CITY ADMINISTRATOR'S OFFICE MEMO
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319-393-1515 ext.523

To: City Council and Mayor Bennett

From: City Administrator, Kim Downs

Date: October 5, 2019

RE: Technology Disaster Recovery Plan

In the event of a disaster the first priority of the City is to prevent the loss of life. Before any secondary measures are undertaken, the City will ensure that all employees, and any other individuals on the organizations premises, are safe and secure.

After all individuals have been brought to safety, the next goal of the City will be to enact the steps outlined in a Disaster Recovery Plan (DRP) to bring all of the organization's groups and departments back to business-as-usual as quickly as possible. The plan includes:

- Preventing the loss of the organization's resources such as hardware, data and physical IT assets
- Minimizing downtime related to IT
- Keeping the business running in the event of a disaster.

A Disaster Recovery Plan (DRP) captures, in a single repository, all of the information that describes the City of Hiawatha's ability to withstand a disaster as well as the processes that must be followed to achieve disaster recovery.

The DRP takes all of the following areas into consideration:

- Network Infrastructure
- Servers Infrastructure
- Telephone System
- Data Storage and Backup Systems
- Data Output Devices
- End-User Computers
- Organizational Software Systems
- Database Systems
- IT Documentation

This DRP does not take into consideration any non-IT, personnel, Human Resources and real estate related disasters.

The DRP also spells out recovery teams and responsibilities. Different groups will be required to assist the IT Administrator in their effort to restore normal functionality to the employees of the City of Hiawatha. As council members you will automatically be a part of the operations team. The different groups and their responsibilities are as follows:

- Disaster Recovery Lead(s)
- Facilities Team
- Network Team
- Applications Team
- Operations Team
- Management Team
- Communications Team
- Finance Team

The list of roles and responsibilities have been created by the City and reflect the likely tasks that team members will have to perform. Disaster Recovery Team members will be responsible for performing all of the task within the document.

While efforts will be made initially to construct this DRP as complete and accurate in manner as possible, it is essentially impossible to address all possible problems at any one time. Additionally, over time the Disaster Recovery needs of the organization will change. As a result of these two factors this plan will need to be tested on a periodic basis to discover errors and omissions and will need to be maintained to address them.

Our Hiawatha team is committed to ensuring that this DRP is functional. The DRP will be tested using at least one of the below formats of testing every 12 months in order to ensure that it is still effective.

I would ask council to approve the City of Hiawatha's Technology Disaster Recovery Plan at this time. Upon approval of the plan, staff will begin to implement.

Thank you for your consideration,

Kim

City of Hiawatha Technology Disaster Recovery Plan

Adopted 10/14 /2019
Version 1

Info-Tech Research Group

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Introduction

This Disaster Recovery Plan (DRP) captures, in a single repository, all of the information that describes the City of Hiawatha's ability to withstand a disaster as well as the processes that must be followed to achieve disaster recovery.

Definition of a Disaster

A disaster can be caused by man or nature and results in the City of Hiawatha's IT networking administrator not being able to perform all or some of their regular roles and responsibilities for a period of time. The City of Hiawatha defines disasters as the following:

- *One or more vital systems are non-functional*
- *The building is not available for an extended period of time but all systems are functional within it*
- *The building is available but all systems are non-functional*
- *The building and all systems are non-functional*

The following events can result in a disaster, requiring this Disaster Recovery document to be activated:

- *Fire*
- *Flash flood*
- *Pandemic*
- *Power Outage*
- *War*
- *Theft*
- *Terrorist Attack*

Purpose

Note that in the event of a disaster the first priority of the City of Hiawatha is to prevent the loss of life. Before any secondary measures are undertaken, the City of Hiawatha will ensure that all employees, and any other individuals on the organization's premises, are safe and secure.

After all individuals have been brought to safety, the next goal of the City of Hiawatha will be to enact the steps outlined in this DRP to bring all of the organization's groups and departments back to business-as-usual as quickly as possible. This includes:

- *Preventing the loss of the organization's resources such as hardware, data and physical IT assets*
- *Minimizing downtime related to IT*
- *Keeping the business running in the event of a disaster*

This DRP document will also detail how this document is to be maintained and tested.

Scope

The City of Hiawatha's DRP takes all of the following areas into consideration:

- *Network Infrastructure*
- *Servers Infrastructure*
- *Telephony System*
- *Data Storage and Backup Systems*
- *Data Output Devices*
- *End-user Computers*
- *Organizational Software Systems*

- *Database Systems*
- *IT Documentation*

This DRP does not take into consideration any non-IT, personnel, Human Resources and real estate related disasters.

Version Information & Changes

Any changes, edits and updates made to the DRP will be recorded in here. It is the responsibility of the Disaster Recovery Lead to ensure that all existing copies of the DRP are up to date. Whenever there is an update to the DRP, the City of Hiawatha requires that the version number be updated to indicate this.

Name of Person Making Change	Role of Person Making Change	Date of Change	Version Number	Notes

Disaster Recovery Teams & Responsibilities

In the event of a disaster, different groups will be required to assist the IT Administrator in their effort to restore normal functionality to the employees of the City of Hiawatha. The different groups and their responsibilities are as follows:

- *Disaster Recovery Lead(s)*
- *Facilities Team*
- *Network Team*
- *Applications Team*
- *Operations Team*
- *Management Team*
- *Communications Team*
- *Finance Team*

The lists of roles and responsibilities in this section have been created by the City of Hiawatha and reflect the likely tasks that team members will have to perform. Disaster Recovery Team members will be responsible for performing all of the tasks below. In some disaster situations, Disaster Recovery Team members will be called upon to perform tasks not described in this section.

