

**Business Continuity Plan
Central Georgia Technical College
2019-2020
Appendix A**

REVIEWED: _____ **DATE:** _____
James E. Faircloth, Jr.
BUSINESS CONTINUITY COORDINATOR
CENTRAL GEORGIA TECHNICAL COLLEGE

APPROVED: _____ **DATE:** _____
Dr. Ivan Allen
PRESIDENT
CENTRAL GEORGIA TECHNICAL COLLEGE

REVIEWED: _____ **DATE:** _____
Lisa Anne Beck
EMERGENCY MANAGER
TECHNICAL COLLEGE SYSTEM OF GEORGIA

APPROVED: _____ **DATE:** _____
Linda Osborne-Smith
General Counsel
TECHNICAL COLLEGE SYSTEM OF GEORGIA

Business Continuity Plan

Central Georgia Technical College

2019-2020

Overview:

The Business Continuity Plan (BCP) supports the State Board of the Technical College System of Georgia 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.

The following business continuity incidents occurred during the 2018-2019 year:
October 10, 2018 all campuses closed at noon, all campuses closed October 11, 2018 all day due to Hurricane Michael.

Central Georgia Technical College engages in the following contractual agreements regarding business continuity: none.

Central Georgia Technical College engages in the following training, drills and exercises. Periodically tests emergency alert system college-wide; periodically visit business offices at Macon campus, Warner Robins campus, and Milledgeville campus for backup locations. The protocol for the retention of training records is according to legal requirements of specific records, i.e., financial statements, purchase orders, etc., human resource records, etc.

The protocol for the annual review of the BCP is completed by James E. Faircloth, Jr., AVP Facilities, then reviewed by Jeff Scruggs, EVP, then reviewed by Dr. Ivan Allen, President. The protocol for the retention of the BCP is according to legal requirements, but at least the last three years. Records are stored electronically on college system servers.

The Business Continuity Plan contains the following appendices:

Appendix A: (Cover Sheet): 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

Appendix B: Critical Mission Functions Chart

OPERATING UNIT	CRITICAL MISSION FUNCTION	MAX ALLOW DOWNTIME	PRIORITY
President	Emergency Communication	0 Hours	High
President	Public Information	2 Hours	High
President	Non-Academic Activities	24 Hours	Low
Executive VP	Facilities Repair	48 Hours	High
Executive VP	Utilities Delivery	24 Hours	High
Executive VP	IT Systems Restoration	24 Hours	High
Executive VP	HR Functions – Recruitment/Onboarding	72 Hours	High
Academic Affairs/Adult Ed/Executive VP	Classroom Instruction	48 Hours	High
Academic Affairs	Distance Instruction	48 Hours	Medium
Admin Services	Procurement	24 Hours	High
Admin Services	Payroll	48 Hours	High
Admin Services	General Accounting Services	48 Hours	Medium
Economic Development	Classroom Instruction – Public Offerings	2 Weeks	High
Economic Development	Contract Training – DAU/QS/ Contract	72 Hours	Medium
Institutional Effectiveness	Grants-Making and Accrediting Bodies Coordination	24 Hours	High
Student Affairs	Enrollment Services (Admissions, Finaid, Transcripts)	48 Hours	High
Student Affairs	Non-Academic Activities	72 Hours	Low

Appendix C: Hazard Vulnerability Assessment Instrument (Must match that of EOP).

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

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Emergency Communications

Function Description:

Establish communications with TCSG leadership, College VPs, and external partners to collect information needed to make effective decisions and then disseminate those decisions.

Production Location: Main Campus or Designated Safe Area

Process Manager: President (Dr. Ivan Allen 478-757-3502)

Department: President's Office

Backup Personnel: Executive VP (Jeff Scruggs 478-218-3333);

Campus Police Chief (Chief Bob Wilbanks 478-218-3323)

Recovery Details:

Recovery Strategy Overview:

- The Director for Campus Safety & Security will coordinate all local, county, and state agencies, authorities, boards and departments mobilized. Requests for assistance from neighboring local governments or state agencies may be made. A safe and appropriate staging area will be identified for the use of emergency personnel, media, and equipment arriving on the scene.
- The Assistant Vice President for Marketing, Communications, and Enrollment Services or other President's designee is designated as the media spokesperson at the crisis site. Cellular and other wireless devices are available for alternate communications.

Maximum Allowable Downtime (MAD): 0 Hours

MAD Rationale/Justification: Initial information collection and evaluation is critical to the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? No **Work-around procedures tested?** Yes

Recovery Point Objective (relocation):

Designated safe area or established alternate location.

Hours to Point Objective: Immediate

Recovery Time Objective (hours): N/A

Hardware Needs: Any communication device – wired, wireless, or cellular

Software Needs: N/A

Necessary Vendors/Contractors:

All required local, county, and state emergency agencies

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Public Information

Function Description:

To provide factual response information to the media, constituent customers, and the general public as quickly as possible during a crisis.

