



Business Continuity Plan

J P Systems, Inc.

Last Updated 11/7/2011

Purpose

The purpose of this business continuity plan is to prepare J P Systems, Inc. in the event of major interruptions to business productivity such as extended service outages caused by factors beyond our control (e.g., natural disasters or man-made events), and to restore productivity to the widest extent possible in a minimum time frame. All J P Systems, Inc. sites are expected to implement preventive measures whenever possible to minimize system and or network failures and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended business productivity lapses. It is a plan that encompasses all J P Systems, Inc. offices and facilities.

1.1 Scope

The scope of this plan is limited to natural disasters, attacks on data, utility interruption (land phone lines, cell phones, internet, heating and cooling, water, and electrical power outages), equipment loss (cell phones, servers, laptops, etc.), and travel interruption. This is a business continuity plan, meaning disaster recovery, not a daily problem resolution procedures document.

1.2 Plan Objectives

The objectives of this document are to:

- Serve as a guide for safety of J P Systems' personnel and equipment
- Reference and point to the location of any emergency plan information that resides outside this document. Online see <http://www.jpsys.mobi/news.html> for up to date emergency news.
- Provide procedures and resources needed to assist in recovery.
- Identify vendors and customers that must be notified in the event of a major or a catastrophic disaster.
- Assist in avoiding confusion experienced during a crisis by documenting, testing and reviewing communication and recovery procedures.
- Identify alternate sources for supplies, resources and locations.
- Document storage, safeguarding and retrieval procedures for vital records.

1.3 Assumptions

Your safety is of primary importance to us. This plan assumes that:

- If you have gone out of town, you have emailed us a trip report.
- Some key people will be available following a disaster.
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster.

- Each client project will have its own specific plan for data consisting of unique recovery procedures, critical resource information and procedures.



1.4 Disaster Definition

A disaster is any unscheduled event such as a loss of utility service (power, water, etc.), loss of internet connectivity, or catastrophic events (weather, natural disaster, vandalism, threats) that causes an interruption in the services provided by J P Systems, Inc. personnel. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

There are three types of service interruptions as determined by the estimated length of the service interruption:

1. **Minor Interruption** A minor disaster is any unscheduled interruption of one day or less.
2. **Major Interruption** A major disaster is any unscheduled interruption of two to 7 days.
3. **Catastrophic Interruption** A catastrophic disaster is any unscheduled interruption of more than 7 days.

Personal medical emergencies (such as a heart attack) are not necessarily company emergencies, unless the general emergency has caused the medical emergency.

1.5 Recovery Methodology

- Corporate Emergency Management Response Coordinator (CRC) One person from corporate headquarters who is the emergency response coordinator and has ultimate responsibility for the budget and decisions made (Approves expenses & authorizes work)
- Local Response Coordinator (LRC) The person who reports the situation to corporate
- Local Restoration Vendors (LRV) Any vendors called in to assess and repair damages
- Incident Response Team (IRT)
- Security
- Construction

See Appendix A for details on the roles and responsibilities of each team.

1.6 Employee Responsibilities

- Each employee will designate an alternate person as a backup
- All employees should keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work.
- All employees should keep this binder for reference at home in case the disaster happens outside of normal working hours. All team members should familiarize themselves with the contents of this plan.

1.7 Instructions for Using the Plan



1.7.1 Invoking the Plan

This plan becomes effective when a disaster occurs and remains in effect until operations are resumed at the original location, or a replacement location is identified and control is returned to the new site. In any case:

Figure out what is the most important thing to do next.

Comprehensive plans for extreme disasters like high DEF CON levels, a severe earthquake, or a large scale nuclear war may well be beyond the scope of this plan.

In case of extreme disaster, follow this plan as much as makes sense for the situation.

Not everything that can go wrong will be adequately thought out and documented in advance. Common sense and staying calm are your best weapons. Keep in mind that managing human emotional recoil and shock in response to extreme disasters must be added to the recovery procedure. To avoid being stymied by shock, start to accept what has happened, however improbable it sounded yesterday. Do what you can to change the things you can.

