Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Information Technology Disaster Recovery Plan
Regulations	
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Standard:

The CCDA Information Technology (IT) Department, including outsourced IT, provides services that, in some manner, virtually every other department at Catholic Charities Disabilities Services (CCDS) are dependent upon. Without telephones, networks, or any one of several critical servers, some aspect of the business would come to a standstill if a failure occurred. In recognition of these dependencies, it is of utmost importance that the CCDA IT Department be prepared to respond to a disaster in an orderly, timely, and efficient fashion. This document describes the Disaster Recovery Plan that the CCDA IT Department will use in the event that a disaster affects department operations and services. It includes a summary of the current services, identification of the services most critical to company operations, and how these services will be reconstituted following a disaster.

Procedure:

1. If the CCDS is without internet which involves critical systems including but not limited to (Microsoft Exchange Email System, File Service, HR Database, and Web-Based electronic systems):
    a. The Database Administrator, Executive Director, or designee, will contact PNJ Tech Partners and CCDA Director of Information Technology Services who will then follow the processes and procedures necessary to ensure data backup and restoration occurs.
    b. The Director of Quality Assurance, or designee, will email the 'Everybody' email group to encourage the use of offline processes for web-based data entry. See Standard *"Electronic Data Management."*

2. If CCDS is without telephone access:
    a. The Director of Finance, Executive Administrative Assistant, or designee, will contact Intermedia.
    b. The Executive Administrative Assistant, or designee, will email the 'Everybody' email group to inform that the telephones are not working and to encourage staff to use their agency mobile devices.

3. If the outages referred in #1 and #2 occur during non-working hours, Admin on call and QA on call will be notified to ensure the processes listed in #1 and #2 are followed as stated.

4. Once the aforementioned systems are restored, the Database Administrator, Executive Director, or designee will email the 'Everybody' email group and state service has been restored.