

Email: cpickett@columbustech.edu

Phone: 706-649-1917 (office), 706-580-2598 (cell)

Backup Personnel: James Trivett, Facilities Director

Email: jtrivett@columbustech.edu

Phone: 706-649-7511 (office) 706-392-6333 (cell)

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 daily ensuring all are on task assignment ensuring a smooth transition during the unforeseen event.

Maximum Allowable Downtime (MAD): 0 - 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

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- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 0 - 24 hours

Hardware Needs: Phone & handheld radios

Software Needs: NA

Necessary Vendors/Contractors: Sheriff's Department, Columbus Police 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, Facilities & Maintenance

Date: 4/4/25

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. Phone: 706-649-1800

Process Manager: Tonia Smith, Administrative Assistant, Operations & Facilities Maintenance

Email: tsmith@columbustech.edu

Phone: 706-649-7511 or 706-641-5247 (office)

Backup Personnel: Michael Tang, Shipping & Receiving Technician

Email: mtang@columbustech.edu

Phone: 706-641-4081 (office)

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 plan for new temporary location of delivery to the Economic Development building located at 5330 Transport Blvd. Columbus Ga. 31904. 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 daily 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

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- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24 hours

Hardware Needs: Phone, Internet access

Software Needs: Pitney Bose arrival system

Necessary Vendors/Contractors: Contact appropriate contractors as to making the necessary repairs. Pitney Bowes

Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Facilities & Maintenance

Date: 4/4/25

Critical Mission Function: Facilities Rental

Function Description: The Operations and Facilities department provides room rental spaces to community partners on our campus.

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

Process Manager: James Trivett, Facilities Director

Email: jtrivett@columbustech.edu

Phone: 706-649-7511 (office) 706-392-6333

Backup Personnel: Michele Shaw, Facilitator & Proctor

Email: mshaw@columbustech.edu

Phone: 706-649-1558 (office)

Recovery Details:

Recovery Strategy Overview: In the case of the facilities on main campus being uninhabitable/dysfunctional, Operations and Facilities 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 daily 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

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-
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 - Information posted on college website

(Relocation): Economic Development training center 5330 Transport boulevard Columbus Ga. 31903

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: N/A

Business Continuity Plan Worksheet

Information Technology

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Information Technology

Date: 4/4/25

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, Georgia 31904. Phone: 706-649-1800

Process Manager: Jeffery Lowry, Information Technology Director

Email: jlowry@columbustech.edu

Phone: 706-641-5601

Backup Personnel: Wade Summers, Information Systems Administrator

Email: wsummers@columbustech.edu

Phone: 706-641-5603 (office), 706-641-5603 (cell)

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 daily 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, Disaster Recovery Plan.

Work-around procedures tested. Yes

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-
- Local Media was notified
 - Posted on social media
 - E-mail alerts sent to all employees
 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: Columbus Technical College, Information Technology, Student Services

Date: 4/4/25

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, Georgia 31904. Phone: 706-649-1800

Process Manager: Logan Jackson, Database Administrator Jr.

Email: ljackson@columbustech.edu

Phone: 706-641-5604 (office), 706-366-6583 (cell)

Backup Personnel: Jeffery Lowry, Information Technology Director

Email: jlowry@columbustech.edu

Phone: 706-641-5601 (office), 706-392-3448 (cell)

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 daily 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

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- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24 hours

Hardware Needs: Servers, Storage Systems, Cables/Supplies

Software Needs: Secure shell (SSH)

Necessary Vendors/Contractors

Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Information Technology

Date: 4/4/25

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, Georgia 31904. Phone: 706-649-1800

Process Manager: Logan Jackson, Database Administrator Jr.
Email: ljackson@columbustech.edu
Phone: 706-641-5604 (office), 706-366-6583 (cell)

Backup Personnel: Jefferey Lowry, Information Technology Director
Email: jlowry@columbustech.edu
Phone: 706-641-5601 (office), 706-392-3448 (cell)

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 daily 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

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- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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 Worksheet

Administrative Services

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Administrative Services

Date: 4/4/25

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 ensuring 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: W. G. Hartline Building Room A203-A, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Berneza Norwood, Human Resources Coordinator

Email: bnorwood@columbustech.edu

Phone: 706-649-1818 (office)

Backup Personnel: Allison Ehouse, Human Resources Manager

Email: aehouse@columbustech.edu

Phone: 706-641-5611 (office)

Jeffery Lowry, Information Technology Director

Email: jlowry@columbustech.edu

Phone: 706-641-5601 (office)

Recovery Details:

Recovery Strategy Overview: Keep constant communication with back-up personnel, Information Technology, CTC employees, if necessary. Also, stay in contact with Team works, 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

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- Local Media was notified
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 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24 hours