In general, plan and make lists (with a pen and paper, if need be), to assess what you have, what you have lost, and where you need to go. Then do the next right thing. If it is impossible to improve a certain situation, move on to what can actually be changed or improved with the resources you have now.

1.7.2 Disaster Declaration - Notify Local JPSYS Personnel

The Corporate Emergency Management Response Coordinator (CRC) is responsible for declaring a disaster for Technical Services and activating the recovery teams as outlined in this plan. In the event of a possible major incident, contact the corporate headquarters or the head of your local facility who will contact the CRC. The local person who works with the corporate contact (CRC) is called the LRC, Local Response Coordinator.

In a major disaster situation, the decision to declare a disaster will be determined by J P Systems, Inc. Corporate in Virginia based on the input of personnel at the site of the disaster. The LRC will respond based on the directives specified by Corporate.

In the event of an extreme emergency, if the CRC cannot be reached AND they cannot be reached in time for preparedness actions to take place, follow this Manual as if you were the CRC while continuing to attempt to contact the CRC.

1.7.3 Notification of Corporate JPSYS Personnel

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Corporate Emergency Management Response Coordinator (CRC) must be notified immediately in the following cases:

- You are unable to work for five (5) or more hours due to some kind of **system stoppage or outage**
- Any problem at any system or network facility that would cause the above condition to occur or there is certain indication that either of the conditions are about to occur
- When in doubt, notify someone right away.

If you are the LRC or you are the only person at the site, it is your job to notify corporate of the situation.

What is meant by an System Outage?

In this sense, a system is anything critically needed for billable hours to occur. If you cannot bill time to the client doing work which is of a significant priority, according to the conditions above, it should be reported. There are no negative consequences for an employee to report a possible situation. We would rather hear about it than not! When in doubt report it.

1.7.4 External Communications

Corporate Public Relations personnel are designated as the only contacts with the media (radio, television, web, and print), regulatory agency, government agencies and other external organizations following a formal disaster declaration. No other personnel may speak to the press,

respond to requests for interviews, or release any kind of business critical information on disasters to a social network. REPEAT: This is not the time for internet social networking!

1.7.5 Emergency Management Standards

Data Backup Policy

Full and incremental backups preserve corporate information assets and should be performed on a regular basis for all documents, source code, email .PST files, and files that are irreplaceable, have a replacement cost in terms of either hours or dollars, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original source and isolated from environmental hazards. J P Systems maintains a safe deposit box with SunTrust in Springfield, VA on Rolling Rd. near the Springfield Post Office. In addition, each employee must have an internet cloud based site such as DropBox.com to which they backup files of any consequence, so that if they had to buy another laptop, they could be up and running on the new laptop with information extracted from their cloud based backup. The exception of course is client data which is sensitive in nature and must be backed up by the client only.

Project specific data and document retention policies specify what records must be retained and for how long, generally 7 years. All JPSYS departments are accountable for carrying out the provisions of the instruction for records in their organization. Technical Services follows these standards for its data backup and archiving:

CD/DVD Retention Policy

Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system.

Backup CD's/DVDs, Flash Drives, External Drives

- DVDs greater than three years old are destroyed every four years.
- DVDs less than three years old must be stored locally offsite.

System Images

- A copy of the most current image files for your laptop must be made at least once per week.
- This backup is physically stored offsite and on the currently used cloud based internet storage site.
- Each employee is responsible for this activity.

Offsite Storage Procedures

Make sure all files for your job and projects are backed up both to a local external hard drive and to an offsite cloud based internet site such as Dropbox.com.



We use DropBox.com to back up the accounting data, all web site source code, client graphics files, Human Resources Data , Manager's Manual, administrative data, marketing data, sales data, internet sales log, and all other operational company data.

1.7.6 Emergency Management Procedures

The following procedures are to be followed by personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

Note: Anyone not recognized by the Technical Services staff as normally having business in the area **must** be challenged by the staff who should then notify security personnel.