Production Location: Main Campus or Designated Safe Area

Process Manager: President (Dr. Ivan Allen 478-757-3502)

Department: President's Office

Backup Personnel: Executive VP (Jeff Scruggs 478-218-3333);

Assistant VP for Marketing, PR, and Enrollment Services (Dr. Janet Kelly 478-218-3319)

Recovery Details:

Recovery Strategy Overview:

- The Assistant Vice President for Marketing, Communications, and Enrollment Services or other President's designee is designated as the media spokesperson at the crisis site and will respond to and facilitate inquiries and requests for interviews.
- The Assistant Vice President for Marketing, Communications, and Enrollment Services or other President's designee is designated as the media spokesperson at the crisis site. Cellular and other wireless devices are available for alternate communications.
- The Assistant Vice President for Marketing, Communications, and Enrollment Services or other President's designee will use the media, the Campus Notification System, and social media channels to provide updates to the public as information becomes available, and will begin providing the media with factual information preferably a written statement, which will be transmitted to the community.

Maximum Allowable Downtime (MAD): 2 Hours

MAD Rationale/Justification: Dissemination of factual information to the public is critical to the safety and security of the students and college personnel.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? No

Work-around procedures tested? Yes

Recovery Point Objective (relocation):

Designated safe area or established alternate location.

Hours to Point Objective: Immediate

Recovery Time Objective (hours): N/A

Hardware Needs:

Any communication device – wired, wireless, or cellular

Software Needs: N/A

Necessary Vendors/Contractors: Local media – TV, newspaper, and radio

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Non-Academic Activities

Function Description:

The coordination and execution to resume operations for finance, administration, and ancillary services.

Production Location: Main Campus or Established Alternate Campus

Process Manager: President (Dr. Ivan Allen 478-757-3502)

Department: President's Office

Backup Personnel: Executive VP (Jeff Scruggs 478-218-3333);

VP Admin Services (Dr. Michelle Siniard 478-218-3330);

VP Satellite Operations (Ms. Dana Davis 478-445-2301);

VP Student Affairs (Dr. Craig Jackson 478-575-3508);

CIO (Brian Snelgrove 478-218-3300);

Executive Assistant to the President (Danielle Steele 478-757-3524);

VP Economic Development (Andrea Griner 478-757-3551);

VP for Institutional Effectiveness (Deborah Burks 478-757-3514)

Recovery Details:

Recovery Strategy Overview:

- The development, coordination, and execution of service and site restoration plans; the reconstruction of college operations and services; to promote restoration; long-term treatment of affected persons (students/faculty/staff); additional measures for environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

Maximum Allowable Downtime (MAD): 24 Hours

MAD Rationale/Justification: The extent of the disaster/crisis must be determined prior to recovery plans being implemented.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? No

Work-around procedures tested? N/A

Recovery Point Objective (relocation):

Designated safe area or established alternate campus.

Hours to Point Objective: Immediate

Recovery Time Objective (hours): 72

Hardware Needs:

Access to the College's computer resources as available or alternate communication devices – wired, wireless, or cellular; hotspot, laptop, PC or tablet.

Software Needs:

Microsoft Office including Outlook, Banner as available, PeopleSoft Financials and HR, Team Georgia Marketplace;

Necessary Vendors/Contractors: Multiple may be needed

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Facilities Repair and Security

Function Description:

To provide a safe and functional environment for the continued operation of the college and operational, adequate, and safe facilities to carry out essential activities.

Production Location: Applies to all Central Georgia Technical College facilities

Process Manager: Executive VP (Jeff Scruggs 478-218-3333)

Backup Personnel: AVP for Facilities and Ancillary Services (James Faircloth 478-218-3385)
Recovery Details:

Recovery Strategy Overview:

- To provide secure facilities with, at a minimum, structural support, HVAC, electrical, lighting, network connectivity, and communications capabilities. CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services and/or classes impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 24 Hours

MAD Rationale/Justification:

The College requires access to a minimum set of resources in order to function and therefore begin the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? No

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services and classes impacted at one campus could be relocated to alternate centers/campuses.

Hardware Needs: Safe facilities with essential utilities and life safety resources.

Software Needs: N/A

Necessary Vendors/Contractors:

Georgia Power, Flint Energies Electric, local city and county municipalities along with their associated utilities, Atlanta Gas, Jointly Owned Natural Gas, AT&T, ComSouth, Peachnet, State Fire Marshall, general contractors, specialty contractors & suppliers as needed based on the work required to repair or replace existing facilities.

Special Notes:

Contact information is included in Appendix E – Emergency/Utility Contacts

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Utilities Delivery

Function Description:

To ensure access to power, water, gas, and telecommunications connectivity essential for all other college activities.