Disaster Recovery Lead

The Disaster Recovery Lead is responsible for making all decisions related to the Disaster Recovery efforts. This person's primary role will be to guide the disaster recovery process and all other individuals involved in the disaster recovery process will report to this person in the event that a disaster occurs at the City of Hiawatha regardless of their department and existing managers. All efforts will be made to ensure that this person be separate from the rest of the disaster management teams to keep his/her decisions unbiased; the Disaster Recovery Lead will not be a member of other Disaster Recovery groups in the City of Hiawatha.

Role and Responsibilities

- *Make the determination that a disaster has occurred and trigger the DRP and related processes.*
- *Initiate the DR Call Tree.*
- *Be the single point of contact for and oversee all of the DR Teams.*
- *Organize and chair regular meetings of the DR Team leads throughout the disaster.*
- *Present to the Management Team on the state of the disaster and the decisions that need to be made.*
- *Organize, supervise and manage all DRP test and author all DRP updates.*
- *Set the DRP into motion after the Disaster Recovery Lead has declared a disaster*
- *Determine the magnitude and class of the disaster*
- *Determine what systems and processes have been affected by the disaster*
- *Communicate the disaster to the other disaster recovery teams*
- *Determine what first steps need to be taken by the disaster recovery teams*
- *Keep the disaster recovery teams on track with pre-determined expectations and goals*
- *Keep a record of money spent during the disaster recovery process*
- *Ensure that all decisions made abide by the DRP and policies set by the City of Hiawatha*
- *Get the secondary site ready to restore business operations*
- *Ensure that the secondary site is fully functional and secure*
- *Create a detailed report of all the steps undertaken in the disaster recovery process*
- *Notify the relevant parties once the disaster is over and normal business functionality has been restored*
- *After the City of Hiawatha is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Jon Faircloth-Inteconnex	*Network Administrator*	(319) 294-6670	*319-651-8985*
Kim Downs	*City Administrator*	*319-393-1515 ext.523*	*563-608-9666*
Kari Graber	*City Clerk*	*319-393-1515 ext. 526*	*319-461-2461*
Cindy Kudrna	*Finance Director*	*319-393-1515 ext. 522*	*563-920-1667*

Facilities Team

The Facilities Team will be responsible for all issues related to the physical facilities that house IT systems. They are the team that will be responsible for ensuring that the standby facilities are maintained appropriately and for assessing the damage too and overseeing the repairs to the primary location in the event of the primary location's destruction or damage.

Role & Responsibilities

- *Ensure that the standby facility is maintained in working order*
- *Ensure that transportation is provided for all employees working out of the standby facility*
- *Ensure that hotels or other sleeping are arranged for all employees working out of the standby facility*
- *Ensure that sufficient food, drink, and other supplies are provided for all employees working out of the standby facility*
- *Assess, or participate in the assessment of, any physical damage to the primary facility*
- *Ensure that measures are taken to prevent further damage to the primary facility*
- *Work with insurance company in the event of damage, destruction or losses to any assets owned by the City of Hiawatha.*
- *Ensure that appropriate resources are provisioned to rebuild or repair the main facilities in the event that they are destroyed or damaged*
- *After the City of Hiawatha is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster.*

Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Kim Downs	*City Manager*	*319-393-1515 ext. 523*	*563-608-9666*
Kari Graber	*City Clerk*	*319-393-1515 ext. 526*	*319-461-2461*
Cindy Kudrna	*Finance Director*	*319-393-1515 ext. 522*	*563-920-1667*
Jeaneal Weeks	*Library Director*	*319-393-1414 ext. 309*	*319-432-5333*
Mike Nesslage	*Fire Chief*	*319-393-4180 ext. 404*	*319-743-5079*
Dennis Marks	*Chief of Police*	*319-393-1212 ext.133*	*319-640-6005*
Rod Jasa	*Public Works Superintendent*	*319-393-6601 ext. 601*	*319-310-4232*
Marty Recker	*Water Superintendent*	*319-393-5556 ext. 232*	*563-920-7254*

Network Team

The Network Team will be responsible for assessing damage specific to any network infrastructure and for provisioning data and voice network connectivity including WAN, LAN, and any telephony connections internally within the enterprise as well as telephony and data connections with the outside world. They will be primarily responsible for providing baseline network functionality and may assist other IT DR Teams as required.