These procedures are furnished to J P Systems, Inc. management personnel to take home on paper for reference. Several pages have been included to supply emergency contacts.

In the event of any situation where access to a building housing a system is denied, personnel should report to alternate locations. Primary and secondary locations are listed below.

Alternate locations *Clifton, VA*

- Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

Sanibel, FL

- Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in the front of this document

1.7.7 In the event of a major system interruption or disaster



In the event of a major catastrophe affecting any J P Systems, Inc. facility, immediately notify the main corporate office at **703 815-0900, info@jpsys.com.**

Procedure

STEP	ACTION
1	Notify Corporate Office of pending event, if time permits, e.g. hurricane, flood.
2	<p>If an impending major natural disaster can be tracked, such as a blizzard, flood threat or hurricane (flood, tornados, wind, and sand drifts), begin preparation of site immediately as follows:</p> <ul style="list-style-type: none"> • Fuel all cars, personal and corporate • Charge all laptops and phones • Deploy portable generators with fuel within 100 miles. • Deploy support personnel within 100 miles. • Deploy tractor trailers with replacement work space, antennas, power, computers and phones. • Facilities department on standby for replacement shelters • Basic necessities are acquired as far ahead of the disaster as possible by local employees when needed: <ul style="list-style-type: none"> • Cash for 1 week • Buy shelf stable food and several cases of water enough for 2-3 weeks (two gallons of water per person per day), as well as paper cups, plates, napkins, & knives. • Gasoline and other fuels • Supplies: including utility knife, large "blue cloth" roof tarps, gloves, extra batteries (AA, C and D), flashlights with tested batteries, medical supplies (large bandages, 91% rubbing alcohol, Hydrogen peroxide), can opener, paper towels, wet hand wipes, hurricane lamps, lamp oil, packs of sterno fuel in cans for cooking or heating, matches in waterproof container, rain gear, duct tape, scissors • Optional: extra fire extinguishers, wire cutters, ladder, rope, chainsaws, wet dry vacuum, fan • Crank operated radio, battery operated weather radio

3	<p>24 hours prior to event:</p> <ul style="list-style-type: none">• Create an image of the system and files• Back up critical system elements• Verify backup generator fuel status and operation• Create backups of e-mail, Outlook .PST files, file servers, etc.• Take "Before" pictures of rooms with equipment, furniture, supplies, and all company vehicles for insurance purposes <p>Notify senior management that you are ready</p>
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1.7.8 In the Event of a Fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, **evaluate the situation and** determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible.

- Personnel are to attempt to extinguish small **minor fires of non-explosive material** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Pull the pin on the fire extinguisher trigger to start spraying. Any **other fire or smoke situation** will be handled by qualified building personnel until the local fire department arrives. If it cannot be put out right away, **evacuate the premises within 3 minutes of the start of a fire. Close all doors behind you. If there is time, take your cell phone and laptop with you.**
- In the event of a major fire, call 911 and immediately evacuate the area within 2 minutes.
- In the event of any emergency situation, system site security and personal safety are the major concern. If possible, the operations supervisor should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify the Corporate Office. Take pictures of the area when all is clear.

Procedure

STEP	ACTION
1	Dial 9-1-1 to contact the fire department
2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Alert emergency personnel on: 911 Provide them with your name, extension where you can be reached, building address, floor, and room number, and the nature of the emergency. Follow all instructions given.
4	Alert the LRC. He/she will notify the CRC.

5	<p>Notify Building Security - if applicable.</p> <p>Local security personnel will establish security at the location and not allow access to the site unless notified by the Regional Technical Manager or his designated representative</p>
6	<p>Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance require it.</p>
7	<p>All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designated authority. Under no circumstances may any personnel leave without the consent of supervision.</p>

1.7.9 In the event of a network services provider outage

In the event of a network service provider outage to any facility, the guidelines and procedures in this section are to be followed.