Hardware Needs: Laptop and/or Desktop Computer, Printers, Phones, Fireproof 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 Fireproof 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: 4/4/25

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: Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Karen Thomas, Vice President, Administrative Services

Email: kthomas@columbustech.edu

Phone: 706-649-1813 (office), 706-570-5189 (cell)

Backup Personnel: Cynthia Graves, Fiscal Analyst

Email: cdgraves@columbustech.edu

Phone: 706-649-1843 (office)

Virginia McKenzie, Associate Vice President

Email: vmckenzie@columbustech.edu

Phone: 706-649-1854 (office)

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 daily 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

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- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: Team Works, Banner, Internet, Intranet, Microsoft Excel/Word, and Outlook/Email

Necessary Vendors/Contractors: Synovus Bank

Special Notes: NA

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Administrative Services

Date: 4/4/25

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: W. G. Hartline Building A-202, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Indra Alamo, Purchasing Technician

Email: ialamo@columbustech.edu

Phone: 706-641-0586 (office)

Backup Personnel: Hannah Alexander, Purchasing Technician

Email: halexander@columbustech.edu

Phone: 706-649-1811 (office)

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

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- Posted on social media
- E mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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 can 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: Carl Patrick Hall, Room 409, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Christine Thompson, Bookstore Manager

Email: cthompson@columbustech.edu

Phone: 706-225-0557 (office)

Backup Personnel: Katina James, Associate VPA of Finance

Email: kjames@columbustech.edu

Phone: 706-649-1884 (office)

Backup Personnel: Angela Taylor, Accounting manager

Email: ataylor@columbustech.edu

Phone: 706-649-1926 (office)

Backup Personnel: Logan Jackson, Database Administrator Jr.

Email: ljackson@columbustech.edu

Phone: 706-225-5604 (office) 706-641-5604

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 appropriate 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, Disaster Recovery Plan.

Work-around procedures tested. Yes

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- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
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- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E mail alerts sent to all employees
- Information posted on college website

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

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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 ensuring that all vendors are paid in a timely manner for the college to remain operational. The Accounts Payable Department also processes all student refunds according to the guidelines set forth by State and Federal guidelines.

Production Location: W. G. Hartline Building, Room A203J, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone:706-649-1800

Process Manager: Katina James, Associate Vice President of Finance

Email: kjames@columbustech.edu

Phone: 706-649-1884 (office)

Backup Personnel: Margaret Smith, Accounting Technician

Email: msmith@columbustech.edu

Phone: 706-649-1863 (office)

Ann Grieger, Accounting Technician

Email: agrieger@columbustech.edu

Phone: 706-649-1880 (office)

Jeffrey Lowry, Information Technology Director

Email: jlowry@columbustech.edu

Phone: 706-641-5601 (office)

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 daily 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

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- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24-48 hours

Hardware Needs: Laptop, Phones, Typewriter, Fireproof Cabinets, 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 Fireproof 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 Fireproof 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: 4/4/25

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: W.G. Hartline Building, Room 154, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Katina James, Associate Vice President of Finance

Email: kjames@columbustech.edu

Phone: 706-649-1884 (office)

Backup Personnel: Angela Taylor, Accounting Manager

Email: ataylor@columbustech.edu

Phone: 706-649-1926 (office)

Diane Gordy, Head Cashier

Email: dgordy@columbustech.edu

Phone: 706-649-1310 (office)

Janice Moore, Cashier

Email: jmoore@columbustech.edu

Phone: 706-649-1259 (office)

ShaDarrius Jones, Cashier

Email: shjones@columbustech.edu

Phone: 706-649-1750 (office)

Justin Dyer, Database Administrator Jr.

Email: jDyer@columbustech.edu

Phone: 706-641-5604 (office)

Recovery Details:

Recovery Strategy Overview: Working with Information Technology to ensure that Banner, PeopleSoft, internet, 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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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 Fireproof file locked to store any funds that are collected off-site.

Business Continuity Plan Worksheet

Adult Education

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Adult Education

Date: 4/4/25

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 Tuesdays and Wednesdays at 9:00 am. The adult education department serves 6 counties to include Muscogee, Chattahoochee, Harris, Stewart, Quitman, and Talbot totaling over 900 students to date in pursuit of a secondary education equivalent credential

Production Location: Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800 or alternate location depending on the scenario

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education
Email: ahopson@columbustech.edu
Phone: 706-641-5694 (office)

Backup Personnel: Sherri Masterson, Adult Education Coordinator
Email: smasterson@columbustech.edu
Phone: 706-641-5624 (office)

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 daily 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 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

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

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24 – 48 hours

Hardware Needs: Laptops and/or desktop computers, phone, internet access, printers, paper, pens, electricity, back-up batteries

Software Needs: Internet, TABE Online (DRC) 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: 4/4/25