Role & Responsibilities

- In the event of a disaster that does not require migration to standby facilities, the team will determine which network services are not functioning at the primary facility
- If multiple network services are impacted, the team will prioritize the recovery of services in the manner and order that has the least business impact.
- If network services are provided by third parties, the team will communicate and co-ordinate with these third parties to ensure recovery of connectivity.
- In the event of a disaster that does require migration to standby facilities the team will ensure that all network services are brought online at the secondary facility
- Once critical systems have been provided with connectivity, employees will be provided with connectivity in the following order:
    - All members of the DR Teams
    - All C-level and Executive Staff
    - All IT employees
    - All remaining employees
- Install and implement any tools, hardware, software and systems required in the standby facility
- Install and implement any tools, hardware, software and systems required in the primary facility
- After The City of Hiawatha is back to business as usual, this team will be summarizing any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster
- In the event of a disaster that does not require migration to standby facilities, the team will determine which servers are not functioning at the primary facility
- If multiple servers are impacted, the team will prioritize the recovery of servers in the manner and order that has the least business impact. Recovery will include the following tasks:
    - Assess the damage to any servers
    - Restart and refresh servers if necessary
-

Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Jon Faircloth-Inteconnex	*Network Administrator*	(319) 294-6670	*319-651-8985*

Applications Team

The Applications Team will be responsible for ensuring that all enterprise applications operate as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating appropriate application performance and may assist other IT DR Teams as required.

Role & Responsibilities

- In the event of a disaster that does not require migration to standby facilities, the team will determine which applications are not functioning at the primary facility
- If multiple applications are impacted, the team will prioritize the recovery of applications in the manner and order that has the least business impact. Recovery will include the following tasks:
    - Assess the impact to application processes
    - Restart applications as required
    - Patch, recode or rewrite applications as required
- Ensure that secondary servers located in standby facilities are kept up-to-date with application patches
- Ensure that secondary servers located in standby facilities are kept up-to-date with data copies
- Install and implement any tools, software and patches required in the standby facility
- Install and implement any tools, software and patches required in the primary facility
- After The City of Hiawatha is back to business as usual, this team will be summarizing any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

Contact Information

Name	Role/Title	Work Phone Number			Mobile Phone Number
Jon Faircloth-Inteconnex	*Network Administrator*	*319-294-6670*			*319-651-8985*
Kim Downs	*City Administrator*	*319-393-1515 ext. 523*			*563-608-9666*

Operations Team

This team's primary goal will be to provide employees with the tools they need to perform their roles as quickly and efficiently as possible. They will need to provision all the City of Hiawatha's employees in the standby facility and those working from home with the tools that their specific role requires.

Role & Responsibilities

- *Maintain lists of all essential supplies that will be required in the event of a disaster*
- *Ensure that these supplies are provisioned appropriately in the event of a disaster*
- *Ensure sufficient spare computers and laptops are on hand so that work is not significantly disrupted in a disaster*
- *Ensure that spare computers and laptops have the required software and patches*
- *Ensure sufficient computer and laptop related supplies such as cables, wireless cards, laptop locks, mice, printers and docking stations are on hand so that work is not significantly disrupted in a disaster*
- *Ensure that all employees that require access to a computer/laptop and other related supplies are provisioned in an appropriate timeframe*
- *If insufficient computers/laptops or related supplies are not available, the team will prioritize distribution in the manner and order that has the least business impact*
- *This team will be required to maintain a log of where all of the supplies and equipment were used*
- *After the City of Hiawatha is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Kim Downs	*City Administrator*	*319-393-1515 ext. 523*	*563-608-9666*
Kari Graber	*City Clerk*	*319-393-1515 ext. 526*	*319-461-2461*
Cindy Kudrna	*Finance Director*	*319-393-1515 ext. 522*	*563-920-1667*
Mike Nesslage	*Fire Chief*	*319-393-4180 ext. 404*	*319-743-5079*
Rod Jasa	*Public Works Superintendent*	*319-393-6601 ext. 601*	*319-310-4232*
Kelly Willadsen	*Park & Recreation Director*	*319-393-1515 ext.251*	*319-331-8959*
Jeaneal Weeks	*Library Director*	*319-393-1414 ext.309*	*319-432-5333*
Pat Parsley	*Community Development Director*	*319-393-1515 ext. 229*	*507-236-3395*

Dennis Marks	*Chief of Police*	*319-393-1515 ext.133*	*319-640-6005*

Senior Management Team

The Senior Management Team will make any business decisions that are out of scope for the Disaster Recovery Lead. Decisions such as constructing a new data center, relocating the primary site etc. should be made by the Senior Management Team. The Disaster Recovery Lead will ultimately report to this team.

Role & Responsibilities

- *Ensure that the Disaster Recovery Team Lead is help accountable for his/her role*
- *Assist the Disaster Recovery Team Lead in his/her role as required*
- *Make decisions that will impact the company. This can include decisions concerning:*
    - *Rebuilding of the primary facilities*
    - *Rebuilding of data centers*
    - *Significant hardware and software investments and upgrades*
    - *Other financial and business decisions*

Contact Information

Name	Role/Title	Work/Home Phone Number	Mobile Phone Number
Kim Downs	*City Administrator*	*319-393-1515*	*563-608-9666*
Bill Bennett	*Mayor*	*319-393-1515*	*319-360-1986*
Dick Olson	*Council Person*	*319-373-4713 ext. 250*	*319-378-1943*
Denny Norton	*Council Person*	*319-393-4999*	*319-432-1650*
Aime Witchendahl	*Council Person*	*n/a*	*319-721-9907*
Rob Archibald	*Council Person*	*319-815-7298*	*319-329-2830*
Steve Dodson	*Council Person*	*319-398-6162*	*319-573-3252*

Communication Team

This will be the team responsible for all communication during a disaster. Specifically, they will communicate with the City of Hiawatha's employees, clients, vendors and suppliers, banks, and even the media if required.