Procedure

STEP	ACTION
1	<p>Notify LRC of outage.</p> <p>Determine cause of outage and estimated timeframe for its recovery.</p>
2	<p>If outage will be greater than 1 hour, route all calls via other service to alternate location.</p> <p>If it is a major outage and all carriers are down and downtime will be greater than 12 hours, deploy satellite equipment, if available.</p>

1.7.10 In the event of a flood or water damage

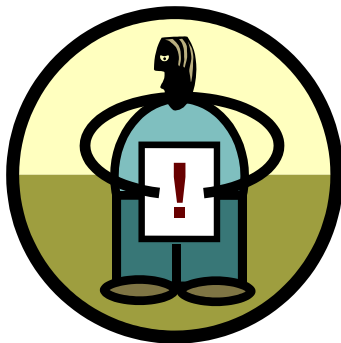
In the event of a flood or broken water pipe within any computing facilities, the guidelines and procedures in this section are to be followed.

Procedure

STEP	ACTION
1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately. Note that there is a charge for contacting 911 unnecessarily.
2	Immediately notify all other personnel in the facility of the situation and to be prepared to cease operations accordingly.
3	If water is originating from above the equipment, power down the individual devices and cover with protective shrouds located in the facility.
4	Water detected below the raised floor may have different causes: — If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately. — If water is of a major quantity and flooding beneath the floor (water main break), immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow supervisor’s instructions.

1.8 Plan review and maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster or component testing. Additionally, with the dynamic environment present within J P Systems, Inc., it is important to review the listing of personnel and phone numbers contained within the plan regularly.



The plan will be stored in a common location where it can be viewed by J P Systems' personnel, the CRC, and the LRC.

The CRC is responsible for the plan updates. The CRC sends out the plan updates to the LRC's. A LRC will be assigned for each company location. The LRC's specific responsibilities are as follows:

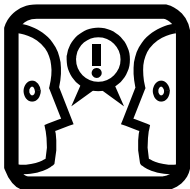
Frequency of plan update: semi-annually or when there is a change in personnel

- Provide hard copy of plan to employees at that location. Employees must store a copy at home, in a personal car and electronically via a hand-held device or laptop computer.
- Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories). Communicate with the CRC to get up-to-date information periodically.
- Hold initial preparedness meeting to get employees acquainted with the plan and hold semi-annual meetings to review the plan on an ongoing basis.
- Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, portable power generators and implementation plans.

2. Alert/Verification/ Declaration phase (0 - 2 hours)

2.1 Plan checklists

Response and recovery checklists are presented in the following (2) two sections. The checklists and flow diagrams may be used by employees as "quick references" when implementing the plan or for training purposes.



Note: the nature of emergencies varies greatly. J P Systems is mainly a Technical Services company. The goal is to continue to be able to work billable hours productively. To do this we need a source of electrical power and a means of communication by phone or email. Power is needed for recharging equipment, printing, for meetings and to contact other J P Systems personnel. The more localized the problem, the easier it is to recover and be productive.

2.3 Notification of incident affecting the site

On-duty personnel responsibilities:

If During Daytime shift hours M - F:

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Local Response Coordinator.

If During off hours:

Technical Services personnel should contact the Local Response Coordinator. Always err on the side of too much communication rather than not enough.

2.4 Provide Status Updates to the CRC

1. The Location Response Coordinator (LRC) will contact the Corporate Emergency Management Response Coordinator (CRC) and provide the following information when **any** of the following conditions exist: (See **Appendix B for contact list**)

- **Five or more facilities are down concurrently for five or more hours.**
- **Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.**

The LRC will provide the following information:

- ◇ **Location of disaster**
- ◇ **Type of disaster (e.g., fire, hurricane, flood)**
- ◇ **Summarize the damage (e.g., minimal, heavy, total destruction)**
- ◇ **Emergency Command Center location and phone contact number; a meeting location that is close to the situation, but away from the disaster scene**
- ◇ **An estimated timeframe of when a damage assessment group can enter the facility (if possible)**

The CRC will contact the respective market team leader and report that a disaster has taken place.