Production Location: Applies to all Central Georgia Technical College facilities

Process Manager: Executive VP (Jeff Scruggs 478-218-3333)

Backup Personnel: CIO (Brian Snelgrove 478-218-3300);

Assistant VP for Facilities and Ancillary Services (James Faircloth 478-218-3385)

Recovery Details:

Recovery Strategy Overview:

- Basic utilities are required for the college to function. In the event these utilities are not available for an extended time at one location, an alternate location will be chosen. CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services and/or classes impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 24 Hours

MAD Rationale/Justification:

The College requires access to a minimum set of resources in order to function and therefore begin the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? No

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services and/or classes impacted at one campus could be relocated to alternate centers/campuses.

Hardware Needs: N/A

Software Needs: N/A

Necessary Vendors/Contractors:

Special Notes: Contact information is included in Appendix E – Emergency/Utility Contacts

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: IT Systems Restoration

Function Description:

Access to Information Technology resources is essential to the function of the college. Access to local network resources include Banner, email, Intranet, Gateway, Maintenance and Technology Helpdesk Tickets Systems, and network storage. Additionally, access to internet based resources is required for external email, PeopleSoft, and many other web based resources. IT systems also include networking equipment which is required to successfully restore all services.

Production Location: Applies to all Central Georgia Technical College facilities

Process Manager: Executive VP (Jeff Scruggs 478-218-3333)

Backup Personnel: CIO (Brian Snelgrove 478-218-3300)

Recovery Details:

Recovery Strategy Overview:

- The first step to restoration is the full recovery of electrical (for systems not on redundant power sources) and HVAC systems that house IT equipment. Once the space is stable, network based resources will be restored or re-installed and configured to deliver services. Concurrently, network access will be restored to these resources for local users and ultimately remote users. Banner hot-backup sites can be deployed for the support of Student Records.

Maximum Allowable Downtime (MAD): 24Hours

MAD Rationale/Justification:

The College requires access to a minimum set of resources in order to function and therefore begin the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes **Work-around procedures tested?** Yes

Recovery Point Objective (relocation): CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services and/or classes impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 12

Recovery Time Objective (hours): 24

Hardware Needs:

Servers, computers, printers, networking equipment, furniture, fixtures, UPS, and a secure location equipped with support services including power, network access, and HVAC.

Software Needs:

Operating systems, desktop software (Microsoft Office), Banner, PeopleSoft

Necessary Vendors/Contractors: Various state contract vendors

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: HR Functions – Recruitment/Onboarding

Function Description:

It is essential that in the event of a disaster or disruptive event that the College have a functioning hiring mechanism, particularly for executing emergency hire procedures.

Production Location: Main Campus as conditions permit

Process Manager: Executive VP (Jeff Scruggs 478-218-3300)

Backup Personnel: Executive Director for HR (Carol Dominy 478-218-3700)

Recovery Details:

Recovery Strategy Overview:

The strategy is to first re-establish functionality of PeopleSoft HR functions and the College’s openings advertisement and application site, EasyHR, which is cloud-based and vendor-hosted. Absent the ability to re-establish automated systems, the HR office will work with regional temp agencies and Department of Labor resources to onboard personnel that may be essential for disaster recover or business continuity.

Maximum Allowable Downtime (MAD): 12 Hours

MAD Rationale/Justification: It is essential that the College be able to quickly bring on board personnel that may be necessary to re-start or re-establish operations.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes **Work-around procedures tested?** No

Recovery Point Objective (relocation): CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 8

Recovery Time Objective (hours): 12

Hardware Needs: Telephone, computer, internet access

Software Needs: PeopleSoft, EasyHR

Necessary Vendors/Contractors: EasyHR

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Classroom Instruction

Function Description:

Classroom instruction includes both credit and non-credit lecture and lab settings. Loss of the ability to provide classroom instruction would jeopardize the instructional continuity of the academic programs at CGTC. Therefore, it becomes necessary to provide a plan of action that would allow the college to continue to provide instructional services through the college's business continuity plan.

Production Location: Applies to all Central Georgia Technical College Facilities as well as Dual Enrollment Sites and hosted instructional sites within Georgia Department of Corrections

Process Manager: VP for Academic Affairs (Dr. Amy Holloway 478-757-3510);

VP for Adult Education (Brenda Brown 478-218-3288);

Executive VP (Jeff Scruggs 478-218-3333)

Department: Academic Affairs, Adult Education, and Re-Entry Programs

Backup Personnel:

Academic Deans:

Dean of General Education (Shannon Durham 478-218-3228)

Dean of Business and Computer Technologies (Sabrina Swann 478-757-2536)

Dean of Health Sciences (Paula Pena 478-218-3200)

Dean of Public Safety / Professional Services (Dr. Jay Kramer 478-757-3576)

Dean of Aerospace, Trade and Industry (Mike Engel 478-757-3473)

Dean of Distance Education (Cynthia Rumney 478-476-5158)