Role & Responsibilities

- *Communicate the occurrence of a disaster and the impact of that disaster to all the City of Hiawatha's employees*
- *Communicate the occurrence of a disaster and the impact of that disaster to authorities, as required*
- *Communicate the occurrence of a disaster and the impact of that disaster to all the City of Hiawatha 's partners*
- *Communicate the occurrence of a disaster and the impact of that disaster to all the City of Hiawatha's clients*
- *Communicate the occurrence of a disaster and the impact of that disaster to all the City of Hiawatha 's vendors*
- *Communicate the occurrence of a disaster and the impact of that disaster to media contacts, as required*
- *After the City of Hiawatha is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Kim Downs	*City Administrator*	*319-393-1515 ext. 523*	*563-608-9666*
Kari Graber	*City Clerk*	*319-393-1515 ext. 526*	*319-461-2461*
Cindy Kudrna	*Finance Director*	*319-393-1515 ext. 522*	*563-920-1667*
Mike Nesslage	*Fire Chief*	*319-393-4180 ext. 404*	*319-743-5079*
Rod Jasa	*Streets Superintendent*	*319-393-6601 ext. 601*	*319-310-4232*
Kelly Willadsen	*Park & Rec Director*	*319-393-1515 ext. 251*	*319-331-8959*
Jeaneal Weeks	*Library Director*	*319-393-1414 ext. 309*	*319-432-5333*
Pat Parsley	*Community Development Director*	*319-393-1515 ext. 229*	*507-236-3395*
Dennis Marks	*Chief of Police*	*319-393-1515 ext. 133*	*319-640-6005*

Finance Team

This team will be responsible for ensuring that all of the City of Hiawatha's finances are dealt with in an appropriate and timely manner in the event of a disaster. The finance team will ensure that there is money available for necessary expenses that may result from a disaster as well as expenses from normal day-to-day business functions.

Role & Responsibilities

- *Ensure there is sufficient cash on-hand or accessible to deal with small-scale expenses caused by the disaster. These can include paying for accommodations and food for DR team members, incremental bills, etc.*
- *Ensure there is sufficient credit available or accessible to deal with large-scale expenses caused by the disaster. These can include paying for new equipment, repairs for primary facilities, etc.*
- *Review and approve Disaster Teams' finances and spending*
- *Ensure that payroll occurs and that employees are paid as normal, where possible*
- *Communicate with creditor to arrange suspension of extensions to scheduled payments, as required*
- *Communicate with banking partners to obtain any materials such as checks, bank books etc. that may need to be replaced as a result of the disaster*

Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Kim Downs	*City Administrator*	*319-393-1515 ext. 523*	*563-608-9666*
Kari Graber	*City Clerk*	*319-393-1515 ext. 526*	*319-461-2461*
Cindy Kudrna	*Finance Director*	*319-393-1515 ext. 522*	*563-920-1667*
Bill Bennett	*Mayor*	*319-393-1515 ext. 525*	*319-360-1986*

Disaster Recovery Call Tree

In a disaster recovery or business continuity emergency, time is of the essence so the City of Hiawatha will make use of a Call Tree to ensure that appropriate individuals are contacted in a timely manner.

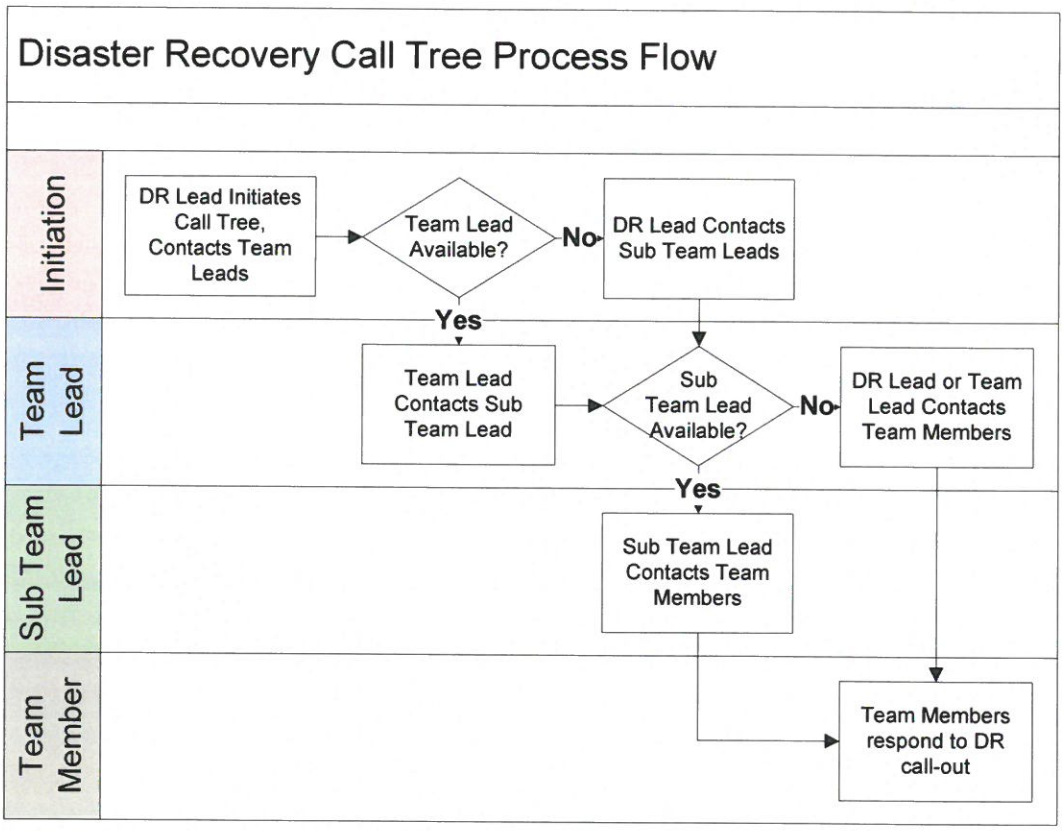
- The Disaster Recovery Team Lead calls all Level 1 Members (Blue cells)
- Level 1 members call all Level 2 team members over whom they are responsible (Green cells)
- Level 1 members call all Level 3 team members over whom they are directly responsible (Beige cells)
- Level 2 Members call all Level 3 team members over whom they are responsible (Beige cells)
- In the event a team member is unavailable, the initial caller assumes responsibility for subsequent calls (i.e. if a Level 2 team member is inaccessible, the Level 1 team member directly contacts Level 3 team members).