2.5 Decide Course of Action

Based on the information obtained, the CRC decides (with the LRC) how to respond to the event: mobilize an IRT, call vendors to repair/rebuild existing site(s), or relocate to a new facility.

2.6 Inform team members of decision

If a disaster is not declared, the LRC will continue to address and manage the situation through its resolution and provide periodic status updates to the CRC.

If a disaster is declared, the Location Response Coordinator, LRC, will notify the Incident Response Team members immediately for deployment.

Declare a disaster if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster must also have at least one (1) backup who is also authorized to declare a disaster in the event the primary person is unavailable. Contact the CRC to determine wording of the news of the situation. CRC contacts the corporate webmaster for updating the www.jpssys.mobi/.news website.

2.7 EMT notifies Human Resources, Sales, Customers

Using the call list in (**Appendix D**), the LRC contacts Human Resources to inform them of the situation. Then Human Resources contacts local employees to inform them of the conditions affecting subsequent shifts. If known, advise as to when operations will be restored or what actions will be taken to restore operations. If needed personnel revert to hand held devices or manual procedures to track phone messages, sales orders, update calendar items, and other transactions normally automated by desktops or laptops. For example if no power is available, but the phones are still working, carefully write down all phone messages and post in a central place.

2.8 Contact general vendors (see Appendix I)

3. Disaster declared: mobilize incident response team (2 – 5 hours)

If a new location has to be found from which to do preparedness planning, staging, or recovery, a determination of an alternate location is made by the LRC. Once a disaster is declared, the Incident Response Team (IRT) is mobilized at the office or alternate location. This recovery team will initiate and coordinate the appropriate recovery actions. IRT members assemble at the as quickly as possible.

The LRC remains at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

3.1 Conduct detailed damage assessment

1. Under the direction of local authorities and/or LRC/IRT assess the damage to the affected location and/or assets. If an assessment cannot be made by employees, contact vendors/providers of installed equipment to ensure that their expert

opinion regarding the condition of the equipment is determined ASAP. Remember that our partner www.DriveSavers.com can be of help at 800 440-1904. Our company discount code is DS22415, which may be used by us, our clients, employees, or anyone.

- A. Participate in a briefing on assessment requirements, reviewing:
- (1) Assessment procedures
 - (2) Gather requirements
 - (3) Safety and security issues (broken door locks, mold from water used to put out fire, etc.)

NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.

- B. Document assessment results using Assessment and Evaluation Forms contained in Appendix G

Building access permitting:

- Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data
 - Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRC/LRV.
2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly. Accounts Receivable data has priority.
 3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged
 4. Recommendations for required resources
 5. Contact the CRC and decide whether the facility requires the initiation of long term business recovery plans (months of work) or if work can return to the primary location in the short term (a week or so).

3.2 Contact EMT/decide whether to continue to business recovery phase

The LRC gathers information from the IRT and other sources; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the LRC, the EMT decides whether to continue to the business recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site (s). Provide periodic status updates to the EMT Leader.

The business recovery phase of this plan will be implemented when resources are required to support full restoration of system and/or facility functionality at an alternate recovery site (e.g., another company office, prime contractor, new temporary office space, vendor hot site, cold site) that would be used for an extended period of time.

NOTE: During the Initial Response Phase, service may be shifted to alternate sites to allow operations to begin functioning and provide service to its customers. Initially reduced service may be provided until sites can be fully restored. Report that “within XX hours/xx days the system and facilities should be functional at 100% Currently functioning at xx%”.

4. Business recovery phase (xx hours to full recovery)

This section documents the steps necessary to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time. Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

4.1 J P Systems, Inc. System and facility operation requirements

The system and facility configurations for each location are important to re-establish normal operations. **A list for each location will be included in Appendix F.**

4.2 Notify technical engineering staff/coordinate relocation to new facility/location

See Appendix A for Technical Engineering staff contacts associated with a new location being set up as a permanent location (replacement for site).

