ATHENS TECHNICAL COLLEGE BUSINESS CONTINUITY PLAN

2025-2026

Approved: Dr. Andrea Daniel
President
Athens Technical College

Submitted: John W. Gaissert
Chief of Police
Athens Technical College

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Business Continuity Plan

Overview:

The Business Continuity Plan (BCP) supports the State Board of the Technical College System of Georgia Policy 3.4.1. "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 an emergency. This BCP is exercised and reviewed annually as a part of the evaluative and planning processes.

Business continuity incidents during the year 2021-2022 that affected normal business practices:

- Power Outage Athens Campus – On September 23, 2021, at 11:19 AM a construction company removing a tree dropped it across the main power lines for the campus. Classes were canceled for the rest of the day and power restored at 6:45 PM resulting in minimal overall business continuity impact.

- COVID-19 Related: Changes made in business practices in response to updated C.D.C. guidelines.
  - Fall Semester: The class student attendance changed to in person.

- The facility's cleaning frequency remained higher than pre-pandemic rates, with disinfecting foggers utilized, and the continued use of the upgraded HVAC systems ionization.
- The Business Continuity Planning Committee's review of the Business Continuity Plan was managed through electronic correspondence.

Incidents during 2022-2023: None

Incidents during 2023-2024: None

Incidents during 2024-2025: None

Athens Technical College has no contractual agreements regarding business continuity.

The protocol for the annual review of the BCP is that the Chief of Police reviews the plan and makes any needed adjustments to the plan and then he assembles the Business Continuity Planning Committee and reviews the Business Continuity Plan. Once the Committees' review is complete the Plan is reviewed by the College President and submitted to the Emergency Manager at TCSG by May 1st of each year.

The protocol for the retention of the BCP is that all Emergency Plans including the Business Continuity Plan is three years. The Plans will be stored on the College Intranet and the Chief of Police will retain a copy of the plan at the Police Department Headquarters.

The Business Continuity Plan contains the following appendices:
Appendix A: Business Continuity Plan Signature Page and Overview
Appendix B: Critical Mission Functions Chart
Appendix C: Hazard Vulnerability Assessment Instrument
Appendix D: Business Continuity Plan Worksheets
Appendix E: Emergency & Utility Contacts
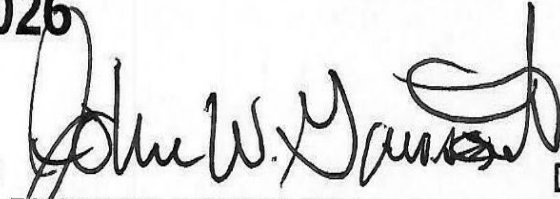
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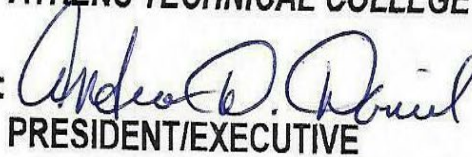
REVIEWED: *(signature)* John W. Garrison DATE: 14 APRIL 2025
BUSINESS CONTINUITY COORDINATOR
ATHENS TECHNICAL COLLEGE

APPROVED: *(signature)* Andrea D. Daniel DATE: 4/23/2025
PRESIDENT/EXECUTIVE
ATHENS TECHNICAL COLLEGE

REVIEWED: DATE:
EMERGENCY MANAGER
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED: DATE:
DIRECTOR OF PUBLIC SAFETY
TECHNICAL COLLEGE SYSTEM OF GEORGIA

(handwritten initials) LR
4/16/25

Appendix B - Critical Mission Functions Chart

OPERATING UNIT	CRITICAL MISSION FUNCTION	ALLOWABLE DOWNTIME	PRIORITY LEVEL
President	Emergency Communication	0-24 Hours	High
President	External Communication	0-48 Hours	High
President	Non-Academic Activities	48+ Hours	Low
President	Public Information	0-24 Hours	High
Academic Affairs	Classroom Instruction	24-72 Hours	High
Academic Affairs	Distance Instruction	24-72 Hours	High
Academic Affairs	Computer Classroom Instruction	24-72 Hours	Medium
Academic Affairs	Laboratory Instruction	24-72 Hours	Medium
Academic Affairs	Library Services	24-72 Hours	Low
Administrative Services	Utilities Deliver	0-24 Hours	High
Information Technology	Core IT Systems	0-24 Hours	High
Administrative Services	Payroll	0-48 Hours	High
Administrative Services	Procurement	0-24 Hours	High
Administrative Services	Facilities Repair	0-24 Hours	High
Information Technology	Internal Communication	0-24 Hours	High
Administrative Services	Mail Services	48+ Hours	Low
Administrative Services	General Accounting Services	24-48 Hours	Medium
Economic Development	Admissions	24-48 Hours	High
Economic Development	Classroom Instruction	24-48 Hours	High
Economic Development	Distance Instruction	24-48 Hours	High
Student Affairs	Admissions	24-48 Hours	High
Student Affairs	Classroom Instruction	24-48 Hours	High
Student Affairs	Distance Instruction	24-48 Hours	High
Student Affairs	Admissions	24-48 Hours	High
Student Affairs	Registration	24-48 Hours	High
Student Affairs	Transcript Issuance	24-48 Hours	Medium
Student Affairs	Non-Academic Activities	24-48 Hours	High