Contact	Office	Mobile
DR Lead Jon Faircloth-IT Specialist	319-294-6670	*319-651-8985*
DR Management Team Lead Kim Downs	319-393-1515	563-608-9666
DR Management Team 1 Kari Graber	319-393-1515	319-270-8737
Facilities Team Lead Kim Downs	319-393-1515	563-608-9666
Facilities Team 1 Kari Graber	319-393-1515	*319-461-2461*
Network Administrator Team Lead-Jon Faircloth	319-294-6670	*319-651-8985*
Applications Team Lead Jon Faircloth	319-294-6670	*319-651-8985*
Operations Team Lead Kim Downs	319-393-1515	563-608-9666
Operations Team Lead Bill Bennett	319-393-1515	319-360-1986
Operations Team Dick Olson	n/a	319-378-1943
Operations Team Denny Norton	n/a	319-393-4999
Operations Team Aime Wichtendahl	n/a	319-721-9907

	Operations Team Rob Archibald	n/a	319-329-2830
	Operations Team Steve Dodson	n/a	319-573-3252
	Mgmt. & Comm. Team Lead Kim Downs	319-393-1515 ext. 523	563-608-9666
	Mgmt. & Comm. Team Lead Kari Graber	319-393-1515 ext. 526	*319-461-2461*
	Mgmt. & Comm. Team Mike Nesslage	319-393-4180 ext. 404	319-743-5079
	Mgmt. & Comm.Team Rod Jasa	319-393-6601 ext. 601	319-310-4232
	Mgmt. & Comm. Team Kari Graber	319-393-1515 ext. 526	*319-461-2461*
	Mgmt. & Comm. Team Jeaneal Weeks	319-393-1414 ext. 309	*319-432-5333*
	Mgmt. & Comm. Team Pat Parsley	319-393-1515 ext. 229	*507-236-3395*
	Mgmt. & Comm. Team Dennis Marks	319-393-1515 ext. 133	*319-640-6005*

Finance Team Lead Kim Downs	319-393-1515 ext. 523	563-608-9666
Finance Team Lead Cindy Kudrna	319-393-1515 ext. 522	563-920-1667
Finance Team 1 Bill Bennett	319-393-1515 ext. 525	319-360-1986

A Disaster Recovery Call Tree Process Flow diagram can help clarify the call process in the event of an emergency. This sample may be used as-is or replaced with a custom flow process.



Data and Backups

This section explains where all of the organization's data resides as well as where it is backed up to. Use this information to locate and restore data in the event of a disaster.

In this section it is important to explain where the organization's data resides. Discuss the location of all the organization's servers, backups and offsite backups and list what information is stored on each of these.

Data in Order of Criticality

Please list all of the data in your organization in order of their criticality. Add or delete rows as needed to the table below.

Rank	Data	Data Type	Back-up Frequency	Backup Location(s)
1	All data store on a network server	Confidential, public, personally identifying information	Every night	External Hard drive

Communicating During a Disaster

In the event of a disaster the City of Hiawatha will need to communicate with various parties to inform them of the effects on the business, surrounding areas and timelines. The Communications Team will be responsible for making contact.

Communicating with the Authorities

The Communications Team's first priority will be to ensure that the appropriate authorities have been notified of the disaster, providing the following information:

- *The location of the disaster*
- *The nature of the disaster*
- *The magnitude of the disaster*
- *The impact of the disaster*
- *Assistance required in overcoming the disaster*
- *Anticipated timelines*

Authorities Contacts

Authorities	Point of Contact	Phone Number	E-mail
Linn County EMA	*Steve O'Konek*	*319-892-6500*	*Steve.okonek@linncounty-ema.org*
Police Department	*Dennis Marks*	*319-651-1524*	*chief@hiawathapolice.com*
Fire Department	*Mike Nesslage*	*319-743-5079*	*mnesslage@hiawatha-iowa.com*

Communicating with Vendors

After all of the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing vendors of the disaster and the impact that it will have on the following:

- *Adjustments to service requirements*
- *Adjustments to delivery locations*
- *Adjustments to contact information*
- *Anticipated timelines*

Crucial vendors will be made aware of the disaster situation first. All other vendors will be contacted only after all crucial vendors have been contacted.

