

Technology Disaster Recovery Checklist

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1. Identify and contact personnel in charge of recovery efforts
2. Identify and/or establish an Emergency Operations Center (EOC)
3. Staff meeting
4. Establish communication links
5. Contact insurance company
6. Inventory
7. Contact vendors
8. Re-establish payroll quickly
9. Recover data
10. Begin the clean-up process!



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1. **Identify and contact personnel in charge of recovery efforts** – Establishing communications with recovery leaders is critical. These individuals can be at the school, district, or state level and may include your superintendent (or liaison), technology leaders, public relations staff, human resources, and maintenance personnel. These individuals may not normally be at the executive level, but all will be needed during recovery.

TIP: Keep track of all hours worked by you and your staff. Wages that are not covered by the district will be compensated for by FEMA.

2. **Identify and/or establish an Emergency Operations Center (EOC)** – This location will be a place where you and fellow staff can meet. The EOC will also be the place where communication links are centralized and information is distributed to emergency personnel, school employees, and parents. This can be an office or another location that is not damaged and is accessible to all staff.
3. **Staff meeting** – Contact all staff to brief them of the situation (you may need to think beyond email and phone depending on damage). Identify who is available and who isn't. Hold a staff meeting to get everyone on the same page. Assign tasks for cleanup and a reporting structure. Establish a schedule for recovery team meetings.

TIP: Break up your action items into long-term and short-term priorities. The list of tasks may seem overwhelming, but organization will help to keep moral high.

4. **Establish communication links** – Contact your utility and telecommunications providers and work to re-establish service. If re-connection is delayed, think about alternative modes of communicating (T.V., radio, flyers, etc.) Outside of your immediate technology staff, the districts' teachers, students, and parents will want to know what is happening so keep communicating.

- 5. Contact FEMA, district insurance company** – FEMA has stringent rules to follow when you request emergency aid. Likewise, your insurance company will also have steps to follow to get compensation for damage. You must be aware of these rules and follow them closely to ensure the district receives compensation and support.

*TIP: Go to FEMA's Public Assistance Grant Program at:
<http://www.fema.gov/government/grant/pa/index.shtm>*

- 6. Inventory** – Before you begin cleanup, identify what is destroyed, damaged, or missing. It is absolutely imperative you **photograph everything!** While you take photo documentation, create a log listing what each picture is identifying.

TIP: Document everything damaged – computers, servers, wiring, powerstrips, etc.

- 7. Contact critical technology vendors** – You will need technology supplies and know-how to get your network back online. Identify your critical needs and work to get those re-established first. Once you are up and running then you can begin to rebuild the entire network.

TIP: Don't forget to contact software vendors. Records of licenses may have been lost, and vendors will help to identify what legally can be replaced.

- 8. Re-establish payroll quickly** – Your community may have stopped moving due to this crisis, but the rest of the world is still operating. You and your staff need money to survive, so make payroll the top priority.

- 9. Recover data** – The data contained on your old servers is invaluable. It may be lost, but oftentimes it is recoverable. Many companies offer services to capture critical data from damaged servers.

TIP: If your data is backed-up offsite, establish contact with the provider and alert them of the situation.

- 10. Begin the clean-up process!**

Emergency Contact

Federal Emergency Management Administration (FEMA)

<http://www.fema.gov>

FEMA-Correspondence-Unit@dhs.gov

Telephone: 1 (800) 621-FEMA (3362), Fax: 1 (800) 827-8112

The Consortium for School Networking (CoSN) is the country's premier voice for K-12 education leaders who use technology strategically to improve teaching and learning. If you are not a member of CoSN we strongly encourage you to join our vast network. For more information on becoming a member and membership benefits email info@cosn.org.