

# RICHMOND HEIGHTS LOCAL SCHOOLS

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*"It's a New Day for The Richmond Heights Way"*

## Technology Disaster Recovery Plan Richmond Heights Local Schools

Planning for the continuity of technology driven data, files and services in the aftermath of a disaster is a complex task. This document records the plan that outlines and coordinates these efforts.

### RECOVERY TERMS AND DEFINITIONS

**Hardware** - actual devices such as desktops, laptops, tablets, etc.

**Software** - Computer Programs purchased by the district

**Google Drive folder** - A cloud based storage solution that retains data for Education. A Backup solution called vault is provided for archiving and e-discovery for both emails and Drive.

**Computer Images** - Images of all of the programs that get loaded to all computers in the district. A separate one of these exists for each of the various models of computers we own and special area used.

### TECHNICAL (HARDWARE/SOFTWARE) RECOVERY PROCEDURES

**Student Data** -The Student data is uploaded or created on Google Drive and can be accessed from any computer connected to the web anywhere.

**Teacher and Administrator Data** -The Staff data is uploaded or created on Google Drive and can be accessed from the web anywhere. This onsite Google Drive folder is automatically synced to Google Drive for onsite access in case of network failure.

**Software Program** - Most of the Software we use is open source and can be downloaded from the web. Other Software is web based and can be accessed from anywhere. 3rd party vendors host this web software. Microsoft Office is a site license and can be downloaded from CDW-G. Chrome books receive their software from Google automatically based on the management software.

**Computer Images** - Our district has multiple images created that includes all of the software and freeware our district typically uses. These images are stored on an external USB drive that is kept at Technology office at the SS and a second copy on the file server. They are used to restore any computer to a useable state very quickly.

**Hardware:** The Director of Technology will secure computer equipment for necessary operations and identify staff laptops and home computer equipment which can be brought on-line immediately; if necessary, identify vendor(s) who are willing to provide temporary computers, servers, and networks.

**Student Information System Data:** Neonet (ITC) houses all student and financial data. It is web based.

**Phones:** Each nurse's office, all School Offices, and Cafeterias on Campus have an Analog POTS line in case the network or Digital Cisco Phones fail. Neonet Hosts the Digital phone system. All Administrators have a personal cell phone to contact each other in a crisis no matter where they are.

**Internet:** Time warner provides RHLS a cable modem. This modem will provide a failover system to allow the BOE administrators access to the internet if the main NEOnet fiber fails.

## END USER RECOVERY PROCEDURES

In the event of a disaster that destroyed or compromised district data, once teachers and students returned to the buildings, they would login to the computers as they had done before the disaster. All of their folders, network drives, printer access, etc would be restored.

## READINESS PLAN

We have the above mentioned measures in place.

## EMERGENCY CONTACT LIST

Title	Name	Business Phone	Email
Superintendent	Dr. Renee Willis	216- 692- 0086	rwillis@richmondheightsschools.org
Treasurer	John Scott	216- 692- 0086	jscott@richmondheightsschools.org
Technology Coordinator	David Mog	216- 692- 0086 X571264	dmog@richmondheightsschools.org
ITC Director	NEOnet	330- 926- 3900	gdovin@neonet.org

## **READINESS PLAN**

The type of emergency will determine the plan that is in place. Emergencies can include:

**Chronicled**-power outages, earthquakes, tornadoes

**Human-events** likely from carelessness, malicious intent, fatigue or lack of training

**Geographical**-events likely based on our location-floods, storms, lightning strikes, tornadoes

**Localized**-events due to system malfunctions, computer or server crashes, sprinkler activations, chemical spills

**Planned**-scheduled system upgrades or tests or installations that go awry

If there is an emergency that physically destroys our buildings and their contents, the technology coordinator will use the following protocol in recovery of data:

1. Set up a temporary location for services-
  - a. One of the unaffected school buildings
  - b. Location determined by Superintendent- Mayfield Schools or St. Felicitas School
2. Contact NEOnet or Time warner for internet connectivity to get access to services and data.
3. Contact vendors to send replacement computers, wireless components, services, etc.
4. Re-image computers using backup images
5. District superintendent will provide additional instructions

### **For Data Deletion**

1. For Staff and Student Data, Use the Google Administrative controls to recover data.
2. Contact NEOnet for assistance with SIS or Active directory recovery
3. Contact vendor of effected service for assistance.

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