Vendors encompass those organizations that provide everyday services to the enterprise, but also the hardware and software companies that supply the IT Administrator. The Communications Team will act as a go-between between the DR Team leads and vendor contacts should additional IT infrastructure be required.

Crucial Vendors

Company Name	Point of Contact	Phone Number	E-mail
Alliant Energy	*Emily Upah*	*(O) 319-786-7257; (C) 319-350-7722*	*emilyupah@alliantenergy.com*
	Don Finn	*(O) 319-786-2015; (C) 319-551-1473*	*donafinn@alliantenergy.com*
		Emergency Contact Line 319-365-8040	
Linn County REC	*Terry Sullivan*	*(O) 319-377-1587; (C) 319-540-1420*	*tsullivan@linncountyrec.com*
Mid America	*Wim Murray*	*(O) 319-341-4412*	*wmurray@midamerican.com*
Linn County EMA	*Steve O'Konek*	*319-892-6500*	*Steve.okonek@linncounty-ema.org*

Communicating with the Media

After all of the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing media outlets of the disaster, providing the following information:

- *An official statement regarding the disaster*
- *The magnitude of the disaster*
- *The impact of the disaster*
- *Anticipated timelines*

Media Contacts

Company Name		Phone Number	E-mail
Gazette		***319-398-8211***	***customercare@thegazette.com***
KGAN		***1-800-642-6140***	***news@cbs2iowa.com***
KCRG		***319-365-9999***	***newsroom@kcrg.com***
KWWL		***319-363-1799***	***krogers@kwwl.com***
Radio		***319-234-1057; 319-364-1057***	***claue@nrgmedia.com***

Dealing with a Disaster

If a disaster occurs in the City of Hiawatha, the first priority is to ensure that all employees are safe and accounted for. After this, steps must be taken to mitigate any further damage to the facility and to reduce the impact of the disaster to the organization.

Regardless of the category that the disaster falls into, dealing with a disaster can be broken down into the following steps:

1) Disaster identification and declaration
2) DRP activation
3) Communicating the disaster
4) Assessment of current and prevention of further damage
5) Standby facility activation
6) Establish IT operations
7) Repair and rebuilding of primary facility

Disaster Identification and Declaration

Since it is almost impossible to predict when and how a disaster might occur, the City of Hiawatha must be prepared to find out about disasters from a variety of possible avenues. These can include:

- *First hand observation*
- *System Alarms and Network Monitors*
- *Environmental and Security Alarms in the Primary Facility*
- *Security staff*
- *Facilities staff*
- *End users*
- *3rd Party Vendors*
- *Media reports*

Once the Disaster Recovery Lead has determined that a disaster had occurred, s/he must officially declare that the company is in an official state of disaster. It is during this phase that the Disaster Recovery Lead must ensure that anyone that was in the primary facility at the time of the disaster has been accounted for and evacuated to safety according to the company's Evacuation Policy.

While employees are being brought to safety, the Disaster Recovery Lead will instruct the Communications Team to begin contacting the Authorities and all employees not at the impacted facility that a disaster has occurred.

DRP Activation

Once the Disaster Recovery Lead has formally declared that a disaster has occurred s/he will initiate the activation of the DRP by triggering the Disaster Recovery Call Tree. The following information will be provided in the calls that the Disaster Recovery Lead makes and should be passed during subsequent calls:

- *That a disaster has occurred*
- *The nature of the disaster (if known)*
- *The initial estimation of the magnitude of the disaster (if known)*
- *The initial estimation of the impact of the disaster (if known)*
- *The initial estimation of the expected duration of the disaster (if known)*
- *Actions that have been taken to this point*
- *Actions that are to be taken prior to the meeting of Disaster Recovery Team Leads*
- *Scheduled meeting place for the meeting of Disaster Recovery Team Leads*
- *Scheduled meeting time for the meeting of Disaster Recovery Team Leads*
- *Any other pertinent information*

If the Disaster Recovery Lead is unavailable to trigger the Disaster Recovery Call Tree, that responsibility shall fall to the Disaster Management Team Lead

Communicating the Disaster

Refer to the "Communicating During a Disaster" section of this document.

Assessment of Current and Prevention of Further Damage

Before any employees from the City of Hiawatha can enter the primary facility after a disaster, appropriate authorities must first ensure that the premises are safe to enter.

The first team that will be allowed to examine the primary facilities once it has been deemed safe to do so will be the Facilities Team. Once the Facilities Team has completed an examination of the building and submitted its report to the Disaster Recovery Lead, the Disaster Management, Networks, Servers, and Operations Teams will be allowed to examine the building. All teams will be required to create an initial report on the damage and provide this to the Disaster Recovery Lead.

During each team's review of their relevant areas, they must assess any areas where further damage can be prevented and take the necessary means to protect the City of Hiawatha's assets. Any necessary repairs or preventative measures must be taken to protect the facilities; these costs must first be approved by the Disaster Recovery Team Lead.

Standby Facility Activation

The Standby Facility will be formally activated when the Disaster Recovery Lead determines that the nature of the disaster is such that the primary facility is no longer sufficiently functional or operational to sustain normal business operations.

