

Disaster Recovery Plan

Alamo Community College District
811 West Houston
San Antonio, Texas 78207-3033

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1. ABSTRACT

This document is to be used as a comprehensive plan for the establishment of computer and network services after the occurrence of a disaster that impacts the normal operation of the ACCD Administrative Computing Facility (ACF) or the College Data Centers. The ACF is located at 811 West Houston, the SAC Data Center is located at San Antonio College, the SPC Data Center is located at St. Philip's College, the PAC Data Center is located at Palo Alto College, and the NVC Data Center is located at Northwest Vista College. The five facilities are joined by a high speed telecommunications network and each may utilize the services of the other. The ACF and SPC Data Center currently support the Southwest Center facility. These five facilities will be collectively referred to as "Centers" throughout this document in those cases where they share common procedures.

The administrative computing facility is currently located on the lower level Room 104 of the District Administration Building. The Administrative Computing Facility and the Data Centers are operated by the Department of Information Technologies, which is identified as a District service unit responsible to the Vice-Chancellor for Administration.

This plan is a work in progress. Ongoing efforts are underway to enhance the content of this plan. Individual components are incomplete; as data collection is still underway. This plan has recently (May 2007) been reviewed and updated to reflect changes that have occurred since the last review.

2. EMERGENCY INFORMATION SHEET

Event	Trigger	Action	Responders	Location in Text
Environmental/Facilities Failures				
Fire	<ul style="list-style-type: none"> • Fire Alarm, • Smoke • Flames 	<ul style="list-style-type: none"> • Call 911 • Call ACCD Security • Call Facilities Team members 	<ul style="list-style-type: none"> • Fire Dept. • Public Safety • ACCD Security • Computer Opns Mgr • Plant Maint Supvr 	<ul style="list-style-type: none"> • 7.1
Power Failure	<ul style="list-style-type: none"> • Loss of electrical service 	<ul style="list-style-type: none"> • Call Facilities Team members 	<ul style="list-style-type: none"> • Computer Opns Mgr • Plant Maint Supvr 	<ul style="list-style-type: none"> • 7.2
Air Conditioning Failure	<ul style="list-style-type: none"> • Area to hot 	<ul style="list-style-type: none"> • Call Facilities Team members 	<ul style="list-style-type: none"> • Computer Opns Mgr • Plant Maint Supvr 	<ul style="list-style-type: none"> • 7.3
Flood	<ul style="list-style-type: none"> • High Water 	<ul style="list-style-type: none"> • Call Facilities Team members 	<ul style="list-style-type: none"> • Computer Opns Mgr • Plant Maint Supvr 	<ul style="list-style-type: none"> • 7.4
Weather Emergency	<ul style="list-style-type: none"> • Extreme conditions rain, wind 	<ul style="list-style-type: none"> • Call Prod Control Team Lead 	<ul style="list-style-type: none"> • Computer Opns Mgr 	<ul style="list-style-type: none"> • 7.5
Riot, Demonstration	<ul style="list-style-type: none"> • Large group of people gathered for a specific purpose 	<ul style="list-style-type: none"> • Call ACCD Security • Call Prod Control Team Lead 	<ul style="list-style-type: none"> • ACCD Security • Computer Opns Mgr 	<ul style="list-style-type: none"> • 7.6

Event	Trigger	Action	Responders	Location in Text
Bomb Threat	<ul style="list-style-type: none"> • Phone Call • Letter 	<ul style="list-style-type: none"> • Call 911 • Call ACCD Security • Call Facilities Critical Incident Response Team (CIRT) 	<ul style="list-style-type: none"> • Fire Dept. • Public Safety • ACCD Security • Computer Opns Mgr Plant Maint Supvr 	<ul style="list-style-type: none"> • 7.7
Intruders	<ul style="list-style-type: none"> • Disruptive or abusive behavior 	<ul style="list-style-type: none"> • Call 911 • Call ACCD Security 	<ul style="list-style-type: none"> • Public Safety • ACCD Security 	<ul style="list-style-type: none"> • 7.8
Alternate Recovery Site	<ul style="list-style-type: none"> • Unable to occupy existing space 	<ul style="list-style-type: none"> • Relocate staff, equipment to alternate site • Call all CIRTs 	<ul style="list-style-type: none"> • Facilities CIRT • New Hardware CIRT • Comm CIRT • System Anal/Prog CIRT • App Soft CIRT • Operations CIRT • Prod Cont CIRT • Supplies & Admin CIRT • Network CIRT 	<ul style="list-style-type: none"> • 7.9

Event	Trigger	Action	Responders	Location in Text
Hardware/Software Failure				
Server(s) – Less than 2 hours MTTR	<ul style="list-style-type: none"> Limited to no server access 	<ul style="list-style-type: none"> Call Appl Software CIRT 	<ul style="list-style-type: none"> Systems Pgm Mgr Appl Sys Mgr(s) (3) Client Sup Mgr 	<ul style="list-style-type: none"> 7.10
Server(s) – More than 2 hr MTTR	<ul style="list-style-type: none"> Limited to no server access 	<ul style="list-style-type: none"> Call Appl Software CIRT 	<ul style="list-style-type: none"> Systems Pgm Mgr Appl Sys Mgr(s) (3) Client Sup Mgr 	<ul style="list-style-type: none"> 7.11
Network – less than 2 hr MTTR	<ul style="list-style-type: none"> Limited to no network access 	<ul style="list-style-type: none"> Call Computer Opns Mgr 	<ul style="list-style-type: none"> Computer Opns Mgr 	<ul style="list-style-type: none"> 7.12
Network – more than 2 hr MTTR	<ul style="list-style-type: none"> Limited to no network access 	<ul style="list-style-type: none"> Call Network CIRT 	<ul style="list-style-type: none"> Computer Opns Mgr Systems Pgm Mgr Tech Srvs Mgr Comm Mgr Network Admin Ld Client Sup Spec 	<ul style="list-style-type: none"> 7.13
Equipment failure or Malfunction	<ul style="list-style-type: none"> Hardware inoperative 	<ul style="list-style-type: none"> Call Computer Opns Mgr 	<ul style="list-style-type: none"> Computer Opns Mgr 	<ul style="list-style-type: none"> 7.14
Communications line Failure	<ul style="list-style-type: none"> Comm line inoperative 	<ul style="list-style-type: none"> Call Comm CIRT 	<ul style="list-style-type: none"> Computer Opns Mgr Comm Mgr Systems Pgm Mgr Sr. Systems Pgm SW Bell Rep 	<ul style="list-style-type: none"> 7.15
Loss of Telephones	<ul style="list-style-type: none"> Telephones are inoperative 	<ul style="list-style-type: none"> Call John Childers 	<ul style="list-style-type: none"> John Childers 	<ul style="list-style-type: none"> 7.16

Event	Trigger	Action	Responders	Location in Text
Loss Interactive Video	<ul style="list-style-type: none"> Interactive Video is inoperative 	<ul style="list-style-type: none"> Call John Childers 	<ul style="list-style-type: none"> John Childers 	<ul style="list-style-type: none"> 7.17
Application Failures				
Computing Infrastructure Interruption	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep 	<ul style="list-style-type: none"> 7.18
Application System Malfunction or error	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep 	<ul style="list-style-type: none"> 7.19
Office Environment Inaccessible or Uninhabitable	<ul style="list-style-type: none"> Unable to occupy office 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep 	<ul style="list-style-type: none"> 7.20
Vendor Software Failure	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep 	<ul style="list-style-type: none"> 7.21
Damage, Destructions, or Corruption of Software/Data	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep 	<ul style="list-style-type: none"> 7.22
Enterprise Systems (e-mail, calendaring)	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep 	<ul style="list-style-type: none"> 7.23
Control Program Failure	<ul style="list-style-type: none"> Program Fails 	<ul style="list-style-type: none"> Call Computer Opns Mgr 	<ul style="list-style-type: none"> Computer Opns Mgr 	<ul style="list-style-type: none"> 7.24
Web Site Loss	<ul style="list-style-type: none"> Wide spread notification of loss of access to the web site 	<ul style="list-style-type: none"> Call Comm CIRT 	<ul style="list-style-type: none"> Computer Opns Mgr Comm Mgr Systems Pgm Mgr Network Analyst Systems Analyst / Pgm(s) in charge of Comm Rep(s) from Common Carrier (S.W. Bell) 	<ul style="list-style-type: none"> 7.25

Event	Trigger	Action	Responders	Location in Text
Miscellaneous				
Personnel	<ul style="list-style-type: none">• Significant lack of resources	<ul style="list-style-type: none">• Call Opns CIRT	<ul style="list-style-type: none">• Computer Opns Mgr• Systems Pgm Mgr• Lead Computer Opr• Network Admin (2)• Ld Client Sup Spec	<ul style="list-style-type: none">• 7.26

3. INTRODUCTION

The Alamo Community Colleges depend significantly on Information Technology Services as the campus service and district provider for computer-supported information processing, community wide networks, telecommunications, and technology support for students, faculty, and staff.

The increasing dependency on computers, networks, and telecommunications for operational support poses the risk that a lengthy loss of these capabilities could seriously affect the overall performance of the District. ACCD IT has identified several systems as being critical; whose loss could cause a major impact to the District. It has also categorized many of the District functions as essential.

The assumption is that every business unit within the District will develop a plan on how they will conduct business in the event of a disaster in their own building or a disaster at Information Technology Services that removes their access to voice and data communications for a period of time. These business units need a means to function while the computers, networks, and/or telephones are down. They will also need a plan to synchronize the data that is restored on the central computers with the current state of affairs. For example, if the Payroll Office is able to produce a payroll while the central computers are down, that payroll data will have to be re-entered into the central computers when they return to service. Having a means of tracking all expenditures such as payroll while the central computers are down is extremely important.

The purpose of the plan is to define procedures for a recovery from disruption of telecommunications, computer, and/or network services. However, while we will have a huge technical task of restoring computer and network operations ahead of us, we can not lose sight of the human interests at stake.

The disruption may come from total destruction of central sites or from minor disruptive incidents. There is a great deal of similarity in the procedures to deal with the different types of incidents affecting different departments in Information Technology Services. However, special attention and emphasis is given to an orderly recovery and resumption of those operations that concern the critical business of running the District. Consideration is given to recovery within a reasonable time and within cost constraints.

