Policy #12.2

CITY OF NEW CASTLE
DISASTER RECOVERY PLAN

Plan Developed 2020

Review of Plan no later than 12/31/2022

SECTION 1:   **SCOPE**
This plan has been prepared to reduce the impact of a system interruption to computer operations for the City of New Castle. The Plan identifies system priorities and procedures to be taken in case of system interruption. The Plan also identifies key personnel to be contacted within the City government in cases of severe interruption or catastrophe.

SECTION 2:   **OBJECTIVES**
The primary objective of this plan is to cause an orderly and timely recovery from any interruption of data processing services.

Other objectives of this plan include:
- Reduce the confusion and delays associated with the operation of the city data center/server under emergency operating conditions.
- Identify the equipment and personnel requirements necessary to provide backup data processing resources.
- Establish an off-site security storage facility where backup files and documentation are stored. These facilities are part of the normal site security procedures that should be begun along with disaster planning efforts.
- Identify departments that are to be notified of delays.
- Identify the computer hardware space requirements and environmental equipment necessary to establish a temporary computer center, and/or the rebuild of the current facility.
- Increase user awareness on the subject of disaster planning.
- Identify resources that could be required to recover from a disaster.

SECTION 3:   **ASSUMPTIONS/CONSIDERATIONS**
This plan is based on the following:
- All IT personnel will be aware of the Disaster Recovery Plan procedures and amendments.
- All personnel affected by this plan are responsible for understanding their role under a disaster situation. Office holders and Department heads must develop procedures for the effective operation of their departments in case of computer failure. This requires the development of procedures that provide continuation of operations without the aid of computers. Office holders and Department heads must identify function that will be suspended and functions that will be completed manually.
- A current copy of this plan will reside in key locations as detailed in Section 5, including:
  - The IT Department
  - The residence of the Clerk Treasurer
  - City Website Documents Center

- The plan is a living document to ensure that is does not become outdated. ADA Coordinator will review the plan at least bi-annually. Changes in the technology and application modifications could make the plan obsolete.
- The required backup inventories of supplies must be maintained at an offsite location (432 Broad Street).
- Computer daily policies and procedures are not included in this plan.
- All affected computer services personnel must react quickly and effectively in response to an emergency.
- This Disaster Recovery Plan pertains to the equipment under the direct control of the IT Department.
- The City will provide housing of all materials and all funding for all aspects of this plan.
- The City has reviewed and approved this plan.

SECTION 4:   **OVERVIEW**
In an emergency, the Mayor, with the assistance of the Henry County Emergency Management Agency, will assume the responsibility of Disaster Recovery Leader for the city. The Team Leader Role will be assumed by the Mayor. If the Mayor is not available, the Team Leader Role will be assumed by the ranking representative, as noted in the *Continuity of Operations 4. Leadership – Order of Succession.* In the event all of the assigned Team Leaders are unavailable, a Team Leader-Reserve will be chosen from the IT Staff. The Team Leader will have the responsibility for alerting and assembling the Disaster Recovery Team at a designated location. This location will be known as the information Systems Recovery Office (ISRO).

Outside normal business hours, the Team Leader is responsible for notification and assembling of the Disaster Recovery Team (DRT).

SECTION 5:   **DISTRIBUTION LIST**
The individuals listed will have copies of the Disaster Recovery Plan. It is their responsibility to keep their copy of the plan current with all updates prepared and forwarded by the Board of Public Works and Safety as directed by the Mayor. Titles and Organizations are used rather than specific individuals and their names in an effort to ensure clarity and to reduce the need for unnecessary update paperwork merely for personnel changes. The individuals should periodically ensure their familiarization and understanding of this plan.

TITLE	DEPARTMENT	LOCATION
Mayor	City Hall	227 North Main Street
Dir. Public Works	City Hall	227 North Main Street
Council President	City Hall	227 North Main Street
City Attorney	City Hall	227 North Main Street
Clerk Treasurer	City Hall	227 North Main Street
Chief of Police	City Hall	227 North Main Street
Chief of Fire	Stations 1/2/3	1-229 North Main Street, 2-920 South 25th Street 3-2313 South Main Street
Chief of EMS	Building 1/2	1-1315 I Avenue 2-432 Broad Street
Street Commissioner	Street/Sanitation	289 W St Rd 38
Transit Department	Transportation	201 South 25th Street
Building Inspector	City Hall	227 North Main Street
Water Superintendent	Water Plant	415 Broad Street
Wastewater Superintendent	Wastewater Plant	10 Midway Drive
Utility Manager	Utility Billing	201 North 6th Street
HCEMA Director	Henry County EMA	County Facility
IT Leader	Octal Services	Offsite Facility
Department Heads	Park/Cemetery	Park Office/Amory - 1537 Grand Avenue Cemetery Office - 505 Bundy Avenue

SECTION 6:   **MAINTENANCE**

The Plan must be periodically reviewed to ensure that it can be effective should an interruption in service occur. Board of Works and Safety, with the City Clerk Treasurer, are responsible for the Disaster Recovery Plan document. Board of Works and Safety will perform the following:

- Develop a schedule for periodic review and maintenance of the plan.
- Advise all personnel of their role in the plan.
- Maintain current Name, Address and Telephone Numbers.
- Maintain copies of operational documentation.
- Review plan Policies and Procedures.
- Update the hardware and software documentation.
- Maintain contact and current data on supporting Vendors.
- Monitor and rotate inventory at the computer Off-site Storage Facility.
- Periodically test the plan.

