Business Continuity Plan

(BCP)

1.0 Overview

1.1 Policy Statement

It is the practice of **CAPE (Public Charter) School** to maintain a comprehensive **Business Continuity Plan** (BCP) for all critical organization functions. CAPE's recovery efforts exercise reasonable measures to protect employees and safeguard assets.

1.2 Introduction

This document is the Business Continuity Plan (BCP) for CAPE (Public Charter) School whose central office is located at 201 5 Street SW, Medicine Hat, Alberta, T1A4G7.

This plan was specifically designed to guide CAPE through a recovery effort of specifically identified organization functions. At the onset of an emergency condition, CAPE employees and resources will respond quickly to any condition, which could impact CAPE's ability to perform its critical organization functions. The procedures contained within have been designed to provide clear, concise and essential directions to recover from varying degrees of organization interruptions and disasters.

1.3 Confidentiality Statement

This plan is classified as the confidential property of CAPE (Public Charter) School. Due to the sensitive nature of the information contained herein, this manual is available only to those persons who have been designated as plan participants, assigned membership to one of the CAPE recovery teams, or who otherwise play a direct role in the recovery process.

1.4 Plan Revision Date

The latest revision date appears on the front page of this section of the document. This date indicates the most recent published date of the plan section.

1.5 Defined Scenario

A disaster is defined as a disruption of normal organization functions where the expected time for returning to normalcy would seriously impact CAPE's ability to maintain commitments and regulatory compliance. CAPE's recovery and restoration program is designed to support a recovery effort where CAPE <u>would not </u>have access to its facility and data at the onset of the emergency condition. Since CAPE is located in one location only it would be highly possible

that a disaster would effect the location. For this reason electronic data is always backed up off site as well.

1.6 Recovery Objectives

The BCP was written with the following objectives:

- To ensure the life/safety of all CAPE employees throughout the emergency condition and recovery process.

- To reestablish the essential organization related services provided by CAPE within the required recovery window as identified in Section 2.

- To suspend all non-essential activities until normal and full organization functions have been restored.

- To mitigate the impact to CAPE's operation through the implementation of effective recovery strategies as defined herein.

- To reduce confusion and misinformation by providing a clearly defined command and control structure.

- To consider relocation of personnel and facilities as a recovery strategy of last resort.

1.7 Plan Exclusions

The BCP was developed with the following exclusions:

- Succession of Management

- Restoration of the Primary Facilities

1.8 Plan Assumptions

The BCP was developed under certain assumptions in order for the plan to address a broad spectrum of scenarios. These assumptions are:

- CAPE's recovery efforts are based on the premise that any resources required for the restoration of critical organization functions will reside outside of the primary facilities.

- Any vital records required for recovery can be either retrieved or recreated from an off-site location and moved to an alternative facility within 24 hours.

1.9 Declaration Initiatives

CAPE's decision process for implementing any of the three levels of recovery strategies (see Section 1:1) to support the restoration of critical organization functions are based on the following declaration initiatives:

- Every reasonable effort has been made to provide critical services to CAPE's staff, students and parents by first attempting to restore the facility.

- After all reasonable efforts have failed to restore the facility, CAPE would invoke a recovery strategy that requires the relocation of personnel and resources to an alternate recovery facility.

1.10 Recovery Strategies

In order to facilitate a recovery regardless of the type or duration of disaster, CAPE has implemented multiple recovery strategies. These strategies are categorized into three (3) levels. Each level is designed to provide an effective recovery solution equally matched to the duration of the emergency condition.

- **LEVEL 1: SHORT-TERM OUTAGE (RIDE-OUT) – INTRA-DAY**

    A short-term outage is defined as the period of time CAPE does not require computerized operations, or where an outage window of the same day or less would not allow adequate time to restore / utilize automated recovery operations.

- **LEVEL 2: MEDIUM-TERM OUTAGE (TEMPORARY) – UP TO SIX WEEKS**

    A medium-term outage is defined as the period of time that CAPE will execute its formal disaster recovery strategy, which includes actually declaring a disaster. A disaster may either be declared organization-wide or only for the effected department. The decision to declare a disaster will be based on the amount of time / expense that is required to implement the formal recovery and the anticipated impact to CAPE's organization over this period of time.

- **LEVEL 3: LONG-TERM OUTAGE (RELOCATION) – SIX WEEKS OR MORE**

    A long-term outage is defined, as the period of time that CAPE will exceed the allowed occupancy time of its primary recovery strategy. During this phase of recovery CAPE will initiate a physical move of personnel and resources.

1.11 Response Team Overview

During an emergency each team member contributes the skills that they use in their everyday work to the overall response.