Appendix C – Hazard Vulnerability Assessment Instrument

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-1 - Business Continuity Plan Worksheet

Finance and Administration

Business Continuity Plan Worksheet

Technical College Work Unit: **Athens Technical College, Finance and Administration**

Date: **April 1, 2025**

Critical Mission Function: **Finance and Administration**

Function Description: Finance **and Administration responsible for all fiscal accounts for the college including managing the procurement process, taking student payments, ordering supplies and other materials, human resources, and payroll.**

Production Location: **Building J**

Process Manager: **Kathryn Thomas, Vice President**   Department: **Finance and Administration**

Backup Personnel: **Ryan Stanley, Director of Accounting**

Recovery Details:
Recovery Strategy Overview:

Finance and Administration will be prepared to recover in the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College. The strategy will be to ensure we have the necessary personnel to operate, relocate, if necessary, obtain needed computer equipment and supplies, reconnect to web-based services, establish emergency communications, and make notifications to customers that we are operational. Assistance and support for the recovery of other areas of Athens Technical College will be provided as needed.

Maximum Allowable Downtime (MAD): **40 hours**
MAD Rationale/Justification:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College it would most likely affect students, faculty, and staff as well. It would then be critical to have Finance and Administration up and functional as soon as possible to support the College and the community as recovery begins. Under the most severe circumstances, Finance and Administration should be able to recover and begin to provide services within a maximum of 40 business hours or five business days.

Can the process be suspended? **No**   Can process be degraded? **No**

Work-around procedures in place. **Yes**

Work-around procedures tested. **No**

Recovery Point Objective (relocation):

In the event relocation is necessary, Finance and Administration would relocate to the computer lab in K building or Building H of Athens Technical College main campus. Temporary Office Space for the Vice President of Finance and Administration would be secured in Building K or F on the main campus in Athens, Georgia.

Hours to Point Objective: **24 hours**

Recovery Time Objective (hours): **24 – 40 hours**

Hardware Needs:

Computers, Phones, Desks, Chairs, Office Supplies

Software Needs:

Banner, Microsoft Office, Outlook

Necessary Vendors/Contractors:

Depends on Needs: Applicable Construction Companies, IT Contractors

Finance and Administration Plan

The essential function of Finance and Administration and the minimum number of employees required to perform each function include:

Function	Minimum # of Employees Required
Purchasing	1
Payroll	1
Human Resources	2
Accounting Coordinator	1
Cashiers	1
Accounts Payable	1
Accounts Receivable	1
	8

The President will notify the Vice President for Finance and Administration (or the director of accounting in the VPA's absence) in case of an emergency. The VPA will notify all other Finance and Administration employees.

Staffing:
- If the current office is functional, the entire staff shall report for duty and decisions will be made for job duties and continued reporting based on the extent and duration of emergency/crisis.
- If the current office is not functional, essential staff (Vice President for finance and administration, director of accounting, and purchasing) will report for duty. The remaining staff will be placed on standby.

Cash flow concerns:
Cash in the bank
Immediate cash outlay (emergency expenses)
Cash receipts (emergency relief funds, etc.)

We would have to make sure that our operating account remained fully accessible to at least three different people with security to make decisions in the absence of one or both of the other two. Our three points of contact for Athens First Bank & Trust are Dr. Andrea Daniel, Kathryn Thomas, and Ryan Stanley.

Location:
- Current offices if functional.
- The temporary site on campus if needed and available.

- Off-site if necessary (i.e.: Walton or Elbert Campus, Another Technical College, three are within one hour driving time)

PURCHASING EMERGENCY RESPONSE

Procurement:

- Emergency procurement is defined by State Purchasing as "the acquisition of commodities or services, which if not immediately initiated, will endanger human life or health, state property, or the functional capability of a state agency."
- Process procurements as prescribed by State Purchasing.
- Maintain a supply of blank or pre-printed purchase order forms.
- Purchase orders may be typed or handwritten temporarily.
- Manually number documents.
- Maintain an Excel spreadsheet with sufficient elements and information to facilitate manual reentry (short-term emergency) or upload to PeopleSoft electronically (long-term crisis).
- Purchasing cards will be used based on availability.