The plan provides guidelines for ensuring that needed personnel and resources are available for both disaster preparation and response, and that the proper steps will be carried out to permit the timely restoration of services.

Therefore, the goals of the Disaster Recovery Plan are to:

- Provide for the safety and well-being of people on the premises at the time of disaster
- Continue critical business operations
- Minimize the duration of a serious disruption to business operations and resources
- Minimize immediate damage and losses

- Identify critical lines of business and supporting functions
- Ensure organizational stability
- Ensure orderly recovery

4. DISASTER PLAN

The following information outlines; background and business impact, general preventative activities, contingencies, general definitions, assumptions, considerations, objectives, and other points of the plan.

4.1 Background and Business Impact Assessment

We must identify critical systems, processes, and functions, and assess the potential impact of incidents and disasters that result in a denial of access to these systems and services. We must also assess the length of time business units potentially could survive without access to systems, services and facilities. Finally, we must ensure that ad hoc teams communicate internally and externally to IT in order to as rapidly as possible capture the greatest amount of information without getting entangled in contentious issues and positions. In short we are after an 80 percent solution. During a disaster, the 20 percent will rapidly be resolved.

Three types or levels of business continuity developed as follows:

- Administrative Information Systems
- Telecommunication and Network Services
- Systems and Platform Administration

Each of the above types or levels requires specific and unique issues to be addressed in the preparation of their recovery procedures.

4.2 Contingencies

General situations that can interrupt or destroy computer, network or telecommunication services usually occur under the following major categories:

Environmental Failures

- Electrical Interruption
- Fire Interruption
- Weather Interruption
- Flooding Interruption

Hardware/Software Failures

- Hardware Malfunction
- Software Malfunction

Application Failures

- Sabotage
- Application System Malfunction

There are different levels of severity of these contingencies necessitating different strategies and different types and levels of recovery. This plan covers strategies for:

- Partial Recovery – operating with a degraded level of service

- Full Recovery – operating at current sites with full restoration of services

4.3 Responsibilities

In an emergency during normal business hours, the Director of Information Technologies (or his assigned alternate) will have overall responsibility of alerting and assembling the appropriate disaster team.

A central work area for disaster team operations will be established as soon as possible.

Outside of normal work hours, the Computer Operations Manager (or his assigned alternate) will be responsible for the notification and assembly of the disaster team.

The names and telephone numbers of the applicable disaster team members are listed in the appendices at the end of this document.

4.4 Assumptions and Considerations

This disaster plan is based on the following assumptions and considerations:

- All managers and supervisors must keep their personnel who are affected by this plan aware of its procedures
- All personnel affected by this plan are responsible for understanding their role under a disaster situation
- A current copy of the plan resides in an area accessible to all concerned parties and a copy is also maintained at a remote location
- Security measures required for the Administrative Computing Facility and College Data Centers are external to this plan
- This plan must be updated continually to ensure it does not become outdated
- Where possible, recovery procedures documented in this plan will be tested at least annually to insure changes in the system and/or technologies are workable as set forth by the plan
- Normal day-to-day ACF and College Data Center problems shall be handled internal to the computing facility using existing procedures
- All managers and supervisors must be prepared to react quickly and effectively after a disaster
- After a disaster, the disaster team is responsible for all recovery and reconstruction activities
- The standard lines of authority shall revert after normal operations have been established

4.5 Objectives

The primary objective of this plan is to provide for a timely and orderly resumption of normal information processing and network activity following a disaster.

This plan is to be used only if a disaster occurs. Procedures for handling day-to-day problems are outlined elsewhere and should be followed.

Secondary objectives of this plan include:

- Return the Administrative Computing Facility to normal production within twenty four to thirty six hours following a disaster
- For a major disaster, return the administrative facility to normal production within one week or less following the disaster
- For a Catastrophic Disaster, transfer as much of production as possible, to the hot site within twenty four hours. Returning to Administrative Computing Facility will be based on ACCD Board funding and priorities.
- Identify an alternate processing site and relocate the Administrative Computing Facility to it if necessary
- Identify those systems that would require priority scheduling
- Identify the location(s) where backup files are stored as well as procedures for restoring them
- Identify a minimum hardware and software configuration required at the alternate site to process both the high priority as well as normal workloads
- Identify the personnel responsible for disaster recovery

4.6 Maintenance Requirement for Plan

This plan must be maintained in a timely manner in order to be effective. Any changes to the operating environment of the Administrative Computing Facility or the College Data Centers, which would have an effect on the overall operation of this plan, must be reflected in the plan.

It is the responsibility of the Director of Information Technologies to insure that the plan is up-to-date. This plan must be reviewed once a year in September and any deficiencies in it must be corrected.

5. GENERAL PREVENTATIVE ACTIVITIES

Certain preparations have been made in advance to facilitate recovery from a disaster, which destroys all or part of the services that ACCD Information Technology provides. This document describes what has been done for a quick and orderly restoration of the facilities and services that ACCD Information Technology operates. The following list is the general procedures for Disaster Preparedness.

- Maintaining and updating the Disaster Recovery Plan
- Ensuring that all Information Technology Services personnel are aware of their responsibilities in case of disaster
- Ensuring that the operations procedure manuals are kept current
- Informing all Information Technology Services personnel of the appropriate emergency and evacuation procedures.
- Ensuring that UPS systems are functioning properly and that they are checked periodically
- Ensuring that proper temperatures are maintained in the equipment areas
- Ensuring that periodic scheduled rotation of backup media is being followed for the off-site storage.
- Maintaining and periodically updating disaster recovery materials, specifically documentation and systems information, stored in the off-site areas

5.1 Plan Locations

It is not enough to develop the plan. It must be available to implement. Copies of the plan will be at the following locations:

- The ACF
- The Hot Site (San Antonio Collage)
- Each Managers home.

5.2 Off Site Storage

Arne Saustrup is responsible on an on-going basis for the off site (Iron Mountain) storage of required recovery programs, files, and data. Following the decision to activate the alternate site each group is responsible for orderly and timely transfer of the required off-site stored material to the alternate site location. All central file backups are on tapes or other compact media and stored off site.

5.3 Backups

All systems should be backed up on a periodic basis, consistent with minimum standards outlined in the ACCD IT Backup and Recovery Procedures (located on the server called backup). Those backups are stored (on tape or other compact media) in an area separate from the original data. Physical security of the data storage area for backups has been taken into consideration. Standards have been established on the number of backup cycles to retain and the length of their retention.

The actual backup and cycling procedures vary somewhat depending on the computer platform, and the volatility and criticality of the data.

5.4 Security

Security can be defined as safety, or a state of being free from doubt or danger. As it relates to information, security involves protection from damage or attack, and being stable, reliable, and free of failure. Another way to think of it is as an guarantee. Securing information is guaranteeing its confidentiality (levels of privacy), integrity (being complete and true), and availability (being accessible).

The District's proposed Information Security Policy makes executives and managers responsible to insure:

- The integrity of data;
- The maintenance and currency of the applications
- The preservation of the information in case of natural or man-made disasters; and,
- Compliance with Federal and State regulations, including intellectual property and copyright

The proposed policy further imposes the requirement that District and Campuses must have plans and procedures for data centers and shared computing environment that insure, where appropriate:

- Protection against natural/accidental disasters
- Protection against intentional disasters

Steps that must be taken immediately by those responsible for support of a system or network when a security breach is suspected, or when a system is under attack:

- Report the attack to the District IT Security Officer or the acting representative until the IT Security Officer has been hired.
- Block or prevent escalation of the problem, if possible
- Repair the resulting damage
- Restore service to its former level, if possible
- Preserve evidence, where appropriate
- Change affected account passwords.
- Change the status of accounts, if necessary.
- Stop the service, if necessary.
- Review your backup policies.

If you feel threatened, or if physical damage has occurred, you should report the incident to Client Support (220-1616).

The plan is predicated on the validity of some general assumptions, but does not include all special situations that can occur. Any special decisions for situations not covered in this plan needed at the time of an incident will be made by senior technology staff decision makers on site.

5.5 Testing of the Plan

Testing the Disaster Recovery Plan is an essential element of preparedness. Partial tests of individual components and recovery plans of specific teams will be carried out on a regular basis. A comprehensive exercise of our continuity capabilities and support by our designated recovery facilities will be performed on an annual basis.

5.6 Update and Maintenance of the Plan

It is inevitable in the changing environment of the computer and telecommunication industry that this disaster recovery plan will become outdated and unusable unless it is kept up to date. Changes that will likely affect the plan fall into several categories:

- Hardware changes
- Software changes
- Facility changes
- Procedural changes
- Personnel changes

As changes occur in any of the areas mentioned above, the CIO & Director IT will determine if changes to the plan are necessary. This decision will require that he/she will be familiar with the plan in some detail.

The staff in the affected area will make changes that affect the departmental recovery portions of the plan. After the changes have been made, the CIO & Director IT will be advised that the updated documents are available. They will incorporate the changes into the body of the plan and distribute as required.

The following lists some of the types of changes that may require revisions to the disaster recovery plan. Any change that can potentially affect whether the plan can be used to successfully restore the operations of the department's computer, network, and telecommunications systems should be reflected in the plan.

Hardware

- Additions, deletions, or upgrades to hardware platforms.

Software

- Additions, deletions, or upgrades to system software.
- Changes to system configuration.
- Changes to applications software affected by the plan.

Facilities

- Changes that affect the availability/usability of the Alternate Site location.
- Changes to Information Technology systems that affect the Alternate Site choice such as enlargement cooling or electrical requirements etc.

Personnel

- Changes to personnel identified by name in the plan.
- Changes to organizational structure of the department.

Procedural

- Changes to off-site backup procedures, locations, etc.
- Changes to application backups.
- Changes to vendor lists maintained for acquisition and support purposes.

6. HIGH LEVEL OVERVIEW OF EMERGENCY PROCEDURES

It is this organizations belief that during a disaster, the decision maker onsite should have the greatest latitude possible to respond to the situation at hand. Therefore, this document contains general expectations as apposed to rigid step-by-step preplanned process. It is our belief that the preplanned processes will be overcome by events in the first minutes of most emergencies. Therefore, our approach is to call in the right experienced decision makers to the developing emergency and provide only general expectations. This approach will provide the greatest flexibility and therefore the most rapid potential for return to normalcy.