1.12 Teams

Emergency Response Team (ERT) - The ERT is comprised of senior CAPE management and is responsible for authorizing declarations of disaster, emergency investment strategy, approving public release of information, and ensuring parent\guardians are informed. Refer to well established procedures in the Crisis Response Manual

Business Restoration Team (BRT) – The BRT consists of personnel from each CAPE area deemed critical to the continuation of CAPE. BRT provides support for both the physical site and technology issues and would include Superintendent, Principal, Vice-Principal, Technology Consultant(s), and the Secretary-Treasurer.

2.0 Recovery Strategies

The following are the identified physical assets that potentially would need to be replaced in the event of a disaster for the organization:

Instructional Space
Office Space
Furniture
Equipment
Phone System
Computer Systems

2.1 Emergency Phone Numbers

The following are all identified phone numbers that would be needed during a disaster:

Business Continuity Plan

Emergency services   **911**

Communications

    1. Shaw   **1-877-742-9249**

Weather information

    1. Weather website: https://weather.gc.ca/city/pages/ab-51_metric_e.html

Maintenance

    1. Joleine Hartman   **(403) 403-928-0969**

Technology Services

    1. Ryan   Knodel   **(W) 403-488-3333**   **(C) 403-526-1492**

Utilities

        Water – City of Medicine Hat   Emergency **403.502.8042**

        Sewer – City of Medicine Hat   Emergency **403.502.8042**

        Gas - City of Medicine Hat   Emergency **1.800.242.3447**

        Electricity - City of Medicine Hat   **General Inquiries**: 403.529.8262
                                                      Emergency:

2.2 Disaster\Threat

Disaster and threat management is detailed in CAPE's Administrative Procedure Critical Response Plans and the CAPE's Critical Response Manual.

2.3 Recovery Strategy Overview

CAPE's BCP is based on the organization surviving the loss of the facility and/or key personnel and systems during a disaster.

Once the EMT has determined that a declaration of disaster is required, the following sequence of events will occur:

1. Evacuate the facility
   If the emergency requires an evacuation of employees, execute evacuation plans contained in the Critical Response Plan.

2. Go to designated alternative site
   Follow building evacuation plan developed in the school Critical Response Manual

3. Determine length of disruption
   Review written and verbal damage assessment reports from facilities and civil authorities and then estimate the amount of time the facility will be uninhabitable.

4. Select disaster level
   Based on the estimated duration of the disruption, declare the disaster event as either a Level 1 (Less than 48hrs.), Level 2 (48hrs. to 6 weeks), or Level 3 (6 weeks or longer) as per Section 1.0.

5. Activate alternative facilities
   Contact the Medicine Hat School Division #76 and Medicine Hat Catholic Board of Education for possible alternative school sites that could be used during a level 2 or 3 disaster level.

   Students and Staff can be relocated at Temple Baptist Church (403-526-6479), Hillcrest Evangelical Church (403-526-4010), Westminster United Church (403-526-5247), as well as other churches.

   Central Office can be relocated at the River Park Church (403-527-2438).

6. Release students and non-essential staff
   Once the disaster level has been selected, release students and non-essential staff from the designated alternative site.
   • Students into the custody of parents
   • Non-essential staff – Home
   • EMT remains at the alternate facility as needed.

7. BRT to setup and organize the command centre. Establish a dedicated phone line with operator to field all incoming calls. The dedicated phone line could be a cell

phone. Announce command centre phone number to all affected staff, students\parents.

2.4 Technology Recovery

Overview

The policies, procedures, process listed in this document should be used as a guideline/template to recover CAPE Schools Communication & Technology Systems from a disaster scenario. These policies are for disaster recovery scenarios only, and at no time should this plan be used as a facility relocation procedure.

Definitions

- *Alpha Site* – Primary operating location, see Locations.
- *Beta Site* – Secondary operating location, currently active as remote classrooms, can double as a recovery site, see Locations.
- *Barracuda* - Company used for remote backup services.
- *Communication Systems* – Internet Service Provider, Google Services, and Phone System.
- *Computers* – End user computer systems; this includes macbooks, imacs, mac-mini's, PC desktops, PC laptops.
- *Datacenter* – combination of Network & Servers that houses the core/critical information & mandatory services that the school needs for proper operation.
- *Google Services* – services currently provided by Google Apps Education (Gmail, Google Calendar, Google Docs, Google Drive, ect...)
- *Internet Bandwidth* – Connection rate that ISP has provided to CAPE school; currently 20mbit/sec download link, and 20mbit/sec uplink.   For the Beta Site to get to be operational a minimum Internet Bandwidth of >=10-15mbit/sec download rate and an upload rate of >=1-3mbit/sec upload rate.
- *Internet Service Provider (ISP)* – Internet service provider is a company that can provided an internet feed with enough Internet Bandwidth required by CAPE school.

- *Network* – Collection of physical infrastructure that supports data communications.
- *Phone System* – Phones, phone network lines, PBX, and Telephone Company termination point.
- *Servers* – Computer systems that are responsible for authentication, mobile device management, remote access, and storage.
- *Smart Phones* – This includes mobile end user cellular devices; this includes Android based phones and iPhones.
- *Staff* – Teachers, Education Assistants/Teacher Assistants, and support staff, working at CAPE School.
- *Students* – Any person taking enrolled in courses at CAPE School.
- *Technology Consultant* – Company responsible for technology services at CAPE School, currently MBSI Canada Ltd.
- *Tablets* – Mobile end user tablet devices; this includes Android based tables and iPads.
- *Vendor* – Any company that equipment is being purchased through.

Locations

1) Alpha Site – CAPE School, 201 5 Street SW, Medicine Hat, AB

Process Scope

These processes must be followed in order to get CAPE School up to an acceptable operating state:

1. Communications with Public: CAPE School's primary phone number from Alpha Site must be forwarded to a locations phone number where the temporary office will be setup while the Beta Site is being completed. This must be done, communication with the public must be open at all times.

2. Retrieval of data from Barracuda – if Barracuda backup appliance has been destroyed, Barracuda must be contacted to obtain new backup appliance with CAPE School's backup

data on it, should take no longer than 24hrs to 48hrs to have backup appliance with CAPE School's backup data on it.

3. Emergency Technology Inventory – An inventory of all technology must be created to assess technology capabilities, and to determine what will need to be purchased and/or replaced. All serial numbers must be recorded and checked against current inventory to determine what has been lost. This may also be required as to create a statement of loss to the insurance company(ies).

4. Acquisition of replacement technology:
   - Any equipment that is needed to get the Datacenter back up to an operational level must be acquired. To be determined by Technology Consultant, Superintendent, and Principals.
   - End user Computers and/or Tablets must be acquired for Staff, this does not mean a 1:1 relations ship has to be met. To be determined by Superintendent and Principals.
   - End user Computers and/or Tablets must be acquired for student, this does not mean a 1:1 relations ship has to be met. To be determined by Superintendent and Principals.
   - An ETA must be obtained before purchased order can be approved from all Vendors.
   - Communications Systems: The phone system is vital for the school to operate. These steps will need to followed to get the system up and running:
   - Move phone number over to Beta Site, Telus must be contacted with all the information needed (location of Beta Site, primary contact/owner of Beta Site may also be needed, CAPE School's Telus account info.
   - If the phone system (PBX and phones) at Alpha Site is safe to access and in working order, then it should be moved over to Beta Site and setup.
   - If the phone system is deemed unsafe to access / or is damaged. A new system must be acquired.
     - Options for new system:
       - Replacement with similar equipment form a phone system reseller, and phone

network line installation that can handle standard Telco phone lines.

- A VOIP server/PBX be purchased & phones purchased that can handle standard SIP phones/software phones, and standard phone lines for incoming Telco. VOIP systems can use same network infrastructure as datacenter networking.
- A VOIP server/PBX be purchased that can be used for with standard SIP phones/software phones, and phone numbers ported over to SIP trunks and current Telco lines cancelled. VOIP systems can use same network infrastructure as datacenter networking.

5. Google Services – Gmail, Google Calendar, Google Docs, Google Drive, ect... Will be still operational for all accounts in event of a recovery scenario. All Cape School Google accounts are separate from CAPE School network authentication servers. Google services will still be operational as long as internet access is available.

6. Datacenter restoration – Once equipment has been acquired for datacenter, either salvaged from Alpha site or acquired from step 3. Datacenter will be reconstructed (Network & Servers), all servers will be restored or recreated into virtual machines to speed up recovery & recovery management process:
   - Network cabling will be installed for devices need in for datacenter operations.
   - Firewall will be configured for datacenter servers and services
   - Firewall will be configured for internet access.
   - Servers acquired will be reloaded with VMware ESXi.
   - Virtual machines will be created for all servers that were lost due to disaster.
     - Virtual machines will be created for each server with appropriate resources.
     - Servers will be restored to appropriate VM's.
       - CPSRV001 is currently running as an AD controller and VMware server, stop VMware server

- Start-up order for virtual machines:
  - CPSRV001 – AD controller and VMware server; must stop VMware server once CPSRV001 has started. Mandatory.
  - CPSRV002 – AD controller, 4D database, file server (4D data, accounting data, staff & student home folders). Mandatory.
  - CPSRV003 – Terminal Services and Remote Access server (4D client, Simply Accounting/Sage 50 Accounting program, VPN(PPTP), and Terminal Services/Remote Desktop service). Mandatory.
  - CPSRV004 – JAMF/Casper mobile device management server – manages iOS devices. Mandatory.
  - CPSRV005 – Squid web proxy server, not mandatory.
  - CPSRV006 – CUPS/airprint server, not mandatory.

