Appendix C

**IT Business Continuity Plan**

Classic Tyler

1717 WSW Loop 323

3274 Professional Dr.

Tyler

TX 75701

Last revised on: June 6, 2023

Prepared by: David Hawkins, Systems Administrator of Classic Tyler

**Program Administration**

**Purpose**

The purpose of this Business Continuity Plan is to establish procedures for execution and recovery of business activities for Classic Tyler to minimize disruption in an emergency situation.

1. **Prioritized Business Functions and Recovery Plans**

The Continuity Plan applies to the following business function **IT Services**, and the recovery team will attempt to utilize the necessary resources to restore and resume the functions in order of highest priority, based on business impact. The following is a list to guide the recovery team on restoring full operational functionality.

**Critical business function: IT Operations**

To trigger the recovery plan for IT Services, the function must expect to be interrupted for at least 1 hour.

Function description

Access to Business Critical Platforms

Potential threat(s) to this function

* Hardware failure
* Connectivity failure
* Software failure
* Human-related issue
* Business site disruption
* Data breach

Recovery procedures

**1)** Ensure power service at MDF locations. **2)** Ensure Internet connectivity from ISP to company firewall/routers. **3)** Ensure Firewall and Fiber Failovers are operational. **4)** Ensure servers and network equipment are operational. **5)** Ensure domain, application servers and network equipment are operational. **6)** Ensure power service and network connectivity at IDF locations.

Resource requirements

**1)** Power Resources: power service provider, extension cords and battery backups. **2)** ISP/Internet Connectivity: power and network

connectivity. Access to spare cables and network config backups. **3.** Operational Internet access **4)** Main Rack: power and connectivity to switches and servers, connect rack to IPSec router. Access to spare switches, converter's, SFPs and cables. Server and network config backups. **5)** Domain and Application Servers: power services to MDF locations, operational server and network connectivity, Access to server and network config backups. **6)** Network Connectivity: power and network connectivity to IDF locations; switches, access points and end points. **7)** Access to: spare switches, access points, Cat6 cables and network config backups.

1. **Notification & Activation**

In the event of an emergency triggering this plan, the following recovery team members are responsible for restoring and maintaining business continuity and ensuring compliant execution of this Business Continuity Plan to minimize business interruption.

**Recovery team leader**

Name: David Hawkins, Bishop Pritchard

Role in the organization: IT Administrator Phone number: (903)245-2134 (512)818-5473

E-mail: [helpdesk@myclassictoyota.com](mailto:helpdesk@myclassictoyota.com)

Description of responsibilities: **1) ensure/restore** power supply to MDF/IDF locations, **2) ensure/restore** Internet and fiber and failovers are operational, **3) ensure/restore** Domain and application server operations, **4) ensure/restore** network infrastructure, distribution, and access layers are operational.

The recovery team leader is also in charge of internal communications on the current status of recovery.

The following are the current team members on the recovery team: Representatives

Representative Name: David Hawkins

Phone number: (903)245-2134

E-mail: [dhawkins@myclassictoyota.com](mailto:dhawkins@myclassictoyota.com)

Description of responsibilities: Assist with all responsibilities

Representative Name: Bishop Pritchard

Phone number: (512)818-5473

E-mail: [bpritchard@myclassictoyota.com](mailto:bpritchard@myclassictoyota.com)

Description of responsibilities: Assist with all responsibilities

Representative Name: Amberlee Sipes

Phone Number:(903)530-4258

Email:[amberlee@myclassictoyota.com](mailto:amberlee@myclassictoyota.com)

Description of responsibilities: Assist with all responsibilities

1. **Review and Testing**

Classic Tyler will establish criteria for validation/testing of a Continuity Plan. This Business Continuity Plan will be reviewed every year and be tested every 6 months. This testing will serve as training for the execution of the plan by designated personnel.

The following method(s) will be conducted for testing purposes:

1. MDF/IDF UPS Testing

1. Generator Testing / Fuel Storage-Don’t Have

1. ISP Failover Testing-Tested 6/4/23 BP

1. Power Failover Testing

1. Network Device Recovery (Hardware/Software Recovery)

1. Server Recovery (Hardware/Software Recovery)

1. Computer Recovery (Hardware/Software Recovery)

1. Storage and Access to: Computers, Monitors, Printers, Switches, Hard Drives, Keyboards/Mice, Access Points, SFPs, Fiber Converters, Fiber and Ethernet Cables.

1. **Plan Deactivation**

The aforementioned recovery team is responsible for deactivation of this Business Continuity Plan.

1. **Assumptions**

The following assumptions were used when developing this Business Continuity Plan.

* Key personnel have been identified and trained in their emergency response and recovery roles and are available to execute this Business Continuity Plan.

* If applicable, electronic equipment is connected to an uninterruptible power supply (UPS) that provides 45 minutes to 1 hour of electricity during a power failure.

* Up to date backups of software and data are intact and available at the alternate site.

* User agreements are maintained with the hardware, software, and communications providers to support the emergency recovery plan.