Executive Director for Re-Entry Programs (Dr. Brittany Lucas 478-218-3763)

Recovery Details:

Recovery Strategy Overview:

Each academic program will develop its plan for continued classroom instruction so that it is program specific. At minimum, those plans will include:

- That each program have appropriate instructional assignments prepared and communicated in advance utilizing syllabi and, where applicable, the online learning platform (Blackboard).
- If the event requires instruction downtime for more than one week, then the college would find an alternative teaching location for that program or schedule additional instructional days to meet seat-time requirements

Maximum Allowable Downtime (MAD): 2 Class days

MAD Rationale/Justification: The College could make up 2 days of instruction on Fridays or adding dates to the end of the term.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? No

Recovery Point Objective (relocation): CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, classes impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 48

Recovery Time Objective (hours): 4

Hardware Needs: A space suitably equipped for the delivery of instruction

Software Needs: Relevant instructional software

Necessary Vendors/Contractors:

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Distance Instruction

Function Description:

Many programs at the college offer online instruction via Blackboard, which is the College's online learning platform. Online instruction can also be taught in a hybrid format, which includes both a seated and online component to those courses. Most events would not create a disruption with online instruction, however hybrid instruction could be impacted if the event was longer than one week in duration.

Production Location: Any location with internet access

Process Manager: VP for Academic Affairs (Dr. Amy Holloway 478-757-3510)

Department: Academic Affairs

Backup Personnel:

Academic Deans:

Dean of General Education (Shannon Durham 478-218-3228)

Dean of Business and Computer Technologies (Sabrina Swann 478-757-2536)

Dean of Health Sciences (Paula Pena 478-218-3200)

Dean of Public Safety / Professional Services (Dr. Jay Kramer 478-757-3576)

Dean of Aerospace, Trade and Industry (Mike Engel 478-757-3473)

Dean of Distance Education (Cynthia Rumney 478-476-5158)

Executive Director for Re-Entry Programs (Dr. Brittany Lucas 478-218-3763)

Recovery Details:

Recovery Strategy Overview:

Each academic program will develop its plan for continued online instruction so that it is class and program specific. At minimum, those plans will include:

- That each program/class have one week of instructional assignments prepared in advance to notify students in the event that online services are disrupted.
- If the event requires instructional downtime for more than one week, then the college would find an alternative teaching location for the hybrid component of the distance education courses. CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, classes impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 2 Class days

MAD Rationale/Justification: The College could make up 2 days of instruction on alternate days or by adding dates to the end of the term.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation):

Relocation is not needed for courses provided in an online format.

Hours to Point Objective: N/A

Recovery Time Objective (hours): N/A

Hardware Needs:

Computer with internet access

Software Needs: Internet Browser with required add-ons by the learning management system

Necessary Vendors/Contractors: Blackboard/current LMS provider

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Procurement

Function Description:

To purchase necessary items to be able to resume operations.

Production Location: Main campus

Process Manager: VP for Administrative Services (Dr. Michelle Siniard 478-218-3330)

Department: Administrative Services

Backup Personnel:

Executive Director Administrative Financial Services (Alaina Bennett 478-218-3286)

Recovery Details:

Recovery Strategy Overview:

- Administrative Services will implement emergency purchasing procedures established by the Georgia Department of Administrative Services (DOAS).

Maximum Allowable Downtime (MAD): 24Hours

MAD Rationale/Justification:

A minimum set of resources are required to function in order to begin the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 24

Recovery Time Objective (hours): 48

Hardware Needs:

Computer with internet access, check printing, copier, mailing supplies and equipment

Software Needs:

Internet browser suitable to access web-based software

Necessary Vendors/Contractors: Georgia Department of Administrative Services (DOAS)

Special Notes: None

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Payroll

Function Description:

To execute and resume the processing of payroll.

Production Location: Main campus

Process Manager: VP for Administrative Services (Dr. Michelle Siniard 478-218-3330)

Department: Administrative Services

Backup Personnel:

Executive Director for Administrative Financial Services (Alaina Bennett 478-218-3286)

Recovery Details:

Recovery Strategy Overview:

- Full-time employees are generally paid automatically through the State Accounting Office via direct deposit unless unusual circumstances such a Leave Without Pay (LWOP) exists.

Maximum Allowable Downtime (MAD): 48 Hours

MAD Rationale/Justification:

A minimum set of resources are required to function in order to begin the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? No

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 48

Recovery Time Objective (hours): 48

Hardware Needs: Computer with internet access and printing capability.