This approach is dependent on onsite personnel knowing the triggering events and referring to the plan to determine whom to call in. Therefore, this document initially starts with an emergency information sheet. This sheet provides a listing of events with their triggers, the required action and who will respond to the calls. If time is available it also contains the location in the Disaster Recovery Plan where the general guidance is provided.

The remaining components of this section address the high level considerations for the following types of interruptions/disasters or issue/resolution approaches:

- Building Interruption/Disaster
- Service Interruption/Disaster
- Degraded Level of Service
- Prelude to plan activation
- Activation of the Disaster Recover Plan
- Team notification
- Critical Incident Response Team Managers
- Critical Incident Response Teams

6.1 Building Interruption/Disaster

- An announcement should be made to evacuate the building, if appropriate, or move to a safe location in the building. As a preparation for a potential disaster, all Information Technology Services personnel should be aware of the exits available.
- If there are injured personnel ensure their evacuations and call emergency assistance as needed.
- If the computers and other equipment have not automatically powered down, initiate procedures to orderly shut down systems when possible.
- When possible and if time is available, set up damage limiting measures.
- Designate available personnel to initiate lockup procedures

6.2 Service Interruption/Disaster

6.2.1 Administrative Information Systems

A primary goal of the recovery process is to restore all computer operations without the loss of any data. It is important that recovery personnel immediately set about the task of protecting and salvaging any magnetic media on which data may be stored.

6.2.2 Systems and Platform Administration

The recovery strategy is to restore the District's data center's computer processing capability and to recover computer support services. It is important to determine Hardware/Software requirements for recovery processing. The recovery hardware needs to be kept current and reviewed periodically to verify and validate configuration, support, and application software.

6.2.3 Telecommunication and Network Services

The recovery strategy is to restore the District's telecommunication and network service capability. As with "Systems and Platform Administration," the recovery hardware needs to be kept current and reviewed periodically to verify and validate configuration, support, and application software.

6.3 Degraded Level of Service

- Evaluate the extent of the damage, and if only degraded service can be obtained, determine how long it will be before full service can be restored.
- Replace hardware/software as needed to restore service to at least a degraded service.
- Perform system installation as needed to restore services. If backup files are needed and are not available from the on-site backup files, they will be transferred from the off-site storage.
- Work with the various vendors, as needed, to ensure support in restoring full service.
- Keep students, faculty, and staff informed of status, progress, and problems.

6.4 Prelude to Plan Activation

It is very likely for all cases other than a **MAJOR DISASTER** and/or **CATASTROPHIC DISASTER** the incident will develop through events being first noticed by either the Help Desk personnel or the Computer Operations Center personnel. The Client Support Services Standard Operating Procedures (SOP) and the Computer Operations Center SOP will govern activities up to the point when the plan is invoked by the appropriate person.

For example, the table below provides for four priorities (P1 through P4). These priorities have handling requirements and time thresholds, and a process of escalation so the opportunity is provided for a decision maker to invoke the plan.

	Service Request – Help Desk Priority Matrix			
Priority	P1	P2	P3	P4
Description	Multiple Users / IT Security violation affecting the operation of the district	Problems with the use of an application, system or a process affecting a business function with the district	Single User / Problems affecting a group of people but does not affect the overall operation of the district	Scheduled Requests / Impact only on one person where the function is not critical to the overall operation of the district
Acknowledgement	5 min.	30 min.	1 day	24 – 48 hrs.
Resolution	ASAP	ASAP	8 hrs.	Per Service Level Agreement
Assignment	15 min. Help Desk, assign to CIRT	15 min. Help Desk, assign to CIRT	15 min. Help Desk, assign to analyst	Help Desk
Missed Acknowledgement	Notify management every 15 minutes until acknowledgement received; if unable to reach anyone then call CIO on cell phone	Reminder page; Notify management every 15 minutes until acknowledgement received; if unable to reach anyone then call CIO on cell phone	Reminder Page	Reminder Page
50% to Resolution Time	N/A	Notify management; Notify Lead; Metrics Report	Notify management; Notify Lead; Metrics Report	Notify Management; Notify Lead; Metrics Report
Proactive Notification	Hourly Updates to Clients Services Manager and Help Desk Supervisor	Hourly Updates to Clients Services Manager and Help Desk Supervisor	Email problem status to Client Services Manager & Help Desk Supervisor	Reminder email 8 hours prior to resolution
Missed Resolution	N/A	Auto-escalate to next support level; Metrics Report	Auto-escalate to Lead Metrics Report	Notify Management Metrics Report
Escalation Level	Contact CIO and IT Security Officer	Contact CIO, IT Security Officer, and IT Manager	Escalate or respond within the same day; Metrics Report	Escalate or respond with 48 hours; Metrics Report
Notification Level	Email to CIO within 10 minutes; Page IT Managers, and technicians	Metrics Report	Metrics Report	Metrics Report

6.5 Activation of the Disaster Recovery Plan

This plan will be invoked upon the occurrence of an incident. The senior staff member on site at the time of the incident or the first on site following an incident will contact the Chief Information Officer (CIO) & Director Information Technology (IT) for a determination of the need to declare an incident.

The senior technology staff member on site at the time of the incident will assume immediate responsibility. The responsibility will be to see that people are evacuated as needed. If injuries have resulted or may occur as a result of the incident, immediate attention will be given to those persons injured. The Department of Public Safety and Facilities Management will be notified if necessary. If the situation allows, attention will be focused on shutting down systems, turning off power, etc., **but** evacuation is the highest priority.

Once an incident that is covered by this plan has been declared, the plan, duties, and responsibilities will remain in effect until the incident is resolved and the proper authorities are notified.

Invoking this plan implies that a recovery operation has begun and will continue with top priority until computer, network, and/or telephone support to the District has been re-established.

This disaster recovery plan will be invoked under one of the following circumstances:

- An incident that has disabled or will disable, partially or completely the central computing facilities, communications network, and/or telecommunications for a period of more than twelve (12) hours.
- An incident which has impaired the use of computers, networks, telecommunications managed by Information Technology Services due to circumstances which fall beyond the normal processing of day-to-day operations. This includes all academic and administrative systems which Information Technology Services manages.
- An incident which was caused by problems with computers, networks, and/or telecommunications managed by Information Technology Services and has resulted in the injury of one or more persons at the District.
- An **EMERGENCY** which threatens the operation of the Administrative Computing Facility or College Data Centers either in whole or in part
- A **MAJOR DISRUPTION** which effects partial operation of the Administrative Computing Facility or College Data Centers.
- A **MAJOR DISASTER** which effects the entire operation of the Administrative Computing Facility or College Data Center but does not require relocation
- A **CATASTROPHIC DISASTER** which renders the Administrative Computing Facility or College Data Center unusable and requires relocation to an alternate site

6.6 Team Notification

It is envisioned that anyone within ACCD IT can start the process of escalation that ultimately recognizes the “event” and “trigger” as stated in the emergency information sheet. Once recognized, the appropriate “Action” is the normal expected result.

Should an “Event” be foreseen (e.g., hurricane is heading in the direction of San Antonio), the various Disaster Recovery Teams may be notified (out of caution) by the Director of Information Technologies or his designated alternate. The default meeting place will be the District Headquarters at 811 West Houston. If this building is unusable, a secondary meeting place will be determined by the Director and communicated to the Disaster Recovery Teams.

6.7 Critical Incident Response Team Managers

Team Managers are responsible for the overall recovery progress and making decisions as necessary for the timely execution of the Disaster Plan. Providing support to the CIO & Director IT in providing liaison with the Chancellor, Vice Chancellor, President(s) and Vice President(s) for reporting the status of the recovery operation. Responsibilities include:

- Determining the extent and seriousness of the disaster, notifying the CIO & Director IT immediately and keeping him/her informed of the activities and recovery progress.
- Supervising the recovery activities.
- Assisting the CIO & Director IT in coordinating with the Chancellor, Vice Chancellor, President(s) and Vice President(s) on priorities for “customers” while going from partial to full recovery.
- Naming replacements, when needed, to fill in for any disabled or absent disaster recovery members. Any members who are out of town or not on call will be notified to return.
- Assisting the CIO & Director IT in keeping students, facility, and staff informed of the recovery activities.
- Assisting the CIO & Director IT in keeping Public Safety, Facilities Management, and District Relations apprised of the recovery activities as deemed appropriate.
- Selecting the other members of the team.
- Restoring one or more services described in this plan.
- Recruit others to assist in the technical and detailed work of the recovery.
- Communicating needs and status information to other recovery teams.
- Coordinating restoration operations between parties working on different components, facilities, services or computer platforms.

6.8 Critical Incident Response Team

In case of a disaster, the emergency call list (Appendix B) will need to be used. General duties of the Critical Incident Response Team (CIRT) are discussed in Appendix A. CIRT leaders have been assigned in each area and general duties given. The team leaders will make assignment of personnel in the major areas to specific tasks during the recovery stage over that area. Each member of the recovery teams will follow this general plan of action:

- Assessment of the damage and an evaluation of steps needed to restore services.
- Assignment of personnel to disaster crews and assignment of tasks. The Disaster Managers will make the priority of repairs after an evaluation of the critical needs of the District following the disaster.

- Keeping the Disaster Recovery Managers informed of the extent of damage and recovery procedures being implemented.
- Determine which hardware, software, and supplies will be needed to start the restoration of a particular system.
- Notify vendor technical support personnel of the disaster and the need for their assistance if appropriate.
- If present supplies and equipment on hand is not adequate to restore service as needed, contact vendors for priority shipment.
- When all components are assembled, begin the steps to restore the operating system(s) and other data from the off-site backup tapes.
- Supervising the recovery of the computers, networks, and/or telephone communications.
- Coordinating activities of computer and communication recovery with the other Recovery Team Leaders.
- Review the recovery steps documented in this plan and make any changes necessary to fit the situations present at the moment.

7. EMERGENCY PROCEDURES

In the execution of these procedures, it must be remembered that the greatest asset of this department is its personnel. As such, personnel safety is of highest priority and under no circumstances are personnel to be required to expose themselves to possible danger.

7.1 Fire and/or Smoke

Fires and/or smoke originating in the computer room or College Data Center may be of either a minor or major nature. Procedures to be followed in these situations follow.