CASHIERING EMERGENCY RESPONSE

Disaster Recovery Plan for Cashiers:

I. Accepting Payments:

If Banner is unavailable, a hand-written receipt will be given to the student and the receipt number will be recorded on the excel spreadsheet. Student detail information will be recorded and reconciled every day manually in an excel spreadsheet until the system is restored. At that time, all information will be entered into the Banner system.

II. Departmental Deposits:

Deposits will be verified, and a handwritten receipt will be given to the person making the deposit. A spreadsheet (deposit remittance form) will be maintained with the date of the deposit, the amount of the deposit, the person making the deposit, and the description of the funds making up the deposit.

III. Third Party Sponsorships and Tuition Discounts:

These adjustments will be calculated and posted to the spreadsheet mentioned above.

ACCOUNTS PAYABLE EMERGENCY RESPONSE

Disaster Recovery Plan for Accounts Payable

When the College is faced with a loss of its information system or an emergency, bills will still need to be paid. Contractors will require payment. Requests for payment can be made, and manual checks will be processed.

1. Manual checks are located in the vault in Administrative Services.
2. If the main check signers are not available, then alternates will need to be arranged.

3. Payments can be made by submitting a check request. Check requests should include proper documentation, authority, and accounts to charge the check to. Copies of the appropriate backup should be attached to the check requests. The carbon copy of the check will be attached to the backup.
4. Payment can be made against an existing purchase order. Manually matching the invoice against the purchase order will be performed.
5. A manual spreadsheet of all manual checks issued will be maintained keeping a running total of that balance as checks are written. The check register will indicate the vendor, and the amount paid.
6. Once PeopleSoft is running, all invoice documents are entered into the system. From this process a document number is obtained. All manual checks can then be matched to these document numbers. The "manual check" option will have to be checked.

All the above can be run on a laptop if one is available. Spreadsheets can be used to record the check register.

The length of time needed to enter data into the system is dependent on the time of the outage and availability of the system during that crisis period.

ACCOUNTS RECEIVABLE EMERGENCY RESPONSE

Disaster Recovery Plan for Accounts Receivable
Just as our vendors still want to be paid during a crisis, we need to ensure that any payments owed to us are received.

1. Handwritten or typed invoices can be mailed if necessary.
2. A spreadsheet needs to be used listing the date, invoice number, customer, and amount of each manual invoice.
3. A spreadsheet will need to be maintained for any invoices mailed and any third-party payments deposited.
4. Once Banner and PeopleSoft are running, all manual invoices and third-party checks will be entered into the system, and payments made against those invoices will be posted.

HUMAN RESOURCES EMERGENCY RESPONSE

Disaster Recovery Plan for Human Resources
Full-time employee files and information are kept in a locked file cabinet in a designated file room in Human Resources. Adjunct files are kept in a locked file cabinet located in the designated file room in Human Resources. The human resources director and human resources coordinator will be on call to assist the President in whatever capacity is necessary. Depending on the type of emergency, employee records may be crucial.

PAYROLL EMERGENCY RESPONSE

Disaster Recovery Plan for Payroll

In times of an emergency, it is important to ensure that our employees are paid.

1. Payroll will be confirmed from an off-site, remote location, or the Central Office.
2. Salaried employees' payroll information is in the State system.
3. Adjunct and hourly employee information that has not yet been entered into the system will be recollected and entered.
4. Any changes or adjustments would be made at a later date as retro adjustments.
5. Central Office will be notified where to deliver the checks.
6. Checks will be mailed directly to employees.

Appendix D-2 - Business Continuity Plan Worksheet

Economic Development Services

Business Continuity Plan Worksheet

Work Unit/Technical College: Economic **Development Services**, Athens Technical College

 Date: **April 1, 2025**

Critical Mission Function: **To Provide workforce and economic development.**

Function Description: Economic Development Services offers education and training opportunities to enable participants to develop necessary skills to further their career goals, through business and industry support programs. Economic Development Services aids in the creation and retention of jobs by supporting existing companies, employees, entrepreneurs, and new companies coming to the area. Economic Development Services programs also assist employers in attracting potential employees with the basic skills needed to be productive, successful workers for their companies. Programs and services are available in each service area on the county, Clarke, Elbert, Greene, Hart, Madison, Oconee, Oglethorpe, Taliaferro, Walton, and Wilkes.

Production Location: Building **T, Athens Technical College, Main Campus**

Process Manager: **Al McCall**   Department: **Economic Development**

Backup Personnel: **John Usry**

Recovery Details:
Recovery Strategy Overview:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College the Economic Development Services will be prepared to recover. The strategy will be to ensure we have the necessary personnel to operate. Relocate if necessary. Obtain computer equipment and supplies needed and reconnect to web-based services. Establish emergency communications. Make notifications to customers that we are operational. Assist and support other areas of Athens Technical College recovery as needed.