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 Mondays and Wednesdays from 9:00am-12:00pm, 2:00-5:00pm and 6:00-9:00pm. The adult education department serves 6 counties to include Muscogee, Chattahoochee, Harris, Stewart, Quitman, and Talbot totaling over 1000 students to date in pursuit of a secondary education equivalent credential

Production Location: Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800 or alternate location depending on the scenario

Process Manager: April Hopson, Vice President of Academic Affairs and Adult Education
Email: ahopson@columbustech.edu
Phone: 706-641-5694 (office)

Backup Personnel: Sherri Masterson, Adult Education Coordinator
Email: smasterson@columbustech.edu
Phone: 706-641-5624 (office)

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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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, Blackboard TABE Online, (DRC) Word, E-mail/Outlook, basic operating system

Necessary Vendors/Contractors: N/A

Special Notes: N /A

Business Continuity Plan Worksheet

Student Affairs

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Student Affairs

Date: 4/4/25

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, Georgia 31904. Phone: 706-649-1800

Process Manager: Joseph Chey Wilson, Director of Admissions

Email: jwilson@columbustech.edu

Phone: 706-641-5665 (office)

Backup Personnel: Breanna Barnes, Admissions Coordinator

Email: bbarnes@columbustech.edu

Phone: 706-649-1928 (office)

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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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, Georgia 31904. Phone: 706-649-1800

Process Manager: Sylvia Dansby, Registrar

Email: sdansby@columbustech.edu

Phone: 706-649-1278 (office)

Backup Personnel: Justin Wheeler, Registrar's Assistant

Email: jwheeler@columbustech.edu

Phone: 706-649-1857 (Office)

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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
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- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
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- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

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

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: Career Services/Columbus Technical College/Student Services

Date: 4/4/25

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: Hartline Building Room A-180 Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1800

Process Manager: Reginald Gooden, Career Services Coordinator

Department: Career Services

Email: TBD

Phone: 706-649-1055 (office)

Backup Personnel: Olive Vidal-Kendall, Director, Disability and Special Services

Email: ovidal-kendall@columbustech.edu

Phone: 706-649-1442 (office)

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 daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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: W. G. Hartline Building, Rooms A161,162,163, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone:706-649-1800

Process Manager: Olive Vidal-Kendall, Director, Disability and Special Services

Email: ovidal-kendall@columbustech.edu

Phone: 706-649-1442 (office)

Backup Personnel: Lauren Geiger, Special Services Coordinator

Email: lgeiger@columbustech.edu

Phone: 706-649-1053 (office)

Recovery Details:

Recovery Strategy Overview: Contact Banner BDA (Nicholas Redden) 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 textbooks in alternative format.

3-5-day recovery – Process manager will be in contact with appropriate staff daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
- Due to weather forecasts predicting dangerous conditions associated with Hurricane Helene, we are closing campus from Thursday, September 26, through Saturday, September 28. Please monitor emails and other media outlets for any updates.
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- Dear Students, Faculty, and Staff, Columbus Technical College will be closed on Tuesday, January 21, due to inclement winter weather. Classes will be held virtually to the greatest extent possible.
- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

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

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

Critical Mission Function: Transcript Issuance

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

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

Process Manager: Sylvia Dansby, Registrar

Email: sdansby@columbustech.edu

Phone: 706-649-1278 (office)

Backup Personnel: Justin Wheeler Registrars Assistant

Email: jwheeler@columbustech.edu

Phone: 706-649-1857 (office)

Recovery Details:

Recovery Strategy Overview: Contact Banner BDA (Nicholas Redden) to retrieve lost documentation and back-up files.

3-5-day recovery – Process manager will be in contact with appropriate staff daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- Please monitor the college's website, your email, and our social media pages for updates regarding operations and further announcements.
- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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. Phone: 706-649-1800

Process Manager: Sylvia Dansby, Registrar

Email: sdansby@columbustech.edu

Phone: 706-649-1278 (office)

Backup Personnel: Justin Wheeler, Registrar's Assistant

Email: jwheeler@columbustech.edu

Phone: 706-649-1857 (office)

Recovery Details:

Recovery Strategy Overview: Contact Program Analyst (Nicholas Redden) to retrieve lost documentation and back-up files.

