

Learning Continuity Planning Checklist

When unexpected or even catastrophic events occur, educators must protect their employees and students and continue critical operations that support their communities. To protect your institution, planning is essential. As an education leader, you understand the strategic importance of a solid continuity plan.

To help in your preparedness efforts, AT&T developed the following checklist. The checklist identifies important, specific activities that schools can do now to prepare for an event.

	Completed	In Progress	Not Started
1. Planning for the impact of an unexpected or catastrophic event on your school			
– Identify a coordinator and/or team with defined roles for preparedness and response planning. Potential team members may include: Information Security, Operations, Systems, Police/Security, Physical Plant, Insurance, Legal Affairs, Public Affairs, Personnel Department, Comptroller, Audit Division, Safety Office and/or Emergency Response Team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Conduct a business process and services inventory to understand which processes are mission-critical to the survivability of the school.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Determine acceptable levels of service during the recovery period, and what processes need to be maintained or restored first to keep the school running.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Identify essential employees and other critical inputs (sub-contractors, services, logistics, etc.) required to maintain business operations by location and function during the event.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Conduct a technology asset inventory to determine and document the mission-critical technology components, their location, how they're configured, and who is responsible for management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Once key components are identified, determine what measures should be taken to protect and recover them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Understand the rules or regulations governing your business operations. If you had a business failure, would you be able to maintain compliance? (HIPAA, FERPA, CIPA, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Assessing your data and technology needs in the event of a failure in operations			
– Determine the status of your existing disaster recovery plan. Do you have one and is it maintained? Have you tested the plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Determine vulnerability of your organization's technology infrastructure to natural disasters, including floods, fires, earthquakes, as well as flu pandemics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Set clear recovery time objectives for each of your business/technology areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Determine the need for off-site data storage and backup.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Develop a technology plan that includes hardware, software, facilities and service vendors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Assessing your data and technology needs in the event of a failure in operations (continued)

	Completed	In Progress	Not Started
– Secure clear understanding and commitment from vendors on your plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Secure a backup vendor, if necessary, to perform that critical function if your primary vendor is impacted by a business failure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Perform security risk assessments around specific threats where possible. Examples of data security include: virus protection, intrusion detection, hacker prevention, network events, component failures and systems crashes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Assess, if possible and per prior events, how quickly and accurately your operations were restored by existing staff. What were the lessons learned so they can be addressed in future planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Determine the effectiveness of your data backup and recovery policies and procedures. Are the procedures fully documented and an appropriate staff member responsible for the maintenance of that documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Perform a data recovery test. Was the test successful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Prepare an incident plan for mitigating a security breach. Audit annually, as security threats can change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Communicating your plan to employees, students and their families and vendor partners

	Completed	In Progress	Not Started
– Determine who needs to be contacted with critical information. Build distribution lists and maintain for accuracy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Develop a contact plan to reach employees: wireless, home, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Ensure Student Information System (SIS) data is as accurate as possible to ensure alerts can be delivered to your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Ensure employees know where to receive information and updates about whether they can return to work, or if they are to report to a different location (Internet, conference bridges, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Ensure mission-critical employees know their role in the plan and have access from remote locations (i.e., home broadband, phone, VPN for security).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Make sure the plan can be executed by alternate employees who are not necessarily the “expert” in cases where those employees cannot be reached.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Ensure cross-functional training is established and refreshed on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Determine the need for a designated recovery site for your people to resume work. Plan for communications, data connectivity, desktops and workspace at that site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– If you require support from vendor partners, ensure they also have a documented plan that complements your needs. Review periodically to keep the plan current.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Coordinating with external organizations and helping your community

	Completed	In Progress	Not Started
– Collaborate with other local government agencies, including first responders, to share your plans and coordinate mock emergency drills to ensure coordination in the event of an emergency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– Share best practices with business leaders in your community, chambers of commerce and business associations to improve community response efforts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please visit us at www.att.com/edu or contact your account executive to discuss how AT&T can address your business continuity plans.



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