Event	Trigger	Action	Responders
Fire	<ul style="list-style-type: none"> • Fire Alarm, • Smoke • Flames 	<ul style="list-style-type: none"> • Call 911 • Call ACCD Security • Call Facilities CIRT 	<ul style="list-style-type: none"> • Fire Dept. • Public Safety • ACCD Security • Computer Opns Mgr • Plant Maint Supvr

7.1.1 Minor Fires

Fires of this type are normally localized to trash containers, paper stocks, or production output staging areas.

Where possible, an attempt should be made to extinguish the fire with a hand fire extinguisher. Alternately, if the fire is contained within a vehicle (trash container, etc.), that vehicle may be removed from the computer room and extinguished.

Smoke and/or heat emitted from the fire may trigger the halon fire extinguishing system located in the computer room. If this happens, an alarm will sound for 60 seconds before the halon system is discharged. If the fire has been contained and extinguished, it will then be necessary to reset the halon system.

7.1.2 Major Fires

A major computer room fire is one that is not extinguishable with hand extinguishers as listed in "Minor Computer Room Fires" above. This type of fire will normally invoke the automatic halon system as noted earlier. The following procedures should be observed, remembering at all times that primary considerations are to personnel, not facilities.

- If time and situations allow, power down as much equipment as possible
- Terminate the flow of electricity to the computer room by activating the **EMERGENCY POWER OFF** switch located adjacent to the Main Entrance of

the Computer Room or College Data Center in order to eliminate the possibility of electrical dangers or additional fire hazards

- Activate the building fire alarm located by the entrance to Room 104. This will alert the occupants in the District Building¹
- Evacuate the building

Under normal circumstances, fires contained within the computer room will be extinguished by the halon system. Any damage should be localized and operation, either in part or in full, should normally be resumed after the component(s) responsible for the fire has been removed and/or replaced. Any equipment damaged should be replaced as soon as possible.

7.1.3 Building Fires

Any fire within the confines of the District building is a direct threat to the security of the Administrative Computing Facility. Although the fire may be located in another section or floor, precaution must be taken to insure the integrity of the center wherever possible. As noted in the section, "Major Computer Room Fires", the internal halon system should protect the center if the fire were to originate there; however, fire from an outside source presents additional problems.

- If time and situations allow, power down as much equipment as possible
- Terminate the flow of electricity to the computer room by activating the **EMERGENCY POWER OFF** switch located adjacent to the Main Entrance of the Computer Room or College Data Center in order to eliminate the possibility of electrical dangers or additional fire hazards
- Activate the building fire alarm located by the entrance to Room 104. This will alert the occupants in the District Building²
- Evacuate the building

7.2 Power Failure

7.2.1 Computer Room Power Failure

Event	Trigger	Action	Responders
Power Failure	<ul style="list-style-type: none"> • Loss of electrical service 	<ul style="list-style-type: none"> • Call Facilities CIRT 	<ul style="list-style-type: none"> • Computer Opns Mgr • Plant Maint Supvr

Upon loss of power, District personnel should be notified to verify the availability of sufficient electrical power to maintain the environment.

¹ See the appendices for an emergency exit diagram for the ACF.

² See the appendices for an emergency exit diagram for the ACF.

The ACF power is protected by an 80 KVA Uninterruptible Power System (UPS). The College Data Centers critical equipment is protected by 5 KVA and 3 KVA UPS systems. All Centers are protected from loss of power on the main bus for approximately 20 minutes. After 20 minutes and/or until such time as power is restored, all equipment in the Center will be down. During this period, the following steps should be taken to insure no damage to the equipment results when power is restored.

- Turn off all control units
- Turn off all servers
- Turn off all peripheral equipment
- If available, turn off all master power switches on either the Central Processing Unit and/or its power supply

After power has been restored and the air conditioning is allowed to reach equilibrium, proceed in manually returning power to those devices addressed above.

7.2.2 Building Power Failure

Procedures to be followed are identical to those included in the section 7.2.1 above.

7.3 Air Conditioning Failure

Event	Trigger	Action	Responders
Air Conditioning Failure	<ul style="list-style-type: none"> • Area to hot 	<ul style="list-style-type: none"> • Call Facilities CIRT 	<ul style="list-style-type: none"> • Computer Opns Mgr • Plant Maint Supvr

The center has a self-contained air conditioning system that is capable of providing adequate cooling. This type of disaster may represent damage those portions of the cooling system that are external to the center, namely the compressor/condensing unit and the lines from it to the central unit. District maintenance personnel should be alerted to check and repair or replace any damaged portions of this system.

Likewise, District personnel should be notified to verify the availability of sufficient electrical power to maintain the environment.

7.4 Flood

Event	Trigger	Action	Responders
Flood	<ul style="list-style-type: none"> • High Water 	<ul style="list-style-type: none"> • Call Facilities CIRT 	<ul style="list-style-type: none"> • Computer Opns Mgr • Plant Maint Supvr

Because of its location on the ground floor of the District Building, the Administrative Computing Facility is faced with possible water damage. This damage could be either from burst water pipes or overflow from water used to extinguish a fire. Water could enter the ACF from the ceiling or, if there was sufficient build-up, seepage could enter the area and affect the cabling below the raised floor.

Power down equipment near the effected area.

Keep away from standing water.

Stop the flow of water, if it is safe to do so.

To provide protection in these cases, plastic (or canvas) machine covers and sandbags should be available. Once the area has been declared safe, all sub-flooring should be checked for moisture. All equipment should also be checked for water damage.

7.5 Weather Emergency

Event	Trigger	Action	Responders
Weather Emergency	<ul style="list-style-type: none"> • Extreme conditions rain, wind 	<ul style="list-style-type: none"> • Call Prod Control CIRT Team Lead 	<ul style="list-style-type: none"> • Computer Opns Mgr

The environment can withstand normal to adverse weather conditions. However, extreme conditions can significantly affect the overall stability of the environment. Ice storms, snow storms, high winds, hurricanes, and/or tornados can cause havoc with the city infrastructure and result in power outages to entire regions of San Antonio. A weather emergency may be the root cause of a given problem; however, it is most likely to be manifest as a power failure, flooding, or building fire due to lighting strike. In this case we will need to address the symptoms to obtain a cure (e.g., work the issues of power failure, flooding, or building fire).

7.6 Riot and/or Demonstration

Event	Trigger	Action	Responders
Riot, Demonstration	<ul style="list-style-type: none"> • Large group of people gathered for a specific purpose 	<ul style="list-style-type: none"> • Call ACCD Security • Call Prod Control CIRT Team Lead 	<ul style="list-style-type: none"> • ACCD Security • Computer Opns Mgr

Emergencies of this type generally consist of either full-scale demonstrations consisting of large numbers of people affected by a "mob syndrome" or smaller (1-10) groups of individuals intent on localized sabotage.

Riots and other mass-disturbances are normally a slower moving event. The following procedures should be followed were possible and where time allows (not to endanger personnel):

- Power down as much equipment as possible
- Remove the items that contain either procedures or data (binders, notebooks, tapes, etc.) from the Center and place them in a secure location as designated by the supervisor in charge
- Lock all drawers and cabinets in the ACF or College Data Center and secure and lock all doors
- Turn off all circuit breakers on wall units and if possible, disengage power from the central source
- If possible, leave the ACF or College Data Center

7.7 Bomb Threats

Event	Trigger	Action	Responders
Bomb Threat	<ul style="list-style-type: none"> • Phone Call • Letter 	<ul style="list-style-type: none"> • Call 911 • Call ACCD Security • Call Facilities CIRT 	<ul style="list-style-type: none"> • Fire Dept. • Public Safety • ACCD Security • Computer Opns Mgr Plant Maint Supvr

Bomb threats are always to be taken seriously. Disregard for this fact could result in loss of life as well as property. The following outlines procedures to be followed when confronted with this type of emergency.

7.7.1 During Day Shift

Personnel present during normal working hours (7AM to 5PM) should take the following precautions:

- As you exit the Computer Room, Scheduling Areas, or College Data Center, alert those persons present
- Evacuate the area immediately and close and lock all doors as you exit if possible
- Do not attempt to shutdown any systems or hardware as any delays at this time could be fatal
- Proceed a safe distance away from the building
- Assemble in the west parking lot in the vicinity west of the motel. Remain outside of the area until told to return by either supervisory personnel or campus police

7.7.2 During Evening and Night Shifts

Normally, the procedures followed are the same as above. These include:

- Evacuate the area immediately. Close and lock all doors as you exit if possible
- Do not attempt to shutdown systems or hardware. Delays at this time could prove to be fatal
- Personnel should assemble in the west parking lot in the vicinity west of the motel. Personnel should be aware of current procedures for contacting security personnel at off-hours and should notify the Director of Information Technologies or his designated representative
- Remain outside of the area until notified that it is safe to return by Campus Security or supervisory personnel

7.8 Intruders

Event	Trigger	Action	Responders
Intruders	<ul style="list-style-type: none"> • Disruptive or abusive behavior 	<ul style="list-style-type: none"> • Call 911 • Call ACCD Security 	<ul style="list-style-type: none"> • Public Safety • ACCD Security

7.8.1 Single Intruder Disturbance

A disturbance created by a single intruder is the simplest form of disturbance, but may be just as destructive as an organized attack by 20 people if the intruder is able to incapacitate vital computer resources.

The following guidelines should be used when confronted by a single intruder:

- **IMMEDIATELY** contact campus police and San Antonio police and request assistance if possible. The phone numbers are listed in the Appendices of this document.
- **DO NOT** attempt to intercede with the intruder if he is armed
- Offer no resistance, and if offered the opportunity, leave the premises
- Observe and write down description and actions of person.

7.8.2 Multi-Intruder Disturbance

Multi-intruder disturbances may be handled in a similar fashion to the single intruder disturbance as noted above. However, it is well to note that members of a multi-intruder group might be subject to the "mob-syndrome" and, acting as a group, are more likely to cause damage or injury. **DO NOT** provoke members of such a group, as the results could be serious. If possible, or if given the opportunity, leave the area.

7.9 Alternate Recovery Site

Event	Trigger	Action	Responders
Alternate Recovery Site	<ul style="list-style-type: none"> • Unable to occupy existing space 	<ul style="list-style-type: none"> • Relocate staff, equipment to alternate site • Call all CIRTs 	<ul style="list-style-type: none"> • Facilities Team • New Hardware Team • Comm CIRT • System Anal/Prog CIRT • App Soft CIRT • Operations Team • Prod Cont CIRT • Supplies & Admin CIRT • Network CIRT

A catastrophic disaster requires the complete rebuilding of computing services at an alternate site. To recover successfully from a catastrophic disaster, the following items need to be addressed:

- Personnel safety
- Records recovery and data integrity
- Equipment salvage
- Alternate site facilities and equipment
- Availability of replacement hardware (and if necessary, software)

7.10 Server(s) – Less than 2 hours MTTR

Event	Trigger	Action	Responders
Server(s) – Less than 2 hours MTTR	<ul style="list-style-type: none"> • Limited to no server access 	<ul style="list-style-type: none"> • Call App Software CIRT 	<ul style="list-style-type: none"> • Systems Pgm Mgr • Appl Sys Mgr(s) (3) • Client Sup Mgr

If a hardware or software failure occurs, and is initially assessed to require less than two hours to resolve, the event should be addressed initially as an operational event. However, appropriate decision makers need to be notified just in case actions do not go as planned.

7.11 Server(s) – More than 2 hours MTTR

Event	Trigger	Action	Responders
Server(s) – More than 2 hr MTTR	<ul style="list-style-type: none"> • Limited to no server access 	<ul style="list-style-type: none"> • Call Application Software CIRT 	<ul style="list-style-type: none"> • Systems Pgm Mgr • Appl Sys Mgr(s) (3) • Client Sup Mgr

If a hardware or software failure occurs, and is initially assessed to require more than two hours to resolve. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.12 Network – Less than two hours MTTR

Event	Trigger	Action	Responders
Network – less than 2 hr MTTR	<ul style="list-style-type: none"> Limited to no network access 	<ul style="list-style-type: none"> Call Computer Opns Mgr 	<ul style="list-style-type: none"> Computer Opns Mgr

If a network failure occurs, and is initially assessed to require less than two hours to resolve, the event should be addressed initially as an operational event. However, appropriate decision makers need to be notified just in case actions do not go as planned.

7.13 Network – More than two hours MTTR

Event	Trigger	Action	Responders
Network – more than 2 hr MTTR	<ul style="list-style-type: none"> Limited to no network access 	<ul style="list-style-type: none"> Call Network CIRT 	<ul style="list-style-type: none"> Computer Opns Mgr Systems Pgm Mgr Tech Srvs Mgr Comm Mgr Network Admin Ld Client Sup Spec

If a network failure occurs, and is initially assessed to require more than two hours to resolve. The event requires actions notifying stakeholder external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.14 Equipment Failure or Malfunction

Event	Trigger	Action	Responders
Equipment failure or Malfunction	<ul style="list-style-type: none"> Hardware inoperative 	<ul style="list-style-type: none"> Call Computer Opns Mgr 	<ul style="list-style-type: none"> Computer Opns Mgr

Computer equipment, like any other equipment, will fail. As such, a contingency plan based on the failure of any piece of hardware in the Administrative Computing Facility already exists within computer operations and is used for day-to-day operations. Noted in this plan is the effect of the failure of a piece of equipment, both in terms of alternate processing methods as well as service degradation. The event requires actions notifying

stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.15 Communication Line Failure

Event	Trigger	Action	Responders
Communications line Failure	<ul style="list-style-type: none"> • Comm line inoperative 	<ul style="list-style-type: none"> • Call Comm CIRT 	<ul style="list-style-type: none"> • Computer Opns Mgr • Comm Mgr • Systems Pgm Mgr • Sr. Systems Pgmr • SW Bell Rep

Operational procedures are in place that covers infrastructure interruption in the Administrative Computing Facility and College Data Centers. The event requires actions notifying stakeholder external to ACCD IT. Appropriate decisions makers need to be notified to address these external actions.

7.16 Loss of Telephones

Event	Trigger	Action	Responders
Loss of Telephones	<ul style="list-style-type: none"> • Telephones are inoperative 	<ul style="list-style-type: none"> • Call John Childers 	<ul style="list-style-type: none"> • John Childers

The Alamo Community College District telecommunications network is comprised of eleven separate Nortel telephone systems. These systems are maintained by ACCD staff and an outside vendor (Commserve). The local service to these systems is being provided by XO Communications and AT&T. In the event of a major system outage at a location, calls can be routed to another location for response. The system outage is then addressed by the Telecommunications Manager, or the CIO & Director IT, and local staff as well as contract vendor, if the problem is determined to be local system problem. The vendor will either repair or replace the system as required. When the operation is complete the service lines will then be directed back to the original site.

If the outage is line related, it is referred to either XO or AT&T for repair and both companies have us listed as critical for repair. This means two hour response. If the service is completely out, the lines will be routed to a different location until corrective action is completed.

The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.17 Loss Interactive Video

Event	Trigger	Action	Responders
Loss Interactive Video	<ul style="list-style-type: none"> Interactive Video is inoperative 	<ul style="list-style-type: none"> Call John Childers 	<ul style="list-style-type: none"> John Childers

The Alamo Community College District telecommunications network consists of twenty eight end points. The Video MCU is located at San Antonio College. The MCU is supported by the manufacture (Polycom) and district employees. If a disaster were to occur at the San Antonio College Location, the manufacture could have a replacement MCR installed at a different location within twenty four hours. This replacement MCR could connect to the district network from any district location. When connected the interactive video network would resume normal operation.

The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.18 Computing Infrastructure Interruption

Event	Trigger	Action	Responders
Computing Infrastructure Interruption	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep

Operational procedures are in place that covers infrastructure interruptions in the Administrative Computing Facility and College Data Centers. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.19 Application System Malfunction or error

Event	Trigger	Action	Responders
Application System Malfunction or error	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep

Operational procedures are in place that covers application system malfunctions or errors in the Administrative Computing Facility and College Data Centers. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.20 Office Environment inaccessible or Uninhabitable

Event	Trigger	Action	Responders
Office Environment Inaccessible or Uninhabitable	<ul style="list-style-type: none"> Unable to occupy office 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep

This condition relates to an ACCD IT staff office environment and the computing environment is also within the office environment. This calls for a relocation of the computing environment. This type of computing system is not a critical system. The event may require actions notifying stakeholder external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.21 Vendor Software Failure

Event	Trigger	Action	Responders
Vendor Software Failure	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep

Operational procedures are in place that covers Vendor Software Failure in the Administrative Computing Facility and College Data Centers. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.22 Damage, Destructions, or Corruption of Software Data Base

Event	Trigger	Action	Responders
Damage, Destructions, or Corruption of Software/Data	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep

All data, whether part of the formal data base or individual user data, is routinely and systematically backed up to magnetic tape and stored either locally, or at an off site location. Operational procedures exist which provide rapid data recovery from all types

of failures, hardware and software as well as human error. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.23 Enterprise System

Event	Trigger	Action	Responders
Enterprise Systems (e-mail, calendaring)	<ul style="list-style-type: none"> Application fails 	<ul style="list-style-type: none"> Call designated on call rep 	<ul style="list-style-type: none"> Designated on call rep

Operational procedures are in place that covers Enterprise System Application Failure in the Administrative Computing Facility and College Data Centers. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.24 Control Program Failure

Event	Trigger	Action	Responders
Control Program Failure	<ul style="list-style-type: none"> Program Fails 	<ul style="list-style-type: none"> Call Computer Opns Mgr 	<ul style="list-style-type: none"> Computer Opns Mgr

The operating systems used by the Administrative Computing Facility are also subject major disruptions, either by hardware failure rendering them unreachable or unusable, or by accidental or intentional modification, erasure or defects.

Procedures exist that insure that the latter case is well protected against as the libraries which contain the operating systems are write protected and accessible only by authorized individuals. In addition, periodic backups exist in several locations and the restoration of these backups is a standard operational procedure. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.25 Web Site Loss

Event	Trigger	Action	Responders
Web Site Loss	<ul style="list-style-type: none"> Wide spread notification of loss of access to 	<ul style="list-style-type: none"> Call Comm CIRT 	<ul style="list-style-type: none"> Computer Opns Mgr Comm Mgr Systems Pgm Mgr

	the web site		<ul style="list-style-type: none"> • Network Analyst • Systems Analyst / Pgm(s) in charge of Comm • Rep(s) from Common Carrier (S.W. Bell)
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Communications is key to success in an internet world. If the web site goes down, an alternate site must be brought up immediately. The event requires actions notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

7.26 Personnel

Event	Trigger	Action	Responders
Personnel	<ul style="list-style-type: none"> • Significant lack of resources 	<ul style="list-style-type: none"> • Call Opns CIRT 	<ul style="list-style-type: none"> • Computer Opns Mgr • Systems Pgm Mgr • Lead Computer Opr • Network Admin (2) • Ld Client Sup Spec

Personnel play important roles in the overall successful operation of the Administrative Computing Facility and College Data Centers. As such, their absence can contribute to a minor disaster within the center. Whenever personnel are absent, alternate procedures are invoked that may involve either movement of personnel from shift-to-shift, or from site-to-site. When multiple individuals are absent, it may become necessary to limit some services or delay some products. If services are delayed or limited, the event will require notifying stakeholders external to ACCD IT. Appropriate decision makers need to be notified to address these external actions.

8. COMMUNICATION PLAN

This communication plan has two focuses. First, internally to students, faculty and staff in a normal help desk and web based approach that we currently do on a daily basis.

With this approach we will:

- Provide an orderly flow of accurate, effective and timely information to the ACCD students, faculty, and staff during the onset of a crisis situation, or a situation of potential crisis affecting the District telephone, data network and, computer and information systems.
- It is the responsibility of each department to communicate with their customers and other staff. Coordinating with Campus Services Help Desk and other key entry points will provide the communication link in communicating service interruptions.

Our second approach will take a more public focus. The same information will need to be provided to the public relations department at district. They will responsible for shaping and delivery of the information to the public. The material will need to be provided to Leo Zunia (210) 208-8112 or lzuniga@accd.edu.

8.1 ACCD IT Communication Guidelines

The focus of this section is to decide in advance how the District IT department will communicate with internal and external audiences in the event of an unplanned service interruption.