Once this determination has been made, the Facilities Team will be commissioned to bring the Standby Facility to functional status after which the Disaster Recovery Lead will convene a meeting of the various Disaster Recovery Team Leads at the Standby Facility to assess next steps. These next steps will include:

1. *Determination of impacted systems*
2. *Criticality ranking of impacted systems*
3. *Recovery measures required for high criticality systems*
4. *Assignment of responsibilities for high criticality systems*
5. *Schedule for recovery of high criticality systems*
6. *Recovery measures required for medium criticality systems*
7. *Assignment of responsibilities for medium criticality systems*
8. *Schedule for recovery of medium criticality systems*
9. *Recovery measures required for low criticality systems*
10. *Assignment of responsibilities for recovery of low criticality systems*
11. *Schedule for recovery of low criticality systems*
12. *Determination of facilities tasks outstanding/required at Standby Facility*
13. *Determination of operations tasks outstanding/required at Standby Facility*
14. *Determination of communications tasks outstanding/required at Standby Facility*
15. *Determination of facilities tasks outstanding/required at Primary Facility*
16. *Determination of other tasks outstanding/required at Primary Facility*
17. *Determination of further actions to be taken*

During Standby Facility activation, the Facilities, Networks, Servers, Applications, and Operations teams will need to ensure that their responsibilities, as described in the "Disaster Recovery Teams and Responsibilities" section of this document are carried out quickly and efficiently so as not to negatively impact the other teams.

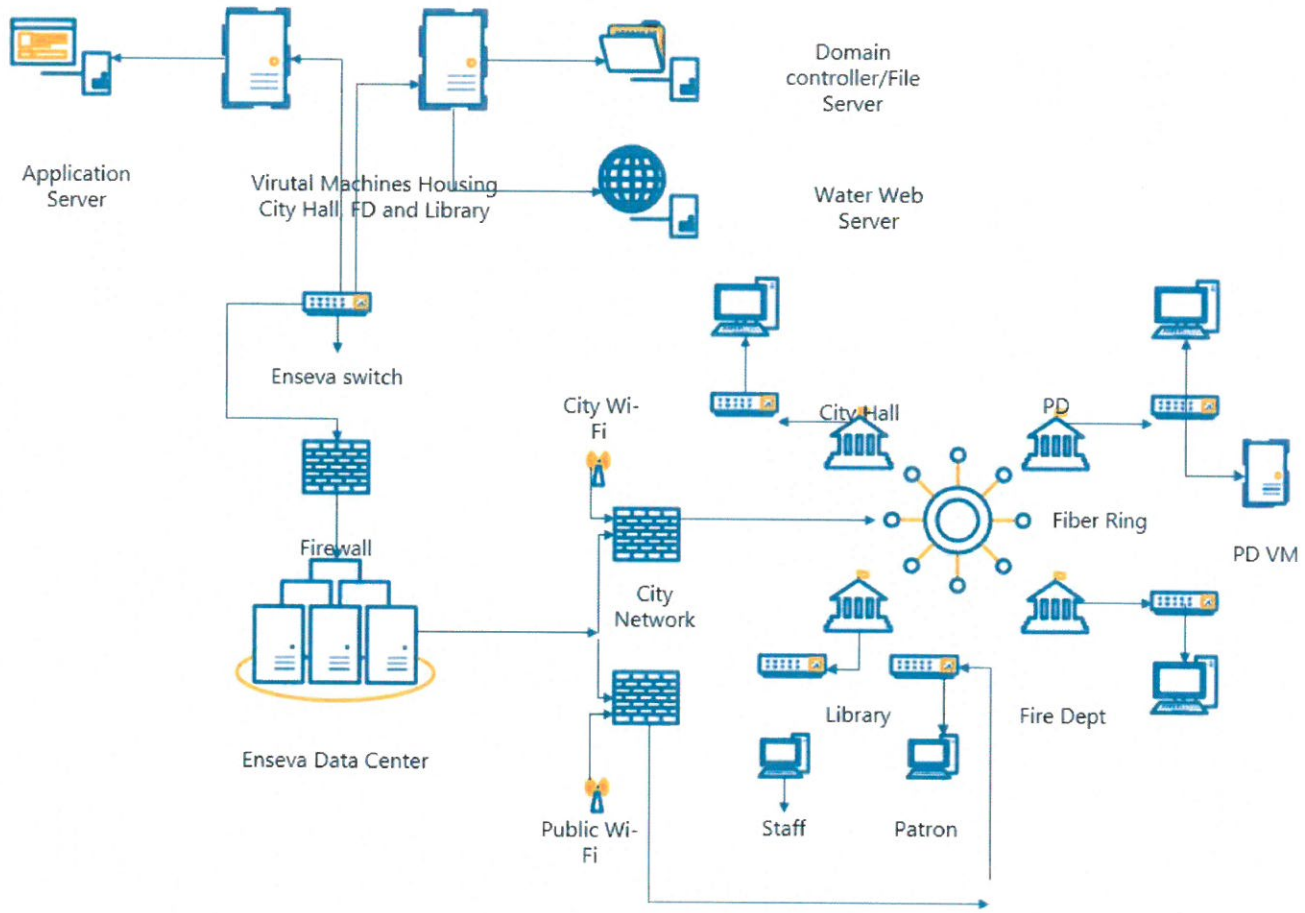
Restoring IT Functionality

Refer to the "Restoring IT Functionality" section of this document.