Board of Public Works and Safety must fully review and recommend the plan to the Mayor's office bi-annually. Included in this review process are the following work items:

- Verbal contact with all Disaster Recovery Team and/or IT Services personnel to find out whether they fully understand their role.
- An audit of the computer Off-site Storage Facility to verify that backup documentation, backup files and data processing supplies are being properly maintained.
- Test the plan, to the extent that it does not severely affect routine government functions.

SECTION 7:   **DRT RESPONSIBILITIES**

The Team Leader is initially notified of all emergencies at the city. A preliminary assessment of damage will be made. Upon determination of the recovery level required the DRT will be assembled.

The primary responsibility of the DRT is to return the city services to an operational mode following any interruption of service due to an emergency. The following types of activities may be done by the DRT to return city services to normal operation:

- Damage Assessment – Identify amount of damage and possible causes of the disaster. Assess the impact on production and predictable downtime.
- Emergency Management – Coordinate the activities of all City recovery efforts and provide a key decision-making role.

- Off-site Transportation – Obtain all necessary backup media, supplies and documentation that are stored in the main site or off-site storage areas. Transport these items to the temporary site.
- System Software Support – Restore the system files, loads and tests the operating system software, and resolve system problems when applicable.
- Applications Support – Assist in the recovery of data and program files. As recovery progresses, this activity may have the responsibility of monitoring application performance, security and database integrity.
- Telecommunication Network Recovery – Rerouting or recovery of the telecommunications system. This could require travel to a backup site to provide on-going support.
- Hardware Team – Locating and securing the computer or network hardware necessary to support the emergency backup processing and finding the equipment needed to reconstruct the original site, if it were destroyed.

NOTIFICATIONS

A very important aspect of emergency recovery is the immediate notification of the appropriate personnel so that the emergency severity can be assessed and action taken. The following guidelines are applicable to all emergency levels outlined in this section.

- At the first indication that an emergency situation exists, immediately notify the Mayor, DRT Leader, or the designated Alternate DRT Leader.
- After the DRT Leader has had an opportunity to evaluate the seriousness of the interruption, and a decision is made to declare an emergency in the City, the following steps are to be taken:
  o Notify DRT members as detailed in *Continuity of Operations 4. Leadership – Order of Succession.*
  o The DRT Leader and members of the DRT will fully evaluate the problems and decide what "Emergency Level" exists with the City.

It is important to understand that there are many types of disaster situations that can occur. It is virtually impossible to document the exact problems that might occur, or the action required to recover. The DRT must be prepared to adjust to the disaster situation, and in turn modify the actions taken. Also, as conditions change within the City the emergency level may have to be escalated or de-escalated.

Escalation or de-escalation of the emergency level may be required based upon further assessment of the disaster. The emergency management team, responsible for the ongoing monitoring of the disaster situation and the recovery activities, may decide to change the emergency level based upon dynamic change to the situation.

SECTION 8:   DISASTER DEFINITIONS, SITUATIONS & ACTIONS

This section of the Disaster Recovery Plan deals with emergencies that may occur in the City and describes the steps to be taken to bring the plan into full operation. The use of the Disaster Recovery Plan and it's contents are all directed toward the support of the operation of the City and do not address individual department needs or procedures.

(Lowest)   (Highest)

	Level 1	Level 2	Level 3	Level 4
Scope of emergency	Specific location	Local area affected	Wide area disaster	Wide area disaster
Resources Needed	Local	Regional or Local	State	Federal
Possible emergency event	Examples: Serious fire or accident, multi-agency response needed	Examples: Loss of telephone communications, multi-agency response, hazardous chemical release	Examples: Wind damage, flash floods, prolonged utilities loss	Examples: Earthquake, dam failure, nuclear attack
Hazardous Materials*	Spills, leaks, or fires of small amounts of fuel, oil or other materials that can be managed using equipment available to first responder operations level, such as SCBA and/or SFPC.	Hazardous chemicals that requires the use of any kind of specialized protective equipment beyond use of Self-contained Breathing Apparatus (SCBA) and/or Structural Firefighter=s Protective Clothing (SFPC), special tools or knowledge beyond the normal scope of a first responders		
Jurisdictions	One	One or Two	Two or more	Two or more
Evacuation	No	Possible, Limited Area	Possible, Large Area	Yes, Wide- Scale Area
Multiple sites	No	Possible	Yes	Yes
Mass Care	No	Possible	Possible	Yes
Local EOC activated	No	Yes	Yes	Yes
Local warnings	No	Yes	Yes	Yes
Mass warnings	No	No	Yes	Yes
State EOC activated	No	No	Yes	Yes
Federal EOC activated	No	No	No	Yes

SECTION 9: OFF-SITE STORAGE FACILITY (OSF)

SCOPE
This section of the Disaster Recovery Plan is one of the most critical and requires continuous monitory and updating as the day to day operations change.

Computer paper will not be stored at the OSF as a vendor is located within city limits and can provide these supplies on a same day basis. Should there be a need to order and emergency shipment of forms, the Clerk Treasurer will maintain a vendor list of current suppliers of a particular item.

BACKUP DATA & PROGRAM FILES
To provide the capability of recovering from disasters, either minor or major, the City backups of program and data files are generated nightly, Monday through Friday. Backups will be located through an offsite vendor.

BACK UP SCHEDULES
Please note that computer backups are NOT created on Saturday, Sunday or Holidays.

Established backup schedules for each of the computers are established by the IT Service.

BACKUP DOCUMENTATION
Documentation for Applications developed by the IT Service will be stored on-line and on backups.

Documentation for System Software is provided by the vendor.

Reviewed and approved by the Board of Public Works and Safety this ___7___ day of
_____December_____, 2020.

_____, Greg York, Mayor

_____, Dave Barker, Director of Public Works

_____, Joel Harvey, City Attorney

_____, ATTEST
Brenda Grider, Clerk Treasurer