This plan recognizes the importance of addressing and supporting communication needs and issues that emerge at the service level. Individual departments will need to extend this plan for the specific requirements of their area. This plan is intended to provide a framework for partner business units in developing their plans. Communication includes all forms of media, as well as formal and informal interpersonal communication activities. This section is designed to:

- Improve communication among partners and with the public when a service interruption occurs
- Establish a checklist of basic activities required for ongoing communication among partners and with the District community
- Determine and suggest specific audiences and related activities to be undertaken either collectively or by individual units
- Identify specific approaches for all communications efforts
- Provide for the most effective delivery of information
- Increase awareness, understanding, and knowledge about potential and actual service interruptions
- Ensure consistency of message delivery
- Seek the input of relevant interest business units and actively involve stakeholders
- Publish standards for communication of service interruptions.

8.1.1 Enterprise IT Emergency Communications

During a District IT emergency, defined as a serious situation not (or perhaps not yet) having been declared a disaster, the CIO & Director IT has primary responsibility for immediate response. All emergency IT messages will be sent to the colleges and departmental emergency contact list below by the District CIO & Director IT.

Position	Name	Telephone	E-mail
Chancellor	Dr. Bruce H. Leslie	208-8020	bleslie@mail.accd.edu
Interim Vice Chancellor for Administration	Dr. Richard Drum	208-8121	rdrum@accd.edu
President Northeast Lakeview College	Dr. Eric Reno	590-5484	ereno@mail.accd.edu
President Northwest Vista College	Dr. Jackie Claunch	348-2001	jclaunch@accd.edu
President Palo Alto College	Dr. Ana M. Guzman	921-5260	aguzman@accd.edu
President St. Phillips College	Dr. Adena Loston	531-3591	aloston@mail.accd.edu
President San Antonio College	Dr. Robert Zeigler	733-2190	rzeigler@accd.edu
Director of Governmental & Public Relations	Leo Zuniga	208-8112	lzunia@accd.edu
College IT Director (SPC)	Dr. Julia Briggs	531-3510	jbriggs@accd.edu
Coordinator of Campus Technology (PAC)	Chris Delgado	921-5463	cdelgado@accd.edu
Director of Information & Communications Technology	Pat Fontenot	348-2168	pfonteno@accd.edu
Coordinator of College Technology (SAC)	Les Germer	785-6037	lgermer@accd.edu

Note: Currently there is no assigned College IT Director/Coordinator at Northwest Lakeview College.

8.1.2 Develop a Plan of Action.

Determine how ACCD IT will respond to any service interruption by defining the specific actions to be taken, outlining the way that appropriate information should flow to

different audiences, and identifying appropriate spokespersons for various constituents. Particular attention should be paid to determine a priority order under which audiences will receive information, as well as a regular schedule of news updates.

Each department will work with District Public Relations to gather accurate and substantial information regarding the situation and details regarding the District response. District Public Relations, working with the ACCD IT department, will provide notification to students, facility staff, and the general public on progress toward recovery. Audiences/contacts that should be considered during a crisis:

- Chief Information Officer/IT Staff
- Campus Services IT Help Desk
- Customers
- District Administration
- District Public Relations
- Public Safety
- Facilities Management
- Business Office
- District General Counsel

8.1.3 Plan Enactment.

Notices should be issued in a timely manner, before the story and speculation starts leaking out on its own. It is the organization's policy to be open and honest in communication no matter where the blame lies. Provide factual information to District Public Relations and authorities as quickly as facts have been verified, and use every means of communications available to offset rumors and misstatements.

8.1.4 Follow Up.

After the plan is activated, the ACCD CIO & Director IT will determine subsequent actions and decide if other employees need to be involved. The following information must be gathered and its accuracy verified to provide an incident report to those designated to receive it.

- What has happened
- Who is involved
- When did it happen
- Where has it happened
- Was anyone injured
- Could interruption have been prevented
- Financial Loss

What impact may this crisis have on the organization?

- Does this situation run the risk of escalating in intensity

- To what extent will the situation be noticed by the media and/or monitored by governmental agencies
- Will the situation interfere with normal site or business operations
- Could this situation damage the organization's reputation
- To what extent could this situation directly impact the organization's financial standing

8.2 Spokespersons for the Institution

District Public Relations serve as the authorized spokespersons for the Institution. All public information must be coordinated and disseminated by their staff. The District requires that only certain administrators may speak on behalf of the District. For our purposes this spokesperson is Leo Zuniga. Under certain circumstances, he may name others as spokespersons.

In the event that regular telecommunications on campus are not available, District Public Relations will need to establish a center for media relations at a designated location. Information will be available there for the news media and, if possible, for faculty, staff, and students.

In the event of an emergency or other unusual circumstance in which media attention may be focused on the District, you should call the ACCD CIO & Director IT.

APPENDIX A: CRITICAL INCIDENT RESPONSE TEAMS

The teams that will become operational in the event of a catastrophic disaster will be discussed. A list of current team members can be found in the appendices.

A.1 Facilities Team

Objective

The objective of the facilities team is to prepare the backup site for occupation and eventual operation.

Members

Members of this team include:

- Computer Operations Manager
- District Director of Operations (or his assigned alternate)
- Maintenance personnel as required

Preplanning Required

- Obtain Power and cooling requirements
- Draw up tentative floor plans with "New Hardware Team"
- Prepare minimum requirements for hardware (and office equipment, if required), and prepare list for suppliers

Disaster Functions

- Confirm power, heating, and air conditioning of the backup site
- Install any additional power or cooling as required
- Prepare site for occupancy by hardware and by personnel
- Supply details of communications requirements to "Communications Team"

A.2 New Hardware Team

Objective

To obtain new hardware required to meet the minimum processing needs.

Members

- Director of Information Technologies
- Mainframe manufacturers representative
- Computer Operations Manager

Preplanning

- Define the minimum configuration required to meet minimum processing needs
- Advise system software team of preplanned configuration
- Establish contacts with manufacturers, brokers, dealers, etc., and document their ability to supply required hardware on short notice in a disaster situation

Disaster Function

- Locate the new hardware required to meet minimum needs
- Order new hardware as required
- Computer mainframes & peripherals
- Data preparation equipment
- Paper handling
- Work with Transportation team to arrange transfer to backup site
- Work with facilities team on floor planning, wiring, etc.
- Supervise hardware installation
- Hand over backup site to computer operations

A.3 Communications Team

Objective

To establish the communications network and to supply communications facilities to the backup site.

Members

- Computer Operations Manager
- Communications Manager
- Systems Programming Manager
- Network Analyst
- Systems Analyst/Programmer(s) in charge of communications
- Representative(s) from common carrier (S.W. Bell)

Preplanning

- Establish minimum line needs
- Establish minimum equipment needs
- Establish contacts with suppliers

Disaster Functions

- Order communications equipment as required
- Assist with installation where required
- Supervise testing and installation

A.4 System Analyst/Programming Team

Objective

To provide working versions of the operating system(s), data base systems, utilities, etc., for the computer(s) installed at the backup site.

Members

- Systems Programming Manager
- Application Managers as required
- Systems analyst/programmers as required
- Software vendors' representative (technical)

Preplanning

- Establish addressing schemes for preplanned configurations
- Establish software reactivation priorities
- Confirm arrangements for off-site backups of system components

Disaster Functions

- Obtain operating system(s) documentation
- Obtain system components backup
- Supervise restoration and generation
- Implement restored and generated components

A.5 Applications Software Team

Objective

To supply working versions of all applications systems required in order to satisfy minimum processing requirements.

Members

- Application Systems Managers
- Systems Programming Manager
- Other application programmers as required

Preplanning

- Confirm program and file off-site backup arrangements
- Review each system's file backup and retention arrangements

Disaster Functions

- Access off-site storage and obtain listings, backup program and backup files
- Arrange for transfer to backup site
- Reestablish software and procedure libraries

- Restore data and programs as required
- Provide new copies of operational procedures to backup site
- Supervise resumption of critical processing

A.6 Operations Team

Objective

To bring up the new installation and operate the computer(s) to meet the minimum processing need.

Members

- Computer Operations Manager
- Systems Programming Manager
- Other Application Managers as required
- Lead Operator and Shift Leaders

Preplanning

- Obtain staff home phone numbers (or other numbers where they may be reached) (see the appendices for a current list)
- Define computer consumables required and inform the Supplies and Administration team

Disaster Functions

- Help test installed equipment with hardware vendor(s), where possible
- Establish work and processing schedules
- Bring up systems in the required sequence
- Supervise the overall operation

A.7 Production Control Team

Objectives

To reestablish the production control function for critical systems at the backup site.

Members

- Computer Operations Manager
- Production Control Analysts
- Systems Analyst/Programmers

Preplanning

- Obtain all staff home phone numbers (or numbers where they may be reached)
- Define forms usage, notify Supply and Administration Team
- Confirm adequate level of documentation for all systems.
- Confirm storage of this documentation at off-site location

Disaster Functions

- Obtain backup of documentation from off-site location and reproduce as required
- Schedule resumption of input/output control functions

A.8 Supplies and Administration Team

Objective

To supply consumables and provide administrative support to other teams.

Members

- Director of Information Technologies
- Computer Operations Manager
- Purchasing dept. personnel

Preplanning

- Prepare list of consumable usage
- Maintain off-site inventory of consumables
- Establish well defined re-order points

Disaster Functions

Distribute consumables to new site as required

- Order replacement supplies as required
- Provide a channel of authorization of expenditures for other teams
- Record emergency extraordinary costs and expenditures

A.9 Network Team

Objective

Recover internal ACCD data network, network File Servers, and Internet connection to meet minimum operating requirements.

Members

- Computer Operations Manager
- Systems Programming Manager
- Communications Manager
- Network Analysts
- Client Services Team Leader

Preplanning

- Obtain staff home phone numbers (or other numbers where they may be reached) (see the appendices for a current list)
- Define core network and infrastructure components required for operation.