Software Needs: Internet browser suitable to access web-based software and PeopleSoft access

Necessary Vendors/Contractors: PeopleSoft

Special Notes: None

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College **Date:** 04/02/2019

Critical Mission Function: General Accounting Services

Function Description: To execute cashiering, A/R, and A/P functions

Production Location: Main campus

Process Manager: VP for Administrative Services (Dr. Michelle Siniard 478-218-3330)

Department: Administrative Services

Backup Personnel:

Executive Director for Administrative Financial Services (Alaina Bennett 478-218-3286)

Recovery Details:

Recovery Strategy Overview:

- TeamWorks Accounting System is a web-based software. Therefore, the system is accessible via computer with internet connection. Student payments are made via online TouchNet, which is cloud-based and vendor-hosted. Banner connectivity is essential to accommodate TouchNet functionality.

Maximum Allowable Downtime (MAD): 48 Hours

MAD Rationale/Justification: A minimum set of resources are required to function in order to begin the recovery process.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 48

Recovery Time Objective (hours): 48

Hardware Needs: Computer with internet access, printing, check printing, copier, and fax capabilities.

Software Needs: Internet browser suitable to access web-based software.

Necessary Vendors/Contractors:

Special Notes: None

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Classroom – Public Offerings

Function Description:

Economic Development/Continuing education provides professional development and personal growth courses to the public. These classes are taught at both on-campus and hosted sites. Courses vary in length and content.

Production Location: Campus classrooms and hosted sites

Process Manager: VP for Economic Development (Andrea Griner 478-757-3551)

Department: Economic Development

Backup Personnel:

Director Continuing Education and Industry Training (Clay Teague 478-757-3554)

Recovery Details:

Recovery Strategy Overview:

Classes that are in progress would be suspended until an acceptable alternate location could be identified and required teaching equipment and materials secured and installed. For classes that are scheduled but have not started, the Department would have the option to postpone or cancel each class. The decision to postpone or cancel each class would be decided based on type of class, number registered, required teaching equipment/material, and availability of the instructor. CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, classes impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 2 weeks

MAD Rationale/Justification:

Two weeks provides ample time to identify alternate locations and install equipment for classes that will resume.

Can Process be suspended? Yes

Can Process be degraded? No

Work-around procedures in place? No

Work-around procedures tested? N/A

Recovery Point Objective (relocation):

Personnel would work with the college and/or QuickStart to identify a suitable location.

Hours to Point Objective: 2 Weeks

Recovery Time Objective (hours): 2 Weeks

Hardware Needs:

Desks, tables, chairs, computers, copier, audio/visual system, course materials

Software Needs: Internet, Microsoft Office

Necessary Vendors/Contractors:

Textbook vendors, office equipment/furniture vendors, AV vendors, local realtors, computer vendors, software licensing vendors.

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Contract Training – DAU/QS/ Contract

Function Description:

The Economic Development Unit offers customized contract/private training courses for businesses and industries. The VP for Economic Development and the Director for Business and Industry Training work directly with companies to determine course content, objectives, cost, training timeframe, and location. The College also accommodates tenant training activities hosted by Georgia Quick Start and DAU. Contract training is hosted at off-site locations or at one of the College's several campuses, sites, or centers. An invoice is sent to the Business Office for processing and payment. Course materials are ordered through the procurement system when the course is confirmed.

Production Location: Local Businesses and Industries or Campus facility

Process Manager: VP for Economic Development (Andrea Griner 478-757-3551)

Department: Economic Development

Backup Personnel:

Director for Business and Industry Training (Mike Pace 478-218-3360)

Recovery Details:

Recovery Strategy Overview:

Classes that are in progress or scheduled, and are conducted on-site will proceed as scheduled unless that business/industry is impacted by the hazard. If so, the Director will work with the company to resume the training at a later time. For classes being conducted on campus, the Director will work with the company to change the teaching venue or reschedule the training. All new contract training requests will be suspended until the Department resumes operations. The main objective in the recovery of contract training is to maintain communication with each company. CGTC is a multi-campus College with three campuses and five centers located in its service area.

Through scheduling adjustments, classes impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 72 Hours

MAD Rationale/Justification:

Companies would expect some form of communication within 8 hours on the status of the training so they could adjust work schedules accordingly.

Can Process be suspended? Yes

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? No

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, classes impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 72

Recovery Time Objective (hours): 72

Hardware Needs: Computer, phone, smart-phone, desk, chair, printer, basic office supplies

Software Needs: Internet, Banner, Microsoft Office

Necessary Vendors/Contractors:

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Grants and Accrediting Bodies Coordination

Function Description:

It is essential that in a disruption of service or educational activities, particularly those activities that are grants-sponsored and regulated/governed by an accreditation partner, that coordination be established to ensure compliance.

Production Location: Main Campus

Process Manager: VP for Institutional Effectiveness (Deborah Burks 478-757-3514)

Department: Institutional Effectiveness

Backup Personnel:

Director for Institutional Effectiveness (Bonnie Quinn 478-471-5184)

Recovery Details:

Recovery Strategy Overview: Primary recover strategy involves establishing a functioning workspace with adequate furnishings, computers, printers, associated hardware, network stores access, e-mail and Internet access, and telephone services.