4.3 Secure funding and vendors for relocation

Make arrangements in advance with suitable backup location resources. If no internet service is available, the local Chamber of Commerce is a good resource. Make arrangements in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support. Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office and other relevant firms.

4.4 Notify CRC and Client of recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc. (may be used for media information)

4.5 Operations recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

5. Appendixes

5.1 Appendix A: J P Systems, Inc. Recovery Methodology

5.1.1 Corporate Emergency Management Response Coordinator (CRC)

Note: See Appendix B for contact list.

Charter:

Responsible for overall coordination of the disaster recovery effort, evaluation and determining disaster declaration, and communications with senior management. CRC interfaces with senior management, Human Resources, Information Systems, Purchasing, Sales, and Security.

Support activities:

The Corporate Emergency Management Response Coordinator's (CRC) duty is to:

- Evaluate which recovery actions should be invoked and activate the corresponding recovery teams.
- Evaluate and assess damage assessment findings
- Set restoration priority based on the damage assessment reports
- Provide senior management with ongoing status information
- Acts as a communication channel to corporate teams and major customers
- Work with vendors and IRT to develop a rebuild/repair schedule

5.1.2 Location Response Coordinator (LRC)

Note: See Appendix B for contact list. Recommend that the Regional Technical Managers assume this role.

Charter:

Responsible for overall coordination of the disaster recovery effort for their local office, vendor contacts, establishment of the command center if an alternate location is needed, and communications with CRC.

Support activities:

- Gather damage assessment information and report it to CRC
- Determine recovery needs.
- Establish command center and related operations. The command center is a prearranged meeting facility where EMT/LRV/IRT members meet to coordinate damage assessment and business recovery tasks for the affected operations.
- Notify all Team Leaders and advise them to activate their plan (s) if applicable, based upon the disaster situation
- If no disaster is declared, then take appropriate action to return to normal operation using regular staff.
- Determine if vendors or other teams are needed to assist with detailed damage assessment.
- Prepare post-disaster debriefing report
- Coordinate the development of site specific recovery plans and ensure they are updated semi-annually.

5.1.3 Location Response Team (LRT)

Note: See Appendix B for contact list. Recommend that technicians and other suitably trained staff located at the affected location assume this role.

Charter:

The Location Response Team (LRV) is responsible for the initial alerting/notification of the problem to the LRC during normal business hours. During off hours, the LRV will be notified along with the LRC. In the event of a disaster declaration, this team will become a part of the Incident Response Team.

Support activities:

- Provide the following information to the LRC in the event of an outage:
 - a. Type of event
 - b. Location of occurrence
 - c. Time of occurrence

- Coordinate resumption of voice and data communications:
 - a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
 - b. Recover voice mail and electronic mail systems when requested by EMT.
 - c. Verify voice mail and electronic mail are operational at the alternate site.
 - d. Review the J P Systems, Inc. Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

- Coordinate resumption of information system operations:
 - a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
 - b. Recover critical data files and related information when requested by EMT
 - c. Ensure that network and perimeter security is re-established at alternate location
 - c. Verify normal, secure operation of systems and servers at alternate site
 - d. Review the J P Systems, Inc. Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

5.1.4 Incident Response Team (IRT)

Note: See Appendix B for contact list. Recommend that Facility Supervisors and other suitably trained staff assume this role.

Charter:

The Incident Response Team (IRT) is formed to deploy to the disaster location when a disaster is declared.

Support Activities

- Provide recovery support to the affected location and operations
- Coordinate resumption of voice and data communications:
 - a. Work with management to re-route voice and data lines, especially when alternate site(s) or alternate work locations are predefined

- b. Recover voice mail and electronic mail systems when requested by EMT.
 - c. Verify voice mail and electronic mail are operational at the alternate site.
 - d. Review the J P Systems, Inc. Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations
- Coordinate resumption of information system operations:
 - a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
 - b. Recover critical data files and related information when requested by EMT
 - c. Ensure that network and perimeter security is re-established at alternate location
 - c. Verify normal, secure operation of systems and servers at alternate site
 - d. Review the J P Systems, Inc. Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

5.1.5 IT Technical Support

Charter

IT Technical Support will facilitate technology restoration activities. They are responsible for locating requested backups for the projects affected by the event including general corporate administration. They will coordinate back up restoration activities with each project leader or individual employee.

Support activities:

- Upon notification of disaster declaration, review and provide support as follows:
 1. Facilitate technology recovery and restoration activities, providing guidance on replacement equipment and systems, as required.
 2. Coordinate removal of salvageable equipment, supplies, and data backups at disaster site that may be used for alternate site operations.

5.2 Appendix B: Recovery team contact lists

5.2.1 Emergency Management Response Coordinator

Name	Email/ Alternate Email	Cell Phone	

5.2.2 Location Response Coordinators (LRC)

Name	Location	Email	Alternate Email

5.2.3 Incident Response Team (IRT)

Name	Address	Home	Mobile/Cell Phone

5.2.4 IT Technical Services (IT)

Name	Address	Home	Mobile/Cell Phone

5.3 Appendix C: Emergency numbers

5.3.1 First Responders, Public Utility Companies, Others

Utility Name	Contact Name	Phone

5.4 Appendix D: Contact list

Name	Address	Home	Mobile/Cell Phone

5.5 Appendix E: Work Locations

5.5.1 Washington DC Area - Clifton, VA Corporate Office >

Primary: 7419 Kincheloe Rd
Room 200
Clifton, VA 20124
Contact:

Alternate: Address Centreville Library
Room: Computer study desks
City, State Centreville, VA
Contact:

5.5.2 Florida Office - Sanibel, Florida Office >

Primary: 366 Lake Murex Blvd
Sanibel, FL 33957

Alternate: City of Sanibel Library
Dunlop Rd
Second floor computer area
Sanibel, FL 33957
Contact:

5.5.3 - California

Primary: Contact: David Bass
Modesto, CA

Alternate site:
Modesto, CA

5.5.4 - Georgia

Primary: Contact: Jay Lyle
Decatur, GA

Alternate site:
Contact:

5.6 Appendix F: Minimum acceptable recovery configuration

Desks or tables with chairs, computer - call if needed to authorize purchase of new laptop as a replacement.

Restoring your data to a new laptop is each employee's duty in the event of a complete loss of your laptop once the purchase has been approved. .

Important: take photos of all damaged equipment

List of Approved Vendors:

- Costco
- BJ's
- Best Buy
- HP small business
- Dell

Cell phones, pads, monitor

Optional: printer/scanner/copier

Define security arrangements

Access to internet, data, backups, and network access

Appendix G: Forms

5.6.1 Incident/Disaster form

Upon notification of an incident/disaster situation the On-Duty Personnel will make the initial entries into this form. It will then be forwarded to the LRC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and “normal business” has resumed.

TIME AND DATE

TYPE OF EVENT

Weather related	<input type="checkbox"/>	Utility Related	<input type="checkbox"/>	Human Threat	<input type="checkbox"/>
Fire	<input type="checkbox"/>	War	<input type="checkbox"/>	Animal	<input type="checkbox"/>
Earthquake	<input type="checkbox"/>	Diseases	<input type="checkbox"/>	Flood	<input type="checkbox"/>

Other:

LOCATION

BUILDING ISSUES (access, utilities etc.)

PROJECTED IMPACT TO OPERATIONS



Critical equipment status form

**CRITICAL EQUIPMENT STATUS
ASSESSMENT AND EVALUATION FORM**

Recovery Team: _____

<u>Equipment</u>	[-----STATUS-----]		<u>Comments</u>
	<u>Condition</u>	<u>Salvage</u>	
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____
6. _____	_____	_____	_____
7. _____	_____	_____	_____
8. _____	_____	_____	_____
9. _____	_____	_____	_____
10. _____	_____	_____	_____
11. _____	_____	_____	_____
12. _____	_____	_____	_____

Legend

Condition:

- OK - Undamaged
- DBU - Damaged, but usable
- DS - Damaged, requires salvage before use
- D - Destroyed, requires reconstruction
- M - Missing