Maximum Allowable Downtime (MAD): **40 Hours**
MAD Rationale/Justification:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College it would most likely affect the community as well. It would then be critical to have the Economic Development Services up and functional as soon as possible to support the College and the business community as recovery begins. Under the most

severe circumstances, Economic Development Services should be able to recover and begin to provide services within a maximum of 40 business hours or five business days.

Can the process be suspended?   **No**   Can process be degraded? **No**

Work-around procedures in place. **Yes**

Work-around procedures tested. **Yes**

Recovery Point Objective (Relocation):

In the event relocation is necessary, Economic Development Services would relocate to the Elbert County Campus of Athens Technical College in Elberton, Georgia in Building 200. Temporary Office Space for the Vice President of Economic Development Services would be secured in Building H or F on the main campus in Athens, Georgia.

Hours to Point Objective: 24 **Hours**

Recovery Time Objective (hours): **24 to 40 Hours**

Hardware Needs:

Computers, Phones, Desks, Chairs, Office Supplies

Software Needs:

Outlooks, Microsoft Office, Banner

Necessary Vendors/Contractors:

See Finance and Administration

Special Notes:

None

Appendix D-3 - Business Continuity Plan Worksheet

Student Affairs

Business Continuity Plan Worksheet

Work Unit/Technical College: Student **Affairs, Athens Technical College**

Date: **April 1, 2025**

Critical Mission Function: **To provide support to students of Athens Technical College**

Function Description: Student Affairs provides admissions, registration, student records, testing, disability services, financial aid, student affairs, and other support for the students at Athens Technical College. Student Affairs assists with student needs and is critical to supporting the mission of Athens Technical College.

Production Location: Building **H, Athens Technical College, Main Campus**

Process Manager: **Lenzy Reid**   Department: **Student Affairs**

Backup Personnel: **Susan Fyffe, Director of Student Support Services**

Recovery Details:
Recovery Strategy Overview:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College, Student Affairs will be prepared to recover. The strategy will be to ensure that we have the necessary personnel to operate. Relocate, if necessary. Obtain computer equipment and supplies needed and reconnect to web-based services. Emergency communications. Make notifications to customers that we are operational. Assist and support other areas of Athens Technical College recovery as needed.

Maximum Allowable Downtime (MAD): **24 Hours for Essential Functions; 48-96 for Non-Essential Functions.**

MAD Rationale/Justification:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College it would most likely affect the community as well. It would then be critical to have Student Affairs up and functional as soon as possible to support the

College, and the student community as recovery begins. Under the most severe circumstances, Student Affairs should be able to recover and begin to provide services within a maximum of 24 business hours.

Can the process be suspended?   **No**   Can process be degraded? **No**

Work-around procedures in place. **Yes**

Work-around procedures tested. **Yes**

Recovery Point Objective (relocation):

In the event relocation is necessary, Student Affairs would relocate to the computer lab in the K building of Athens Technical College's main campus. Temporary Office Space for the Vice President of Student Affairs would be secured in Building K or F on the main campus in Athens, Georgia.

Hours to Point Objective: 24 **Hours**

Recovery Time Objective (hours): **24 to 40 Hours**

Hardware Needs:

Computers, Phones, Desks, Chairs, Office Supplies

Software Needs:

Banner, Outlook, Microsoft Office

Necessary Vendors/Contractors:

See Finance and Administration

Special Notes:

None

Student Affairs Plan

The essential function of Student Affairs and the minimum number of employees required to perform each function include:

Function	Minimum # of Employees Required
Admissions	1
Registration	1
Financial Aid	2
Student Support	1
Academic Support Center	1
Student Activities	1
Police & Security	2
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The President will notify the Vice President of Student Affairs (or the Executive Director of Registration and Records in the VP's absence) in case of an emergency. The VP will notify all other Student Affairs employees.

Staffing:
- If the current office is functional, the entire staff shall report for duty and decisions will be made for job duties and continued reporting based on the extent and duration of emergency/crisis.
- If the current office is not functional, essential staff (Vice President and Directors) will report for duty. The remaining staff will be placed on standby.

Location:
- Current offices if functional.
- A temporary site on campus if needed and available.
- Off-site if necessary (i.e.: Walton or Elbert Campus, Another Technical College, three are within one hour driving time)

Appendix D-4 - Business Continuity Plan Worksheet Exemplar

Information Technology

Business Continuity Plan Worksheet

Work Unit/Technical College: Information **Technology**

 Date: **April 1, 2025**

Critical Mission Function: **To provide Information Technology for Athens Technical College**

Function Description: Information Technology provides all computer-related services for Athens Technical College.

Production Location: Building **B, Athens Technical College, Main Campus**

Process Manager: **David Floyd**   Department: **Director of Information Technology**

Backup Personnel: **Justin McCannon**

Recovery Details:
Recovery Strategy Overview: Security

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College, Information Technology will be prepared to recover. The strategy will be to ensure we have the necessary personnel to operate. Relocate if necessary. Obtain computer equipment and supplies needed and reconnect to web-based services. Establish emergency communications. Make notifications to customers that we are operational. Assist and support other areas of Athens Technical College recovery as needed.

Maximum Allowable Downtime (MAD): **24 Hours for Essential Functions; 48-96 for Non-Essential Functions.**

MAD Rationale/Justification:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College it would most likely affect the community as well. It would then be critical to have Information Technology up and functional as soon as possible to support the College and the student community as recovery begins. Under the most severe circumstances, Information Technology should be able to recover and begin to provide services within a maximum of 24 business hours.

Can the process be suspended? **No** Can process be degraded? **No**

Work-around procedures in place. **Yes**

Work-around procedures tested. **Yes**

Recovery Point Objective (relocation):

In the event relocation is necessary, Information Technology would relocate to the library of Athens Technical College main campus. Temporary Office Space for the Director of Information Technology would be secured in Building F on the main campus in Athens, Georgia.

Hours to Point Objective: 24 **Hours**

Recovery Time Objective (hours): **24 to 40 Hours**

Hardware Needs:

Computers, Phones, Desks, Chairs, Office Supplies

Software Needs:

Banner, Outlook, Microsoft Office, internet, Wi-Fi, active directory, single sign on

Necessary Vendors/Contractors:

See Finance and Administration; TCSG; state purchasing, Cisco

Special Notes:

None

SEE ATTACHED INFORMATION TECHNOLOGY RECOVERY PLAN

Information Technology Disaster Recovery Plan

Prepared by: Geoff Barrow

Introduction

About Athens Technical College

Athens Technical College (ATC) is a unit of the Technical College System of Georgia (TCSG) that offers degrees, diplomas, and Technical Certificates of Credit for Business, Health, Industrial, and Service Technologies. In addition, ATC offers adult education training, business and industry training, continuing education, and other workforce and community development programs.

About the Plan

The purpose of this disaster recovery plan (DRP) is three-fold: (1) to identify critical technology-based systems and operations, (2) to document pre-disaster procedures for protecting systems and operations, and (3) to document a post-disaster plan for recovery.

This DRP is an internal ATC document and is not intended to be shared with non-employees. The scope of this plan is limited to protecting and recovering information technology operations; it does not address facilities recovery, human safety, or other non-technology areas that may be affected by a disaster. It covers ATC's critical electronic data, as well as the equipment, software, media, and access privileges required to process it. Because it would be nearly impossible to predict the impact of every possible disaster and plan for every conceivable contingency, this DRP accepts a certain amount of risk as feasible and unavoidable; it does not guarantee flawless recovery but does provide essential recovery documentation and procedures.

What We Need to Protect and Why

Impact of Potential Disasters

Major disasters can strike without warning and include the following:

- Fire damage,
- Water/moisture damage, and
- Structural damage (tornado, earthquake, etc.).

Other potential disasters or disruptions to operations include the following:

- Prolonged heating or air conditioning outage,
- Server or network equipment failure,
- Theft, sabotage, or acts of terrorism,
- Malicious computer code or attacks (viruses, Denial of Service attack, etc.), and
- Loss of human resources and specialized knowledge.

Any of the above events could trigger a significant disruption to one or more technology-based systems, which in turn could halt necessary operations and services. For purposes of this DRP, a "disaster" is *any event that causes a prolonged outage of critical technology-based operations, including instructional and essential administrative functions which adversely affects our ability to carry out our stated mission*. An important assumption of this plan is that a disaster, as defined, will have a major adverse impact on one or both of the following: (1) computers or systems used or accessed by a significant number of staff or students, or (2) major operations conducted in one of our server rooms or telecommunications closets. Disruptions or issues that do not conform to the above definition and assumption are not covered by this DRP and will be handled through the normal support process.

Data

During a disaster, a high priority is the safeguarding of data; equipment usually can be replaced, but normally data cannot. However, it is not feasible to maintain complete fail-safe recovery measures, such as operating redundant server room equipment in a separate location. ATC is willing to accept a small amount of data loss that can be recovered manually, given the costs and time required to guarantee no loss. This DRP does not guarantee zero data loss but does ensure that recent backup media are available both onsite and offsite for critical systems, and that data can be restored successfully. Here are some important notes regarding data backup:

- Even after the latest data backup has been restored, a significant effort still may be required to fully synchronize the data to its current, pre-disaster level,
- It is the responsibility of individual employees to back up all important data residing on their individual computers, and
- ATC does not permit or endorse the storage of data belonging to students on ATC equipment; that is, ATC is not responsible for student data saved to our equipment, including class assignments; students should use removable media for data storage.