Maximum Allowable Downtime (MAD): 24 Hours

MAD Rationale/Justification:

The College will need to continue to function with all necessary services/processes in place, particularly when impacted services are either grants-funded or regulated by external accreditors.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation): CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 12

Recovery Time Objective (hours): 24

Hardware Needs: Computer with Internet access, printer, telephone

Software Needs: Compatible Internet web browser

Necessary Vendors/Contractors:

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Enrollment Services

Function Description:

To provide programs and services designed to create a supportive environment that enhances the personal development and learning of all students. Functions include Recruitment, Student Communications, Testing, Admissions, Financial Aid, and Registrar's Office services.

Production Location: Applies to all Central Georgia Technical College facilities

Process Manager: VP for Student Affairs (Dr. Craig Jackson 478-757-3508)

Department: Student Affairs

Backup Personnel:

Assistant VP for Enrollment Services (Dr. Janet Kelly 478-218-3319)

Recovery Details:

Recovery Strategy Overview:

To provide programs and services for students at an approved alternate location, if needed. CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 72 Hours

MAD Rationale/Justification:

Faculty, staff, and students require access to programs and services in order to adequately function.

Can Process be suspended? No

Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? Yes

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 72

Recovery Time Objective (hours): 72

Hardware Needs:

Desks/tables, chairs, computers, phones, printers, scanners, and copier/fax.

Software Needs:

Banner, aXs, Internet, and Microsoft Office

Necessary Vendors/Contractors: Banner, aXs

Special Notes:

Appendix D - Business Continuity Plan Worksheet

Work Unit/Technical College: Central Georgia Technical College

Date: 04/02/2019

Critical Mission Function: Non-Academic Activities

Function Description:

To provide programs and services designed to create a supportive environment that enhances the personal development and learning of all students.

Production Location: Applies to all Central Georgia Technical College facilities

Process Manager: VP for Student Affairs (Dr. Craig Jackson 478-757-3508)

Department: Student Affairs

Backup Personnel:

Executive Director for Student Support Services (Dr. Bruce Foster 478-218-3295)

Recovery Details:

Recovery Strategy Overview:

Student activities, clubs, and athletics are an essential part of the college experience. Additionally, student support services such as career services and counseling services are essential, and mechanisms must exist to ensure the restoration of these services. CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Maximum Allowable Downtime (MAD): 48 Hours

MAD Rationale/Justification:

Faculty, staff, and students require access to programs and services in order to adequately function.

Can Process be suspended? No Can Process be degraded? No

Work-around procedures in place? Yes

Work-around procedures tested? No

Recovery Point Objective (relocation):

CGTC is a multi-campus College with three campuses and five centers located in its service area. Through scheduling adjustments, services impacted at one campus could be relocated to alternate centers/campuses.

Hours to Point Objective: 48

Recovery Time Objective (hours): 48

Hardware Needs: Desks/tables, chairs, computers, phones, printers, scanners, and copier/fax.

Software Needs: Banner, aXs, Internet, and Microsoft Office

Necessary Vendors/Contractors: Banner, aXs

Special Notes:

Appendix E – Emergency/Utility Contacts: Warner Robins Campus and Career Center

80 Cohen Walker Drive
Warner Robins, GA 30188
478-988-6800

Law Enforcement:

Warner Robins Police Department
100 Watson Blvd
Warner Robins, GA 31093
478-302-5378

Houston County Sheriff's Office
202 Carl Vinson Pkwy
Warner Robins, GA 31088
478-542-2080

Fire:

Warner Robins Fire Administration
111 N Pleasant Hill Rd
Warner Robins, GA 31093
478-293-1020

Houston County Fire Department
200 Carl Vinson Pkwy
Warner Robins, GA 31088
478-542-2040

Power:

Georgia Power Company
960 Key Street
Macon, GA 31204
888-655-5888

Flint Energies
98 Carl Vinson Pkwy
Warner Robins, GA 31088
478-988-3500

Water:

Warner Robins Public Works
700 Watson Blvd.
Warner Robins, GA 31093
478-293-1000

Natural Gas:

Warner Robins Public Works
700 Watson Blvd.
Warner Robins, GA 31093
478-293-1000

Telecommunications:

Windstream through
Georgia Technology Authority (no phone contact)
Web Address: <https://gta.georgia.gov/gets-service-desk>
Or 1-877-GTA-3233 (will tell you to log on and submit a ticket).