7. Internet Service Acquisition/Procurement – Internet services will need to be required for the School at a Beta location from one of two situations:
   - AXIA/Supernet/MCSnet connection can still be used if and only if conditions below are met:
     - Alpha Site's electrical power, AXIA/Supernet equipment, and wireless backhaul to Beta Site can be safely accessed.
     - Alpha Site's electrical power, AXIA/Supernet equipment, and wireless backhaul to Beta Site are in proper working order.
     - If minimal equipment is needed to be replaced (wireless backhaul radio, switch (AXIA/Supernet), power supplies, fiber to ethernet media converter (AXIA/Supernet). To be determined by Technology Consultant and AXIA.
   - If AXIA/Supernet/MCSnet connection is deemed unsafe or not in proper working order:
     - than another ISP (internet service provider) must be contacted to provide service at the Beta site.
     - The ISP must be capable of providing a properly functioning internet connection

at with equal too or faster than the specs defined in Internet Bandwidth minimums for the Beta Site.

- ○ Currently the Technology consultants recommends these ISPs in the following order:
    - ▪ SHAW
    - ▪ Telus

Suggestions

- • Print Services: Printing should be kept down to minimum while the Beta Site is in a recovery operation status, this means that CAPE School should be moving towards a green initiative. This will cut down on some technology costs associated, as well as logistics, with setting up the Beta Site in a recovery situation. The Technology Consultant has these recommendations:
    - ○ For grades that have access to Computers and Tablets; all assignments should be emailed to students in PDF form from the teachers. Some instances where this may not be capable is subjects like Math. This will be determined by the Principals, Teacher, and Superintendent.
    - ○ For grades that have access to Computers and Tablets; all assignments should be handed in to teacher via email in PDF form where acceptable.   Some instances where this may not be capable is subjects like Math. This will be determined by the Principals, Teacher, and Superintendent.
    - ○ All inter-office communication should be done via email in order to avoid excessive paper waste.

These are just some suggestions. Printers will be accessible on needed only basis. This will reduce on technology cost as larger printers will not have to be purchased for Beta Site. This will be determined as well by Technology Consultant, Principals, and Superintendent.

This document will be must be updated as the Communications & Technology Systems at CAPE

School change.   Also this document does not cover all situations that may arise and should be used as a guideline/template only.

2.5 Plan Participants

The following presents the CAPE BCP participants and their associated recovery function. At the time of a disaster, these individuals will be among the first to be contacted.

Recovery Role:	Primary:	Alternate:
Recovery Manager	Name: Jeney Gordon Title: Principal Office: 403-528-2983 Cell: 403- 504-9178 Home: 403-529-0439 E-mail: jgordon@capeisgreat.org	Name: Cali Berard Title: Vice-Principal Office: 403-528-2983 Cell: 403-504-6048 E-mail:cberard@capeisgreat.org
IT Recovery	Name: Ryan Knodel Title: Partek Technology Services Office: 403-488-3333 E-mail: rknodel@partek.ca.	Name: Elliot Farrer Title: Partek Technology Services Office: 403-488-3333 E-mail:efarrer@partek.ca
Administrative Support	Name: Joleine Hartman Title: Administrative Assistant Office: 403-528-2983 Cell: 403-928-0969 E-mail: jhartman@capeisgreat.org	Name: Monica Hopkins Title: Administrative Assistant Office: 403-528-2983 Cell: 403-580-7749 Home: 403-5526-8868 E-mail: hmoraal@capeisgreat.org

2.6 Alternate Site Setup

Once the alternate site has been identified and secured, the BRT will work with staff to configure appropriate command centre and recovery space.

The following provides CAPE configurations for general work areas and the command centre.

Recovery Area:	Configuration:
Command Centre	• Occupancy – 5 • Room – private, 750-sq. ft. • Conference table • Phones – 5 cell phones • Facsimile – 1 • Office Equipment – 1 fax/copier/scanner/printer, folding tables • Office supplies – flip charts, stationary, writing supplies • Communications – cellular phones
Work Area Recovery	• Occupancy – 10 • Room – 2000- sq. ft. • Folding Tables- each workstation needs to be 3ft apart • Phones – up to 10 cell phones • Facsimile – 1 • Office Equipment – copier, tape recorder, 10 laptops • Office supplies – flip charts, stationary, writing supplies • Communications – 1 fax lines

TO BE UPDATED ANNUALLY