Applications and Equipment Replacement

In addition to safeguarding data, ATC must ensure that critical applications and equipment have been identified, and that suitable protection and recovery procedures are in place for both. Unique or aged applications and equipment that are critical to operations may require special pre-disaster and post-disaster procedures. For equipment, ATC maintains insurance that will fund replacement if it is damaged or destroyed due to a disaster.

The Plan: Protection and Recovery

An effective disaster plan includes procedures for both pre-disaster protection and post-disaster recovery. Because no plan is fool-proof, protection is really about reducing risks, rather than eliminating them, by adhering to documented procedures on an ongoing basis; recovery is about getting back in business by initiating documented procedures immediately following a disaster.

General Plan and Procedures

Safes

ATC will maintain designated storage areas with the restricted entry (i.e. not accessible via standard master key) for the location of onsite, fire-proof safes. Also, ATC will maintain a designated offsite safety deposit box at a local bank. These safes will contain the DRP itself, backup media, administrator passwords, critical software, etc.

Physical Security

- Unique push-button or electronic locks are installed on the server room doors on each campus to prevent unauthorized access; these doors will remain locked at all times when the room is unoccupied.
- Doors to all telecommunication rooms (any room primarily containing voice and data equipment racks) have locks and will remain locked at all times.
- Appropriate signs are posted on server room doors at each campus, and no unauthorized personnel will be allowed into these rooms unattended.
- A web-based access camera is located in the Athens server room (B 1120) and immediately emails video clips to the Vice President for Information Technology upon room entry.

Temperature Control

The ATC server rooms have air conditioning units that are separate from the main building unit and maintain a setting no higher than 76 degrees at all times. A temperature sensor and alert device are installed in the B-11120 building server room.

Fire

Fire suppression systems (sprinkler systems) are installed in each server room. Sprinkler heads are rated for use in computer server rooms.

Electrical Power

All ATC servers are protected against minor power fluctuations and outages by battery-based UPS. The run time on each UPS varies from 15 minutes to over 2 hours. This provides ample time to shut down the systems during normal working hours by IT staff. Additionally, an emergency natural gas-powered generator can supply power to all equipment in B-1120 (for an indefinite amount of time).

Firewall and Virus Protection

Firewall devices are installed to filter all undesired and potentially harmful incoming and outgoing network packets. All ATC computers and servers use a standard anti-virus product that periodically downloads and installs virus definitions automatically. A network intrusion appliance is also installed to scan each incoming packet for potentially dangerous payloads.

Hardware

Critical servers and network switches are covered by warranty or vendor maintenance contracts. In the event of a widespread, total catastrophic loss, replacement hardware will be purchased and replaced as quickly as possible.

Password Documentation

Just as important as having current, accessible data backups during a disaster, is having access to passwords for critical systems. The following procedure has been put in place for critical ATC systems.

All server and related network equipment passwords are encrypted and stored on memory sticks. Only information technology staff members have access to the database and have the ability to decrypt the password database file(s). Encrypted copies are maintained off-site.

General Recovery

Notification Procedures

After a disaster occurs, ATC officials or emergency response team members on the scene will make every effort to ensure that the appropriate personnel is aware of the situation.

General Recovery Procedures

Once local authorities and ATC officials have determined that it is safe for recovery efforts to begin, the Vice President for Information Technology (or designee) should arrive at the disaster location to initiate the recovery process. The process is as follows:

1. Meet with the President, leadership team members, and other ATC officials as necessary to ascertain what occurred, discuss the possible impact, and declare that the DRP has been officially initiated,
2. Obtain the DRP and determine and document exactly what systems, equipment, and data have been affected and the recovery procedures that will be invoked, as well as the personnel and vendor support needed to implement.
3. Discuss the planned course of action with appropriate ATC officials and personnel, who will then notify other entities as appropriate, such as TCSG, the media, etc.,
4. Use whatever communication means are available, such as telephone, cell phone, e-mail, etc., to notify ATC employees how the disaster will affect them and the planned course of action; enlist help with this communication process, as needed,
5. Begin the process of obtaining any necessary replacement equipment and onsite or offsite backup media, password documentation, and software applications,
6. Implement the planned course of action using the necessary resources, communicating with ATC officials and employees frequently and notifying them as soon as recovery is complete, and
7. Analyze the recovery process and test the results, making corrections as needed.