Other:

Appendix E – Emergency/Utility Contacts: Macon Campus, Titans Arena, Adult Education sites in Macon/Bibb County

3300 Macon Tech Drive
Macon, GA 31206
478-757-3400

Law Enforcement:

Macon/Bibb County Sheriff
Office
668 Oglethorpe St
Macon, GA 31201
478-751-7500

Fire:

Macon/Bibb County Fire
Department
1191 1st Street
Macon, GA 31201
478-751-9180

Power:

Georgia Power Company
960 Key Street
Macon, GA 31204
888-655-5888

Water:

Macon/Bibb County Public Works
327 Lower Poplar St
Macon, GA 31201
478-250-2505

Natural Gas:

Atlanta Gas Light Company
5472 New Forsyth Road
Macon, GA 32120
478-476-2278

Telecommunications:

Windstream through
Georgia Technology Authority (no phone contact)
Web Address: <https://gta.georgia.gov/gets-service-desk>
Or 1-877-GTA-3233 (will tell you to log on and submit a ticket).

Other:

Appendix E – Emergency/Utility Contacts: Milledgeville Campus

54 HAY 22 W
Milledgeville, GA 31061
478-445-2300

Law Enforcement:

Milledgeville Police Department
125 W McIntosh St
Milledgeville, GA 31061
478-414-4000

Baldwin County Sheriff's Office
119 Old Monticello Rd NW
Milledgeville, GA 31061
478-445-4891

Fire:

Milledgeville Fire Department
201 W Thomas St
Milledgeville, GA 31061
478-414-4030

Baldwin County Fire Department
312 Allen Memorial Dr SW
Milledgeville, GA 31031
478-445-4421

Power:

Georgia Power Company
960 Key Street
Macon, GA 31204
888-655-5888

Water:

Milledgeville City Public Works
1280 W. Charlton St.
Milledgeville, GA 31061
478-414-4037

Natural Gas:

Milledgeville City Public Works
1280 W. Charlton St.
Milledgeville, GA 31061
478-414-4037

Telecommunications:

Windstream through

Georgia Technology Authority (no phone contact)

Web Address: <https://gta.georgia.gov/gets-service-desk>

Or 1-877-GTA-3233 (will tell you to log on and submit a ticket).

Other:

Appendix E – Emergency/Utility Contacts: Crawford County Center

640 GA HWY 128
Roberta, GA 31078
478-836-6001

Law Enforcement:

Roberta Police Department
123 State Route 42 S
Roberta, GA 31078
478-836-3119

Crawford County Sheriff's Office
21 Hortman Mill Rd
Knoxville, GA 31050
478-836-3116

Fire:

Crawford County Fire Department
1011 US-341
Roberta, GA 31078
478-836-3766

Power:

Georgia Power Company
960 Key St.
Macon, GA 31204
888-655-5888

Water:

Crawford County Water Department
Roberta, GA 31078
478-836-4246

Natural Gas:

Fort Valley Utility Commission (serves Roberta)
902 Knoxville St.
Fort Valley, GA 31030
478-825-7701

Telecommunications:

Public Service Data, Inc.
11 West Marion St.
Reynolds, GA 31076
478-847-4111

Other:

Appendix E – Emergency/Utility Contacts: Elberta Road Center, Warner Robins GA

400 Elberta Road
Warner Robins, GA 31093
478-988-6800

Law Enforcement:

Warner Robins Police Department
100 Watson Blvd
Warner Robins, GA 31093
478-302-5378

Houston County Sheriff's Office
202 Carl Vinson Pkwy
Warner Robins, GA 31088
478-542-2080

Fire:

Warner Robins Fire Administration
111 N Pleasant Hill Rd
Warner Robins, GA 31093
478-293-1020

Houston County Fire Department
200 Carl Vinson Pkwy
Warner Robins, GA 31088
478-542-2040

Power:

Flint Energies
98 Carl Vinson Pkwy
Warner Robins, GA 31088
478-988-3500

Water:

Houston County Water Department
200 Carl Vinson Pkwy
Warner Robins, GA 31088
478-542-2120

Sewer:

Warner Robins Utility Department
700 Watson Blvd.
Warner Robins, GA 31093
478-929-1144

Natural Gas:

Warner Robins Public Works
700 Watson Blvd.
Warner Robins, GA 31093
478-293-1000

Telecommunications:

Windstream through
Georgia Technology Authority (no phone contact)
Web Address: <https://gta.georgia.gov/gets-service-desk>
Or 1-877-GTA-3233 (will tell you to log on and submit a ticket).

Other:

Appendix E – Emergency/Utility Contacts: Hawkinsville WDC

243 Warner Robins
Highway
Hawkinsville, GA
31036
478-783-3017

Law Enforcement:

Pulaski County Sheriff's
Office
350 Commerce St
Hawkinsville, GA 31036
478-783-1521

Fire:

Hawkinsville Fire
Department 30 1st Street
Hawkinsville, GA 31036
478-783-2966

Power:

Middle Georgia Electric Membership Corporation
353 Broad Street
Hawkinsville, GA 31036
478-892-3436

Water:

Hawkinsville Utility Department
319 Broad Street
Hawkinsville, GA 31036
478-783-9244

Natural Gas:

Hawkinsville Utility Department
319 Broad Street
Hawkinsville, GA 31036
478-783-9244

Telecommunications:

ComSouth
99 Broad Street
Hawkinsville, GA 31036
478-783-4001

Other:

Appendix E – Emergency/Utility Contacts: Jones County Center/Adult Education Sites

161 W Clinton St
Gray, GA 31032
478-986-4370

Law Enforcement:

Gray Police Department
151 James St
Gray, GA 31032
478-986-5554

Jones County Sheriff's Office
123 Holmes Hawkins Dr
Gray, GA 31032
478-986-3489

Fire:

Gray Fire Department
111 James St
Gray, GA 31032
478-390-6700

Jones County Fire Department
166 Industrial Blvd
Gray, GA 31032
478-986-6672

Power:

Georgia Power Company
960 Key St.
Macon, GA 31204
888-655-5888

Water:

Gray Water/Sewer Department
109 James Street
Gray, GA 31032
478-986-5433

Natural Gas:

Telecommunications:

Spectrum
71 Highway 22 West
Milledgeville, GA 31061
866-874-2389

Other:

Appendix E – Emergency/Utility Contacts: Monroe County Center

433 HWY 41 S
Forsyth, GA 31029
478-992-2717

Law Enforcement:

Forsyth Police Department
220 S Kimbell St
Forsyth, GA 31029
478-994-6022

Monroe County Sheriff's Office:

145 L Cary Bittick Dr
Forsyth, GA 31029
478-994-7010

Fire:

Forsyth Fire Department
PO Box 1447
Forsyth, GA 31029
478-994-2040

Monroe County Fire Department

507 Montpelier Ave
Forsyth, GA 31029
478-994-7004

Power:

Georgia Power Company
888-655-5888

Water:

Forsyth Water Department
649 GA-42
Forsyth, GA 31029
478-994-3423

Natural Gas:

Telecommunications:

Forsyth CableNet
9 N. Lee Street
Forsyth, GA 31029
478-885-4111

Other:

Appendix E – Emergency/Utility Contacts: Peach WDC

425 James E. Khoury DR
Fort Valley, GA 31030
478-218-3739

Law Enforcement:

Fort Valley Police Department
200 W Church St
Fort Valley, GA 31030
Phone: (478) 825-3383

Peach County Sheriff's Office
1007 Spruce St
Fort Valley, GA 31030
478-825-3435

Fire:

Fort Valley Fire Department
103 Commercial Heights
Fort Valley, GA 31030
478-825-3274

Peach County Fire Department
205 W Church St
Fort Valley, GA 31030
478-825-2535

Power:

Flint EMC
98 Carl Vinson Pkwy
Warner Robins, GA 31088
478-988-3500

Water:

Fort Valley Utility Commission
500 Anthoine Street
Fort Valley, GA 3030
478-825-7701

Natural Gas:

Fort Valley Utility Commission
500 Anthoine Street
Fort Valley, GA 3030
478-825-7701

Telecommunications:

Other:

Appendix E – Emergency/Utility Contacts: Putnam County Center

580 James Marshall Bypass
Eatonton, GA 31024
706-923-5000

Law Enforcement:

Eatonton Police Department
214 W Marion St
Eatonton, GA 31024
706-485-3551

Putnam County Sheriff's Office:

PO Box 3637
111 Ridley DR
Eatonton, GA 31024

Fire:

Eatonton Fire Department
214 W Marion St
Eatonton, GA 31024
706-485-2531

Putnam County Fire Department

610 Old Phoenix RD NE
Eatonton, GA 31024
706-485-0469

Power:

Georgia Power Company
203 Oak Street
Eatonton, GA 31024
888-660-5890

Water:

Putnam County Water Department
663 Godfrey Rd.
Eatonton, GA 31024
478-485-5252

Natural Gas:

Telecommunications:

Charter Communications/Spectrum
1129 Greensboro Road #2112
Eatonton, GA 31024
762-245-1424

Other:

Appendix E – Emergency/Utility Contacts: Twiggs County Center

952 Main St
Jeffersonville, GA 31044
478-945-2206

Law Enforcement:

Jeffersonville Police Department
200 North church Street
P.O. Box 223
Jeffersonville, Georgia 31044
478-945-6972

Twiggs County Sheriff's Office
37 N Ash St
Jeffersonville, GA 31044
478-945-3357

Fire:

Jeffersonville Volunteer Fire Department
11 Ash St
Jeffersonville, GA 31044
478-945-3191

Power:

Georgia Power Company
960 Key St.
Macon, GA 31204
888-655-5888

Water:

Twiggs County Utilities
200 N. Church Street
Jeffersonville, GA 31044

Natural Gas:

Telecommunications:

ComSouth
99 Broad Street
Hawkinsville, GA 31036
478-783-4001

Other:

Appendix E – Emergency/Utility Contacts Exemplar (Produce one for each different physical site)

Law Enforcement:

Fire:

Power:

Water:

Natural Gas:

Telecommunications:

Other:
