
	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc #:PO-QC-12.4	Title: Disaster Recovery Plan	
	Rev #: 04	Approved By: Chief Executive Officer (CEO)	Date: 15 Sep 2022

REVISION HISTORY			
Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Operating Officer (COO)	03 Dec 2019
2	No changes	Chief Operating Officer (COO)	18 Dec 2020
3	No changes	Chief Operating Officer (COO)	06 Sep 2021
4	No changes	Chief Operating Officer (COO)	15 Sep 2022

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1. Purpose

1.1 The plan outlines the university strategy for responding to emergency or disaster, provides information essential to continuity of critical business functions, and identifies the resources needed to:


- ensure safety of personnel
- communicate effectively with internal and external stakeholders
- provide timely emergency support
- protect assets and vital records (electronic data and hardcopy)
- maintain continuity of mission-critical services and support operations

2. Scope

2.1 This policy applies to all staff. A formal written plan enables institution to respond efficiently and quickly to an emergency, and to minimize damage to the resources. This policy aims to help university to resolve data loss and recover system functionality so that it can perform in the aftermath of an incident, even if it operates at a minimal level.

3. Definitions

- 3.1 Disaster – A disaster is defined as a sudden calamitous emergency event bringing great damage, loss or destruction. Disasters may occur with little or no warning (earthquake, flash flood) or they may develop from one or more incidents (wildfire).
- 3.2 Recovery – Taking all the actions necessary to restore the area to pre-event conditions or better if possible.
- 3.3 Response – The actions taken to address the direct effects of an event or disaster. This could include saving lives and property, care of casualties, containing and controlling the hazards.
- 3.4 Vital Record – A record that must be preserved and available for retrieval if needed. Record that contains information necessary to recreate an organizations legal and financial status and to preserve rights and obligations of stakeholders.

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4. Responsibility

4.1 The Chief Operating Officer (COO) is responsible for effective implementation of this plan.

5. Procedure/Process

5.1 Disaster Risks and Prevention


This portion of the plan reviews the various threats that can lead to a disaster, where our vulnerabilities are, and steps we should take to minimize our risk.

- Fire
- Flood
- Earthquake

5.2 Fire

Disaster response planning for fire is a procedure designed to reduce the risks of fire. Fire and evacuation alarms are intended to alert building occupants that a fire or other life-threatening situation exists. Upon hearing the alarm, everyone should leave the building immediately. In the event of a fire, the following steps should be taken to ensure the safety of all building occupants:

- Do not panic
- Call 911
- Pull fire alarm
- If you hear an alarm, you should immediately assume you are at risk and leave immediately.
- Exit the building using the stairwells. DO NOT USE THE ELEVATORS.
- Follow the evacuation route posted in the building
- Go to the designated assembly area and check in with the available University.
- Never attempt to fight a fire unless it can easily be put out by fire extinguishers.
- If there is smoke, it may be necessary to crawl. There is usually good air and visibility about 18 inches from the floor.

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5.3 Flood

Flooding in the Los Angeles Flood Plain occurs when the ability of area rivers and flood control channels too adequately drain are overwhelmed. This may be due to long steady duration rainfall or intense short duration rainfall, or dam inundation. Floods may be slow or fast rising, but generally develop over a period of hours or days. Flash flooding is usually caused by thunderstorms or other short-duration high-intensity water events. Flash floods usually occur with little or no warning.


5.4 Earthquake

An earthquake is a sudden, rapid shaking of the ground caused by the shifting of rocks deep underneath the earth’s surface. Earthquakes can happen without warning and can result in injuries and damage to property. Prepare for an earthquake with these recommended steps.

- **Drop:** Wherever you are, drop down on to your hands and knees. If you’re using a wheelchair or walker with a seat, make sure your wheels are locked and remain seated until the shaking stops.
- **Cover:** Cover your head and neck with your arms. If a sturdy table or desk is nearby, crawl underneath it for shelter. If no shelter is nearby, crawl next to an interior wall (away from windows). Crawl only if you can reach better cover without going through an area with more debris. Stay on your knees or bent over to protect vital organs.
- **Hold on:** If you are under a table or desk, hold on with one hand and be ready to move with it if it moves. If seated and unable to drop to the floor, bend forward, cover your head with your arms and hold on to your neck with both hands.

5.5 Preventative measures:

- Avoid saving protected or restricted data on desktops, local drives, non-encrypted laptops or devices that can be lost or stolen.
- Using university Google drive account to store and share protected orrestricted data.
- All UPAS education data and vital records are managed and maintained on offsite secured facility in Cloud.

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5.6 Declaration of a Disaster Event

A threat is defined as a disaster when the COO in consultation with CAO and CEO has declared that a disaster condition exists which will activate this plan. This includes consulting with staff within the affected departments as well as communicating with Collegiate leadership. Announcements regarding the emergency will be initiated and managed by the Office of COO.

- COO : Dr Narayanan Solayappan / narayanan@upasadena.org
- CAO : Dr Chockalingam / cao@upasadena.org / 972 384 1110
- Registrar: Mr Karthikeyan / registrar@upasadena.org / 512 630 0396


5.7 Recovery Management Team

The Recovery Management Team sets the plan into motion setting priorities and timelines and processes for restoring normal operations. The Recovery Management Team includes the Registrar, Chief Operating Officer (COO), Chief Academic Officer (CAO), Chief Finance Officer (CFO) and Chief Compliance Officer (CO). Each member of the team is responsible for their respective areas. The team will be contacted and assembled by the Chief Operating Officer.

5.8 Recovery of IT assets and operations

A primary goal of the recovery process is to restore all computer operations without the loss of any data. The LMS Manager in consultation with other members of the team will:

- Prioritize IT services as to importance and order of restoration.
- Establish facilities for an emergency level of service- communication among staff.
- Estimate the number of days required for service restoration and documented alternative service plans for that length of time, as well as resources needed (people, equipment and enough funding) for timely restoration. Define a threshold that indicates back to normal operations.

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- UPAS Academic data is maintained “virtually” in cloud by Blackboard. As per the service level agreement between UPAS and Blackboard, Director of IT will work with Blackboard support team to restore LMS system without any delay. Since the data is maintained virtually, this operation shouldn’t be affected and is covered by the SLA that UPAS has with Blackboard.
- All UPAS related documents are stored in G-Suite cloud supported by Google. Google has a business continuity plan for its data centers and production operations. This plan accounts for major disasters such as earthquakes and public health crises, and it assumes people and services may be unavailable for up to 30 days. This plan is designed to enable continued delivery of our services to our customers.
Google SLA: <https://gsuite.google.com/terms/sla.html>
- In the event of a disaster it may be necessary to recover data from systems by users who failed to comply with backing up data to network drives. This recovery would be performed on a case by case basis taking in account the cost of recovery and value of the data. Vendors that provide data recovery services include [Data Recovery](#), [ESS Data Recovery](#), [KrollOntrack](#).
- Work with COO and CEO in identifying and securing a source for quick acquisition of Computers and other technologies, including, if necessary, written or contractual agreements with outside entities.

6. Review

The University of Pasadena reviews disaster recovery plan every year.