- Have backups of all network switch and router configurations.
- Have backups of all network files servers stored in secure off-site facility.
- Establish relationship with Network equipment manufacturers, and brokers.
Confirm their ability to supply required hardware on short notice

Disaster Functions

- Obtain required network hardware, including switches, routers, and file servers.
- Work with Communications Team to identify required communications facilities.
- Work with Transportation Team to arrange transfer of equipment to recovery site.
- Work with Facilities Team to insure adequate power and cooling
- Install network hardware and file servers.
- Perform data recovery for file servers
- Re-install network equipment configuration files, or reconfigure network equipment as required.
- Modify Operational procedures as required
- Maintain ongoing network operation

APPENDIX B: Critical Incident Response Team (CIRT) – PHONE NUMBERS

B.1 Facilities CIRT

Name	Position	Work	Pager	Cellular
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
Triana, Robert	Plant Maintenance Supvr	623-5018		

B.2 New Hardware CIRT

Name	Position	Work	Pager	Cellular
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
[Enter Name Here]	Fujitsu	[Enter #]	[Enter #]	[Enter #]
Matthews, John	Alcatel - Lucent	(281) 635-2175		
Webster, Scott	Dell	(512) 527-9390		
Oran Milton	IBM	(800) 426-7378		
[Enter Name Here]	Hitachi	(800) 446-0744		

B.3 Communications CIRT

Name	Position	Work	Pager	Cellular
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
Childers, John	Comm Mgr	220-1513	829-9544	275-8908
Garrison, Jim	Systems Pgm Mgr	220-1552	266-3608	
Jay, Ron	SW Bell Rep	820-5742		

B.4 System Software CIRT

Name	Position	Work	Pager	Cellular
Garrison, Jim	Systems Pgm Mgr	220-1552	266-3608	
Klein, Randy	Appl Sys Mgr	220-1546	266-4429	
Dacy, Leonard	Appl Sys Mgr	(214) 948-7834		415-3182
Castro, Roger	Appl Sys Mgr	220-1564		260-3119

B.5 Application Software CIRT

Name	Position	Work	Pager	Cellular
Garrison, Jim	Systems Pgm Mgr	220-1552	266-3608	
Klein, Randy	Appl Sys Mgr	220-1546	266-4429	
Dacy, Leonard	Appl Sys Mgr	(214) 948-7834		(210) 415-3182

Castro, Roger	Appl Sys Mgr	220-1564		(210) 260-3119
Venkat, Usha	Client Sup Mgr	220-1620	266-2643	683-3061

B.6 Operations CIRT

Name	Position	Work	Pager	Cellular
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
Garrison, Jim	Systems Pgm Mgr	220-1552	266-3608	
Alvarez, Luis	Lead Computer Opr	220-1547	266-3573	
Puente, Robert	Network Admin	220-1507	266-3575	
Nino, Edward	Network Admin	220-1506	226-3778	
Martinez, Jesse	Ld Client Sup Spec	220-1621	266-8102	

B.7 Network CIRT

Name	Position	Work	Pager	Cellular
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
Garrison, Jim	Systems Pgm Mgr	220-1552	266-3608	
Childers, John	Comm Mgr	220-1513	829-9544	275-8908
Alvarez, Luis	Lead Computer Opr	220-1547	266-3573	
Puente, Robert	Network Admin	220-1507	266-3575	
Nino, Edward	Network Admin	220-1506	226-3778	
Martinez, Jesse	Ld Client Sup Spec	220-1621	266-8102	

B.8 Production Control CIRT

Name	Position	Work	Pager	Cellular
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
Currie, Tom	Prod/Analyst	220-1554	266-3607	
Riegel, Herman	Prod/Analyst	220-1556	266-2981	
Masilungan, Edgar	Prod/Analyst	220-1521	266-8111	

B.9 Supplies and Administration CIRT

Name	Position	Work	Pager	Cellular
Burmeister, Charles	CIO & Director IT	220-1655		887-0107
Saustrup, Arne	Computer Opns Mgr	492-2177	266-3837	275-8907
O'Nave, Linda	Director of Purchasing	208-8089		

APPENDIX C: INFORMATION TECHNOLOGIES PERSONNEL

This is a current list of all Information Technologies personnel.

Name	Work	E-Mail	Pager	Cellular
Aaron Dickerson	220-1611	adickers		
Alex Saucedo	593-7247	asaucedo		
Amita Mahajan	220-1530	amahajan		
April Zimmerman	220-1522	azimmerm		
Arne Saustrup	220-1551	saustrup	266-3837	275-8907
Bill Mosher	220-1603	wmosher1@mail		
Belia Velez	220-1515		266-7633	
Brian Charles	220-1624	bcharles		385-9946
Cathy Sosa	220-1547	csosa	266-3571	
Charles Burmeister	220-1655	charles		
Cheryl Drake	220-1645	cdrake		
Corina Prieto	220-1650	cprieto		
Dario Octaviano	220-1545	doctavia	266-7361	
David Jackson	563-7386	djackson20@mail		
Drusila Benavidez	220-1640	drusila		
Edgar Masilungan	220-1521	edgar	266-8111	
Edward Nino	220-1506	nino	226-3778	
Eleuterio Luna	220-1531	eluna		
Frank Landin	220-1672	flandin		
Franz Garayar	593-7248	fgarayar		213-2612
Henry Reil	921-15001	hreil	266-6200	889-2320
Herman Riegel	220-1556	riegel	266-2981	
Hermelinda Lopez	220-1616	huvalle		
Irene Fuentes	220-1653	ifuentes		
Irene Sanchez	220-1533	irsanche		
Jesse Martinez	220-1621	jemartin	266-8102	
Jesse Reyes	220-1544	jereyes		
Jim Johnson	220-1561	jjohnson	266-9960	
Jim Garrison	220-1552	kgarrison@mail	266-3608	
Jo Ann Gaberry	220-1538	kgadberr		
John Childers	220-1513	jchilder	829-9544	275-8908
Jose Avila	220-1616	javila1@mail		
Jose Gonzalez	220-1547	josgonza	266-4124	
Jose Monsivais	733-2219	josem	266-4973	
Julio Gallegos	568-3169	jgallego	266-6661	
Keith Gradington	220-1547	kgrading	266-6768	
Kristal Samarripa	220-1657	kris	266-8430	
Laurie Carranza	220-1535	lcarranza5@mail		
Leonard Dacy	220-1654	ldacy		

Leonor Perez	220-1637	lperez206@mail		
Luis Alvarez	220-1547	alvarez	266-3573	
Luis Dos Santos	220-1534	lsantos		
Michael Gutierrez	220-1616	mgutirre		
Michelle Tan	220-1667	mtan		
Nico Morales	220-1669	nmorales51@mail		
Oscar Flores	220-1665	oflores	266-4152	
Pablo Morales	220-1504	pmorales		
Patrick Bennett	220-1542	pbennett	266-8908	
Pat McDaniel	733-2209	pmcdan	266-9015	559-5393
Paul Gonzalez	220-1616	pgonzalez94@mail		
Pony Driver #1	(am & pm)		266-6205	
Pony Driver #2	(am only)		266-8756	
Raji Cheruvu	220-1648	rcheruvu@mail		
Randy Klein	220-1546	klein	266-4429	
Robert Puente	220-1507	rpunte	266-3575	
Roger Castro	220-1564	rcastro50@mail		
Ronald Rendon	220-1547	rrendon	266-7495	
Russel Hendrix	220-1616	rhendrix		
Savithra Eratne	220-1698	seratne		
Shawn White	220-1616	swhite		
Sid Perez	220-1652	sidperez	266-9774	
Tom Currie	220-1554	schedule	266-3607	
Usha Venkat	220-1620	uvenkat		683-3061
Vanitha Elango	220-1647	velango		
Veronica Martinez	220-1520	vermartin		
Veronica Reyes	220-1563	vreyes		
Walter Charlton	220-1543	wcharlton2@mail	266-9246	
Wendy Meyer	733-2055	wmeyer	266-9585	
Xanadu DeLeon	220-1616	xdeleon		
Yescenia Flores	220-1536	yflores@mail		

Emergency Phone Numbers

Campus Police Emergency	222-0911
Campus Police Dispatcher	208-8099
San Antonio Police Emergency	911

APPENDIX D: NOTIFICATION LISTS

D.1 Primary Information Technologies Personnel

Name	Home	Cellular	Pager
• Dr. Charles W. Burmeister	(210) 924-2342	(210) 887-0107	
• Dr. Richard Drum	(830) 249-5854		
• Arne Saustrup	(210) 492-2177	(210) 275-8907	266-3837
• Jim Garrison	(210) 491-0804		266-3608
• Randy Klein	(210) 496-5481		266-4429
• Leonard Dacy	(214) 948-7834	(210) 415-3182	
• Roger Castro	(210) 681-3755	(210) 260-3119	
• Usha Venkat	(210) 695-6181	(210) 683-3061	266-2643
• John Childers	(830) 995-3048	(210) 275-8908	506-0269
• Walt Charlton	(210) 621-3968		266-9246
• Windy Meyer	(210) 509-3667	(210) 355-0524	266-9585

D.2 ACCD Personnel & Positions

CAMPUS	NAME	CELL	Pager	Home
ATC	Dickerson, James – Director, ATC	722-6219		266-6828
ATC	Soto, Dr. John – Director, Business Outreach			438-1212
ATC	Balderas, Maria – Senior Secretary			473-5670
District	Brown, Roy – Safety Officer	254-0895	266-8032	967-8886
District	Burmeister, Dr. Charles – CIO & Director IT	887-0107		822-7863
District	Chapman, Leonora – Fiscal Affairs			493-7335
District	Childers, John – Communications, Information Technologies	275-8908	829-9544	995-3048
District	Contreras, Adriana – Executive Assist, to the Chancellor	363-9717		493-4623