Priority	System or Operation	Pre-disaster Protection	Post-disaster Recovery	Other
1	Telephone service	Phone service is contracted through and maintained by the GTA and supported by BellSouth/AT&T	Contact GTA and BellSouth/AT&T to initiate installation or repair of phone lines	Use personal and ATC cell phones during the interim; Use ATC radios for on campus communication
2	State network communications (internet access, access to state systems); DHCP and DNS	Internet access is provided by Parker Fiber and BellSouth (Greene co campus); Periodic backups are taken of all ATC routers and switches; copies stored off site by VP for IT; ATC maintains local servers and services for on campus DHCP and DNS;	Contact Parker Fiber and BellSouth to initiate installation and repair of internet connection; repair or replace ATC routers, firewalls and switches as necessary; reload configs from backups. Repair or replace servers necessary for DNS and DHCP – manually rebuild entries. Use cell or satellite-based internet service if needed.	Replacement network hardware could be expensive (>50-100K) and take several weeks to months to obtain; limited wireless internet access could be obtained from local vendors; TCSG can provide installation and configuration assistance; other non-essential network systems will be replaced or brought online when possible (Web filtering, syslog, intrusion detection)
3	Peoplesoft (payroll/financial, HR systems)	Peoplesoft is maintained by the state of GA; access requires working PCs and internet access to the state of GA systems	Replace / repair office PCs; access state systems from other locations (colleges, home)	
4	LAN communications between ATC Athens campus buildings; Network infrastructure equipment necessary to support all systems and connectivity for all buildings	Switch and router configs are backed up and stored off site by VP of IT	Repair or replace inoperative fiber between buildings; replace or repair inoperative network equipment (switches and routers); restore configurations	Replacement wireless equipment could be used in the absence of fiber connectivity; this could take considerable time and money (>100K); assistance can be obtained from TCSG
5	Banner – student information system / Degree Works	The system generates nightly backups of the database that are stored at 1. On tape that is located in an on campus building away from the database server, 2. on a separate file system on a separate server. Weekly (Friday) backups are stored off site at a local bank vault. MKSYSB and backups of all file systems are periodically generated and stored in a safe in the server room. TCSG also extracts a copy of the database on a monthly basis.	If necessary, repair, purchase and install replacement servers (1. database server, 2. application server, and 3. banner web server). Restore from tape backups. During the interim the database files could be loaded on a TCSG system and accessed remotely.	Replacement (servers) and restoration of time could be significant (several months). Backups could be brought up on TCSG servers and accessed remotely.
6	Remote campus network connections – Elbert, Walton, and Greene	Router configs are backed up and stored off site by VP of IT; Circuits are provided by Parker Fiber and ATT/BellSouth /GTA.	Contact Parker Fiber and BellSouth to re-establish circuits; Repair or replace routers; Restore router configurations	
7	Windows domain services (active directory)	Athenstech.edu active directory is replicated to a	Repair or replace Athens active directory server –	The Elbert AD controller could be restored from the Athens AD server in

		server on the Elbert County campus	restore the Athens AD from the Elbert AD	the event of a disaster on the Elbert campus
8	Email – (two servers) – full time employees and adjuncts	Email servers (data stores and software) are backed up nightly; spam and virus filtering provided by an on-campus appliance; All email is archived by TCSG policy.	Repair or replace email servers; restore software from backups;	
9	Public web site (webserver) and intranet	Web server data is backed up nightly to a disk NAS	Repair or replace the web server hardware; re-install software; restore data from backup	
10	Faculty and staff computers (to include all campuses)	Faculty and staff are responsible for the backup of local files; non-archived email is stored and backed up on the email server	Repair or replace faculty and staff computers and printers	Could take considerable time and expense; shared labs could be used in the interim
11	Library server (Sirsi)	Daily and weekly backups are performed by library staff and stored in a separate campus building	Repair or replace the server and bar code scanners; restore from backup	
12	Instructional computers (to include all campuses)	No student data is stored on lab computers	Repair or replace instructional computers and printers	Could take considerable time and expense; shared labs could be used in the interim; computers could be moved from other campuses if necessary; labs could possibly be used at other colleges during the interim
13	Peoplesoft file and print server (admin1)	A MKSYSB is generated each night and stored on site	Repair or replace the server; restore from backup; system could be manually restored	
	Document imaging systems – student services	Transcripts and other documents that have been scanned into an electronic format are stored on two separate document imaging systems located in student services. Both are periodically backed up by student services staff; additionally, the server is backed up each night by Live State Recovery to a server in a different building	Repair or replace the servers and restore from backup	Vendor may need to assist with the restore process
	Dentrix dental system	Server is located in the B1000 server room and is backed up automatically each night to the NAS in the 1000 building	Repair or replace the servers and restore from backup	

Appendix D-5 - Business Continuity Plan Worksheet

Academic Affairs

Business Continuity Plan Worksheet

Work Unit/Technical College: **Academic Affairs**, Athens Technical College

 Date: **April 1, 2025**

Critical Mission Function: **To provide instruction for credit classes**.