3-5-day recovery – Process manager will be in contact with appropriate staff daily 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

- The College mass notification alert system was deployed to students, faculty, and staff on September 24, 2024, at 2:00 p.m.
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- The College mass notification alert system was deployed to students, faculty, and staff on January 9, 2025, at 2:40 p.m.
- Due to pending weather forecasted for tomorrow, Friday, January 10 and Saturday, January 11. All classes and activities scheduled for these days are canceled.
- Please continue monitoring your email and the college's website for further updates. Stay safe and take appropriate precautions during the inclement weather.
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- Local Media was notified
- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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: 4/4/25

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. Phone: 706-649-1800

Process Manager: Ken Lockhart, Director student life and recruitment
Email: klockhart@columbustech.edu
Phone: 706-649-1893 (office)

Backup Personnel: Dr. Tara Askew, Vice President of Student Affairs
Email: taskew@columbustech.edu
Phone: 706-649-1901 (office)

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 daily 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

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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, and recruitment can 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: 4/4/25

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. Phone: 706-649-1800

Process Manager: Kristi Carroll, Director of Financial Aid

Email: kcarroll@columbustech.edu

Phone: 706-649-1460 (office)

Backup Personnel: Dr. Tara Askew, Vice President of Student Affairs

Email: taskew@columbustech.edu

Phone: 706- 649-1901 (office)

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 daily 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

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-
- Local Media was notified
 - Posted on social media
 - E-mail alerts sent to all employees
 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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 Worksheet

Economic Development

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Economic Development, Columbus Technical College

Date: 4/4/25

Critical Mission Function: Classroom Instruction

Function Description: The Economic Development Division provides customized training and development and professional certifications for businesses, community partners, and the public. Courses are offered online, on site, and at the Economic Development Training Center.

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

Process Manager: Jamie Loyd, Vice President

Email: jloyd@columbustech.edu

Phone: 706-649-1449 (office)

Backup Personnel: Samuel "Jud" Faircloth, Manager Business & Industry Training

Email: sfaircloth@columbustech.edu

Phone: 706-649-1838 (office)

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 daily 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

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- Posted on social media
- E-mail alerts sent to all employees
- Information posted on college website

Recovery Point Objective (relocation): Robert L. Wright Health Sciences Building 4600 River Road, Columbus Georgia 31904. Phone: 706-649-1800

Hours to Point Objective: Minimum 30 minutes – Maximum 1 hour

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 Technical College, Economic Development

Date: 4/4/25

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, 5330 Transport Blvd., Columbus, Georgia 31907

Process Manager: Jamie Loyd, Vice President

Email: jloyd@columbustech.edu

Phone: 706-649-1449 (office)

Backup Personnel: Samuel "Jud" Faircloth, Manager Business & Industry Training

Email: sfaircloth@columbustech.edu

Phone: 706-649-1838 (office)

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 daily 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

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-
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 - Information posted on college website

(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24 hours

Hardware Needs: 25 to 30 personal computers with internet access for classroom instruction or lecture classroom. Blackboard 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: Columbus Technical College, Student Services

Date: 4/4/25

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 the Accuplacer placement tests for admission to the College, provides testing and assessment for professional certifications, administers tests for other state agencies within a secure environment, and performs remote testing for the high school equivalency at various off-campus locations.

Production Location: Library building room 606, Columbus Technical College, 928 Manchester Expressway, Columbus, Georgia 31904. Phone: 706-649-1558

Process Manager: Michelle Shaw
Email: mshaw@columbustech.edu
Phone: 706-649-1558 (office)

Backup Personnel: Linda Fleming
Email: lfleming@columbustech.edu
Phone: 706-649-1822 (office)

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 daily 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

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- Information posted on college website

(Relocation): Economic Development training center 5330 Transport boulevard Columbus Ga. 31903

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

Recovery Time Objective (hours): 24- 48 hours

Hardware Needs: Computers, Printers

Software Needs: BANNER

Necessary Vendors/Contractors: Ellucian, TCSG

Special Notes: None

Business Continuity Plan Worksheet

Institutional Effectiveness

Appendix D - Business Continuity Plan Worksheet Exemplar

Business Continuity Plan Worksheet

Work Unit/Technical College: Columbus Technical College, Institutional Effectiveness

Date: 4/4/25

Critical Mission Function: Accreditation

Function Description: Ensure that the College remains compliant with all federal, state and SACSCOC reporting requirements. All materials and processes relating to federal reporting and institutional accreditation remain 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. Phone: 706-649-1800

Process Manager: Amelia Mills, Vice President of Institutional Effectiveness.

Email: amills@columbustech.edu

Phone: 706-641-5684 (office)

Backup Personnel: Julie Lowry, Director of Institutional Research within the Office of Institutional Effectiveness

Email: jlowry2@columbustech.edu

Phone: 706-641-5013 (office)

Recovery Details:

Recovery Strategy Overview: Documentation that needs protecting includes the files related to compliance submissions. This documentation is relevant for accreditation status and all other ongoing processes necessary to maintain institutional accreditation. So, what is 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 daily 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

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(Relocation): Employees Residence

Hours to Point Objective: Minimum 10 minutes – Maximum 1 hour

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 2024-2025

Columbus Technical College Robert L. Wright Health Sciences Building 4600 River Road Columbus, Georgia 31904			
Columbus Technical College			Date of Review:
Element			Reviewer:
Timely Submission			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			