Restoring IT Functionality

Should a disaster actually occur and the City of Hiawatha need to exercise this plan, this section will be referred to frequently as it will contain all of the information that describes the manner in which the City of Hiawatha's information system will be recovered.

Current System Architecture-



IT Systems

Rank	IT System	System Components (In order of importance)
1	City AD Server	Server, Operating System, AD Structure, Data Files
2	Police Server	Server, Operating System, Data Files, AD
3	Library Server	Server, Operating System, Data Files
4	Fire Department	Server, Operating System, Data Files

Procedure

The following are the steps associated with bringing each server back online in the event of a disaster or system failure.

Step	Action	Responsibility
1	Install necessary Hardware at Enseva	Enseva
2	Load operating system for each server	Inteconnex
3	Restore any existing Active Directory environment	Inteconnex
4	Restore Data Files from last good Crash plan backup	Inteconnex
5	Review user accounts and data files for accuracy and completeness	City of Hiawatha

Plan Testing & Maintenance

While efforts will be made initially to construct this DRP is as complete and accurate a manner as possible, it is essentially impossible to address all possible problems at any one time. Additionally, over time the Disaster Recovery needs of the organization will change. As a result of these two factors this plan will need to be tested on a periodic basis to discover errors and omissions and will need to be maintained to address them.

Maintenance

The DRP will be updated any time a major system update or upgrade is performed, whichever is more often. The Disaster Recovery Lead will be responsible for updating the entire document, and so is permitted to request information and updates from other employees and departments within the organization in order to complete this task.

Maintenance of the plan will include (but is not limited to) the following:

1. *Ensuring that call trees are up to date*
2. *Ensuring that all team lists are up to date*
3. *Reviewing the plan to ensure that all of the instructions are still relevant to the organization*
4. *Making any major changes and revisions in the plan to reflect organizational shifts, changes and goals*
5. *Ensuring that the plan meets any requirements specified in new laws*
6. *Other organizational specific maintenance goals*

During the Maintenance periods, any changes to the Disaster Recovery Teams must be accounted for. If any member of a Disaster Recovery Team no longer works with the company, it is the responsibility of the Disaster Recovery Lead to appoint a new team member.

Testing

The City of Hiawatha is committed to ensuring that this DRP is functional. The DRP should be tested using at least one of the below forms of testing every 12 months in order to ensure that it is still effective.

1) **Walkthroughs**- Team members verbally go through the specific steps as documented in the plan to confirm effectiveness, identify gaps, bottlenecks or other weaknesses. This test provides the opportunity to review a plan with a larger subset of people, allowing the DRP project manager to draw upon a correspondingly increased pool of knowledge and experiences. Staff should be familiar with procedures, equipment, and offsite facilities.

2) **Simulations**- A disaster is simulated so normal operations will not be interrupted. Hardware, software, personnel, communications, procedures, supplies and forms, documentation, transportation, utilities, and alternate site processing should be thoroughly tested in a simulation test. However, validated checklists can provide a reasonable level of assurance for many of these scenarios. Analyze the output of the previous tests carefully before the proposed simulation to ensure the lessons learned during the previous phases of the cycle have been applied.

3) **Parallel Testing**- A parallel test can be performed in conjunction with the checklist test or simulation test. Under this scenario, historical transactions, such as the prior business day's transactions are processed against preceding day's backup files at the contingency processing site or hot site. All reports produced at the alternate site for the current business date should agree with those reports produced at the alternate processing site.

4) **Full-Interruption Testing**- A full-interruption test activates the total DRP. The test is likely to be costly and could disrupt normal operations, and therefore should be approached with caution. The importance of due diligence with respect to previous DRP phases cannot be overstated.

Any gaps in the DRP that are discovered during the testing phase will be addressed by the Disaster Recovery Lead as well as any resources that he/she will require.

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DRAFT

RESOLUTION NO. 19-
City Council

RESOLUTION APPROVING A TECHNOLOGY DISASTER RECOVERY PLAN FOR THE CITY OF HIAWATHA

WHEREAS, the city staff has determined it necessary to adopt a Technology Disaster Recovery Plan to outline the steps to bring all of the organization's groups and departments back to business-as-usual as quickly as possible following a disaster, and

WHEREAS, the purpose of the plan is to capture all of the information that describes the City of Hiawatha's ability to withstand a technology related disaster as well as the processes that must be followed to achieve disaster recovery. The plan includes:

- Preventing the loss of the organization's resources such as hardware, data and physical IT assets
- Minimizing downtime related to IT
- Keeping the business running in the event of a disaster

WHEREAS, the plan spells out recovery teams and the likely tasks that team members will have to perform in the event of a disaster and considers all of the following areas: network infrastructure, servers infrastructure, telephone system, data storage and backup systems, data output devices, end-user computers, organizational software systems, database systems, IT documentation. The plan does not take into consideration any non-IT, personnel, Human Resources and real estate related disasters, and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HIAWATHA, IOWA, that said Technology Disaster Recovery Plan is hereby approved and adopted.

AYES:
NAYS:
ABSENT:

PASSED AND APPROVED this 16th day of October, 2019.

_____
Bill Bennett, Mayor

ATTEST:

_____
Kari Graber, City Clerk