Function Description: **Instruction includes all classes taught in a traditional format physically on campus that include both lecture and computer lab instruction using traditional generic software or computer-based software that can be easily accessed from any system with internet access. It does not include instruction that must be conducted in a lab or classroom that is specifically equipped for a particular set of program courses such as would be found in a biology\chemistry lab or using specific equipment found in a technical skill area. Courses and instructional programs are available in each service area of the county to include Clarke, Elbert, Greene, Hart, Madison, Morgan, Oconee, Oglethorpe, Taliaferro, Walton, and Wilkes.**

Production Location: Building **I, Athens Technical College, Main Campus**

Process Manager: **Vice President for Academic Affairs - Dr. Kristen Douglas**

Department: **Academic Affairs**

Backup Personnel: **Academic Deans - Stuart Frew, Christina Wolfe, Shawana Stanford**

Recovery Details:
Recovery Strategy Overview:

In the event of a natural disaster, technology failure, human error, or terrorism that interrupts normal business at Athens Technical College, the Division of Academic Affairs will be prepared to recover instructional services with the following plan.
  (1) **Instructions would continue via the usage of online instructional delivery through usage of Blackboard Ultra (BBU) online course platform. Currently all courses have an online master course shell developed in BBL that can be adapted as needed for continued instruction. Faculty have received at least the minimal level of training in BBL software usage and could provide continued instruction and assessment using the platform. The current Online Learning staff can be used for instructional assistance with BBL software as needed.**
  (2) **Course instruction could be temporarily relocated to the nearest campus for continuance. Courses taught on campuses in the geographic region could be relocated to another campus or site in that same region**

(3) External location could be pursued including possibly temporary usage of local schools for evening instruction or lease of vacant locations.

Maximum Allowable Downtime (MAD): **Downtime would need to be no more than 24-72 hours (1-2 classroom days) without noticeable impact on instruction.**

MAD Rationale/Justification:
Due to the required instructional contact hours (per TCSG standards), missing more than one to two classes per course would make it difficult to catch up and satisfy mandated instructional contact time.

Can the process be suspended?   **No**   Can process be degraded? **No**

Work-around procedures in place. **Yes**

Work-around procedures tested. **Yes**

Recovery Point Objective (relocation):
Since all courses should already have a BBL instructional master course template constructed, conversion from traditional to online instruction would only take the time needed for instructors to upload content to the shell. For classes that may need relocation, downtime would be minimal only requiring set time of desks, chairs, etc.

Hours to Point Objective: 24 **Hours**

Recovery Time Objective (hours): **24 to 72 Hours**

Hardware Needs: **Computers, Phones, Desks, Chairs, Office Supplies**

Software Needs: **Internet accessible computer software, BANNER**

Necessary Vendors/Contractors:

None

Special Notes:

None

Appendix E - 1 – Emergency/Utility Contacts Exemplar

ATHENS CAMPUS

Law Enforcement: Emergency 911
Athens-Clarke County Police   706-613-3330 or 911   Chief Jerry Saulters
Non-Emergency Dispatch   706-613-3345

Fire: Emergency 911
Athens Clarke County Fire   706-613-3360 or 911   Chief Nate Moss
Non-Emergency Dispatch   706-613-3345

Power:
Georgia Power   888-655-5888

Water:
Athens-Clarke County Public Utilities 706-613-3500

Natural Gas:
Atlanta Gas Light   877-427-4321

Telecommunications:
AT&T   888-225-4578

Emergency Manager: 706-207-7277   Meredith Barnum

ELBERT COUNTY CAMPUS

Law Enforcement: Emergency 911 / Non-Emergency 706-283-9600
Elberton Police Department   706-213-3130   Chief Scott Marunich

Fire: Emergency 911
Elberton Fire Department -   706-213-3156   Chief Kevin Jordan

Power:
Elberton Utilities   706-213-3278   Brad Alexander

Water:
Elberton Utilities   706-213-3278   Jason Hackett

Natural Gas:
Elberton Utilities   706-213-3278   Michael Sheppard

| **Telecommunications**: | 706-213-3272 | David Dotson |
| **Emergency Manager**: | 706-283-2026 | Chuck Almond |

Appendix E - 2 – Emergency/Utility Contacts

WALTON COUNTY CAMPUS

Law Enforcement: Emergency 911
| Monroe Police Department | 770-267-7576 | Chief Robert Watts |

Fire: Emergency 911
| Monroe Fire Department | 770-267-4446 | Chief Andrew Dykes |

Power:
| City of Monroe Utilities | 770-267-3429 | Rodney Middlebrooks |

Water:
| City of Monroe Utilities | 770-267-3429 | Rodney Middlebrooks |

Natural Gas:
| City of Monroe Utilities | 770-267-3429 | Rodney Middlebrooks |

Telecommunications:
| City of Monroe Utilities | 770-267-3429 | Mike McGuire |

Emergency Manager:
| Walton County | 770-267-1336 | Carl Morrow |

GREENE COUNTY CAMPUS: Closed as of 30 June 2023