5.7 Appendix H: Building Evacuation Information

5.8 Appendix I: Inventory of Primary Equipment and Systems

Provide list of equipment

5.9 Appendix J: Inventory of Backup Equipment and Systems

Provide list of equipment

5.10 Appendix K: Approved Vendor List



Below is a list of approved vendors. If an additional need which is not listed arises, consult Yelp.com, your local The BBB, and Angieslist.com for your area to check customer evaluations and the BBB before selecting a vendor to give a quote. Always select 3 vendors for quotes. Note that the most expensive vendor is not always the best choice, neither is the least expensive. Write up a description of the work for which you need the quote so you can compare apples to apples. It is best to call the most expensive vendor first. The most expensive vendor may mention something like "We aren't the cheapest". They have the most knowledge and will help you develop your specifications. Then you will be able to speak to the cheaper vendors who may not always speak English well.

If corporate office can be reached, the regular purchasing channels will be used. When getting quotes, always ask sales people to check stock and for the delivery date for equipment. For service vendors, ask for a firm start date for the work. If recovery has critical deadlines, contract should say that the timeline is critical.

NEVER contract for services to a vendor who shows up after an emergency uninvited and approaches you! If they are good contractors they do not need to get business that way. Avoid these people! They may claim to be the only ones authorized to work on such damage or to put up storm covers, etc. Ignore this claim and ask them to leave.

You may consult the [Shepherd's Guide](#) for the Wash DC area. DON'T SIGN ANY CONTRACTS UNTIL CORPORATE HAS BEEN CONTACTED! IF YOU CANNOT CONTRACT CORPORATE

5.10.1 Computer & Related Suppliers

Company Name	Contact	Work	Store Location
Drive Savers J P Systems Discount Code: DS22415	drivesaversdatarecovery.com Recover data from hard drives	1 800 440-1904	
Microcenter	http://www.microcenter.com	703 204-8400	Fairfax VA
Costco	www.costco.com	Dell, HP computers	Fairfax, VA, Springfield, VA FT Myers, FL Estero, FL. etc.
Dell	www.dell.com		

5.10.2 Communications and Network Services Suppliers

Company Name	Contact	Work	Location
Cox Cable			Clifton, VA 20124
Comcast Cable			Sanibel FL 33957

5.10.3 Civil/Structural Engineering Companies

Company Name	Contact	Work	Mobile/Cell Phone

5.10.4 Electrical Contractors

Company Name	Contact	Work	Mobile/Cell Phone



Molnar Electric	Jeff Molnar	239 472-1841	Sanibel, FL

5.10.5 Excavating Contractors

Company Name	Contact	Work	Mobile/Cell Phone

5.10.6 Emergency Generators

Company Name	Contact	Work	Mobile/Cell Phone
GenerLink by LCEC in Florida	239 656-2300		
Home Depot			
Lowe's			
Your local electric company			

5.10.7 HVAC

Company Name	Contact	Work	Mobile/Cell Phone
ARS			

5.10.8 Plumbing

Company Name	Contact	Work	
J Remodeling	Saul Renderos	571 237-9966	Herndon, VA
Manuel Garay Se Habla Espanol	Manuel or Carlos Quintero (cq.business@hotmail.com)	239 440-4977 Carlos 239 225-5110	Ft Myers, FL
Kettleberger Plumbing		703 339-8900	Lorton VA
Nave Plumbing	Dave from Nave	239 472-1101	Sanibel, FL

5.10.9 Site Security Services

Company Name	Contact	Work	Mobile/Cell Phone
See Yelp.com and Angies List for online references			

5.10.10 Additional Contractors

Company Name	Contact	Work	Mobile/Cell Phone
Katchmark Construction RT 50 Chantilly, VA 20151		703 539-5166	Windows, doors, roofs
In case of window breakage, put up 1/4" sheets of 4' x 8' plywood cut to fit. Do not be a victim to a company who claims to be the only ones authorized to do so.			