

KANSAS COMMISSION ON PEACE OFFICERS' STANDARDS & TRAINING

Policy: 105 KS-CPOST Business Contingency Plan

Issue/Rev: 6-12-2016

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Issuing Authority: Gary E. Steed

I. Purpose: To provide the agency's employees with direction during events that interrupt business operations. Because KS-CPOST has only five (5) full time and four (4) part time employees, there is no separation of responsibilities/duties by team or specialty assignments.

II. Policy Statement: When events occur that interfere with KS-CPOST business processes, particularly computer operations, employees of KS-CPOST shall take the necessary actions to protect equipment and data storage that will best permit an efficient and timely resumption of the interrupted business operations.

III. Scope: Not applicable

IV. Definitions: None

V. Procedures:

A. Severe Weather: In the case of severe weather, KS-CPOST personnel will completely shut down their computers at the end of the day when there is a warning in effect. Computers should also be unplugged from any unprotected outlets. In the case of a **tornado warning**, KS-CPOST will seek further direction from the Executive Director and follow emergency protocols of the office building.

B. Fire or Other Catastrophe: In the case of a fire or other catastrophe, all building emergency protocols for evacuation will be followed by KS-CPOST personnel. KS-CPOST personnel will contact the Executive Director after evacuating the building. Data is backed up on a secure server at CHOOSE Networks. All data can be restored and hardware is replaceable. KS-CPOST personnel **should not** try to retrieve hardware in the middle of an emergency.

If the physical hardware is lost, then contact CHOOSE Networks (316) 928-8828 for proper disposal. The data on paper documentation in the KS-CPOST file room is kept digitally.

C. Losing Power During Office Hours: If power is lost during office hours, KS-CPOST personnel should shut off all computer hardware to save the battery backups and to be sure that the data kept on the computer is not corrupted. Similarly, the servers within the office should be powered down to keep data safe and secure and to save the power on the battery backups in the server room. If the Executive Director is not in the office, personnel will keep the Director updated on the situation.

D. Servers Offline: If a server is offline KS-CPOST personnel should notify the Executive Director of KS-CPOST. In most cases KS-CPOST will then create a ticket with CHOOSE Networks to diagnose and correct the problem. The CHOOSE Network Support Desk number is (316) 928-8828. Until services come back online, the Executive Director is to be kept updated on the situation.

E. Outlook Offline: If Microsoft Outlook is not able to connect to the Exchange Server, KS-CPOST personnel are to notify the Executive Director and create a ticket with CHOOSE Networks. The CHOOSE Support Desk number is (316) 928-8828. Until services come back online, the Executive Director is to be kept updated on the situation.

F. Online Database / FileMaker Down: If the online database and / or FileMaker is offline, then KS-CPOST personnel are to notify the Executive Director and contact the IT Manager at KLETC. The IT Manager's number is (620) 694-1514. Until services come back online, the Executive Director is to be kept updated on the situation.

VI. References and related policies/forms

VII. Appendices (optional)