CAMPUS	NAME	CELL	Pager	Home
District	Dubay, Roland – Intuitional Advancement	215-9515		566-3221
District	Fabianke, Dr. Jo-Carol – Achieving the Dream	885-4255		699-4255
District	Gomez, Jose – Facilities Asst.		266-4855	698-9660
District	Leslie, Dr. Bruce – Chancellor	324-5750		476-5315
District	McCabe, Martha – Legal Counsel	323-1885		785-8141
District	Guzman, Celso – Human Resources Director	663-0617		492-9403
District	Medellin, Gloria – Human Resources			287-8994
District	O’Nave, Linda – Director of Acquisitions			822-7389
District	Ramirez, Carlos – Fiscal Affairs	316-7884		681-8412
District	Saustrop, Arne – Information Technologies, Network Operations	275-8907	266-3837	492-2177
District	Schiller, Ron – Risk Manager			659-5012
District	Silva, Dr. Lina – Director of Student Program Develop.	601-8368	266-2541	830-980-8800
District	Sit, Dr. Estelle – Executive Assistant	643-8334		520-2249
District	Strybos, John – Director of Facilities Operations / Const. Mgmt.	367-3039	266-3386	824-4215
District	Venkat, Usha – Client Services, Information Technologies	683-3061		695-6181
District	Zaragoza, Dr. Federico – Vice Chancellor Workforce Develop	364-1319		496-1910
District	Zuniga, Leo – Public Relations	248-8922		696-5765
DPS	Adams, Don – Chief of Police	287-3461	266-9607	822-0976
DPS	Patten, Derrick – Deputy Chief / Patrol Division	259-9086	266-3559	681-8909

CAMPUS	NAME	CELL	Pager	Home
DPS	Pena, Ben – Deputy Chief / Administrative Division	326-9390	266-4655	520-2412
DPS	Martin, Al – Sgt. Investigator	508-5131	266-6148	830-228-5153
NEC	Hamilton, Debbie – VP for Student and Administrative Affairs	326-2547		651-1910
NEC	Reno, Dr. Eric – President	867-4420		867-4420
NEC	Lewis, Dr. Beth – Vice President of Academic Affairs	473-4117		599-9246
NEC	Terrell, Pat – Executive Assistant to the President	213-8007		499-1499
NVC	Claunch, Dr. Jacqueline – President	393-3265		695-2462
NVC	Morgan, Dr. Deb – Dean, Construction Liaison	392-4763		830-755-8524
NVC	Bruce, Jimmy – Interim Vice President	887-9283		684-7498
NVC	Pace, Julie – Dean of Performance Excellence	286-4034		495-0503
PAC	Baynum, Dr. Tom – VP Academic Affairs	488-5546		495-6618
PAC	Guzman, Dr. Ana – President	241-2638		734-0209
PAC	Barrera, Dr. Adolfo R. – Vice President for Student Affairs	473-1140		684-1332
SAC	Clark, Dr. Kristine – Executive Vice President	505-459-2744		375-9656
SAC	Hammond, Dr. John – Director Public Relations	823-5619		805-8475
SAC	Zeigler, Dr. Robert – President	422-8111		824-8572
SPC	Williams Loston, Dr. Adena - President	281-989-9954		267-2490
SPC	Byrd, Dr. Lanier – VP Academic Affairs	379-7681		655-8499

CAMPUS	NAME	CELL	Pager	Home
SPC	Candia, Dr. Patricia – Vice President Student Affairs	288-8750		659-4651
SWC	Lopez, Felipa – Manager Administrative Services	232-8304		232-8305
SWC	Barringer, Dr. Al – Vice President for Administration	846-5252		

D.4 Hardware Vendors

- Amdahl: Ed Orive 800-538-8486
- Cisco: Tim Hamilton 210-357-2539
- Dell: Scott Webster 512-527-9390
- Alcatel: Keith Oertli 512-264-3295
- Decision One: Ray Clinton 669-7509
- Hitachi 800-446-0744
- Vion Lane Coffey 512-842-1691
- IBM Oran Milton 800-426-7378
- **Web Site** [TBD] [TBD]

D.5 Software/Support Vendors

- SunGard HE: UDC Support 800-223-7036
- IBM AIX Support 800-225-5249
- **Web Site** [TBD] [TBD]

APPENDIX E: ENTERPRISE SYSTEMS/APPLICATIONS

Enterprise System/Service	In-House App	Vendor Package/App	Criticality
Account Management Workflow System	X		
Adjunct Faculty Payroll System	X		2
Advantage Financial System		X	3
AIX		X	1
Appworx AIX – Scheduling System		X	1
Backup Express		X	1
Banner Database	X		1
Banner Finance		X	1
Banner Finance Self-Service		X	2
CE Faculty Payroll System	X		2
CICS Systems		X	1
COMET (for Facilities)		X	2
Control Products (D, M, T, O)		X	1
Coordinating Board Report Programs	X		
Credit Card Payment Gateway		X	2
Crimestar (Police Dispatch Records Management System)		X	2
CWIS	X		3
DASD Backup		X	2
Data Warehouse	X		1
Degree Audit System (Oncourse)	X		2
Digital Documents Management System		X	1
Dot Nuke Portals (Enterprise Telephone Directory, eLearning Portal)	X		2
eLearning Systems (Respondus, Digichat, Turnitin)		X	1
Electronic Transcript System		X	1
Elluminate		X	1
Enterprise Active Directory		X	1
Enterprise Portals (ACCD Portal, SAC Portal, etc.,)	X	X	1
Enterprise WWW Server		X	1
EPRINT		X	2
eRequest System	X		3
FG 5020 UTM Firewall		X	1
Financial Aid-Electronic Data Exchange System		X	2
Form Fusion		X	1

Enterprise System/Service	In-House App	Vendor Package/App	Criticality
Fortimail (email Spam and AV filtering)		X	1
FTP Secure – (AAP, Secure Reports)		X	2
Geo Trust (SSL certificate)		X	1
Human Resources System (HRS Plus)	X	X	1
Integrated Postsecondary Education Data System (IIPEDS) Reporting		X	3
Integrator Systems (SIS to WebCT)		X	1
Intellicheck		X	1
IP Monitor		X	3
LIFT		X	1
Loan Management System		X	2
Mainframe System Software (installation and maintenance)			1
Mediasite (for Recording videos)		X	3
MOM Server (MS Operations Manager)		X	2
Moodle		X	1
MS Exchange Mail Server		X	1
Netscape Messaging Server (being replaced by MS Exchange Mail Server)		X	1
Operational Data Store Database		X	2
ORACLE Application Server Software		X	1
ORACLE DBMS Software		X	1
Passport Web to Host		X	1
PC Record (IT Asset Management Solution)		X	3
POP Mail Server	X		1
QuestionMark Perception		X	1
Real Player (Board Meeting)		X	2
RSCS/CMS		X	1
SAN		X	1
SAS BI Tools		X	1
Service Center		X	1
SMS		X	
Software Licensing Tracking System	X		3
Starbak (Streaming Video Recorder)		X	3
Strategic Performance Management (SPM)		X	1
Student Financial Aid System		X	1
Student Information System (SIS Plus)	X	X	1
Student Survey Systems (eSurvey, Survey Point and Scan Tools)		X	1 (Depending on time of year)

Enterprise System/Service	In-House App	Vendor Package/App	Criticality
Student Tracking System (Ontrack)	X	X	
Symantec Antivirus; Web-Root Anti-Spyware		X	3
TCP/IP (SMTP;FTP)/DNS/DHCP		X	1
Telemarketing System	X		3
TPX/TSO		X	1
TracDat		X	2
Training Management System		X	2
TSERVE Intelligent Gateway		X	2
Video Conferencing Management System		X	2
VM Backup		X	2
VM Mail System (accd.edu)		X	1
VM/ESA		X	1
VMware		X	2
VPN; Wireless		X	2
VTAM		X	1
Web Check		X	2
Web for Products (Student, Faculty, Employee, CE)	X	X	2
Web Trends		X	3
Web CT		X	1
Wise Track (Asset Management)		X	1
WSUS (Push Security Updates)		X	2

Legend	
1	Critical Enterprise System/Application. System/Application affects multiple users. System/Application affects district wide operations.
2	Significant Enterprise System/Application. System/Application affects multiple users. System/Application affects a business function within the district.
3	System/Application. System/Application affects a group of users but does not effect the overall operation of the district.

APPENDIX F: COMPUTER HARDWARE INVENTORY & ISSUES

F.1 Existing Computer Hardware

The following equipment is currently installed in the Computer Room located in the District Administration Building, Room 104.

Amdahl 1000-102A CPU Complex	1
Amdahl Platinum 400 DASD Array	1
STK 9490 Cartridge Tape Drive	6
IBM P/690 Server	1
Hitachi 9585 Disk Array	1
IBM Ultrium LTR Tape Drive	1
4245 Line Printer	1
4248 Line Printer	1
3174 CRT Controller	1
3278 CRT Terminal	2
IIS CRT Terminal	6
Liebert A/C Unit	4
McData 7100 CRT Controller	1
Power Dist Unit	2
Chloride 80 KVA UPS	1

Network Equipment Installed at ACF located in ACCD 108

Fortinet Fortigate 5020 UTM Firewall	1
Alcatel 7800 GbE Switch	1
Alcatel OS9 Switch	1
Alcatel 9700 GbE Switch	1
Alcatel 1692 Fiber Optic Multiplexer	1
Alcatel OS9 WAN Router	1
Alcatel 6800 Workgroup Switches	8
ADC/Kentrox T-1 DSU-CSU	8
Adtran DSU-CSU	4
Cisco 3000 VPN Concentrator	1
Alcatel 6000 Wireless Controller	1
Fortimail 2000 Mail Security Appliance	1

File Servers Installed at ACF located in ACCD 108

Rack Mounted Servers			
Server	Operating System	Owner	Main Function
accdact0	Windows 2003	Frank; Amita	Mail Server
accdact1	Windows 2003	Frank; Amita	Mail Server
accdact2	Windows 2003	Frank; Amita	Mail Server
accdact3	Windows 2003	Frank; Amita	Mail Server
accdcontent	Windows 2003	Randy Klein	Luminis Content Management
accdmom1	Windows 2003	Network Group	Server Management
accdpas0	Windows 2003	Frank; Amita	Mail Server
accdpas1	Windows 2003	Frank; Amita	Mail Server
accdpas2	Windows 2003	Frank; Amita	Mail Server
accdpas3	Windows 2003	Frank; Amita	Mail Server
accdpipeline	Windows NT4	Randy Klein	Not Currently used
accdportal	Windows 2000	Randy Klein	Luminis Portal
accdsms1		Network Group	Workstation Management
accdwebct	Windows 2003	Frank; Amita	WebCT
accd03			
assessment3db	Windows 2003	Amita	Database for QM
assetctr	Windows 2000	Pablo	
author			
backup	Windows 2003	Network Group	Server Backups
backup02	Windows 2003	Network Group	Server Backups
cfusion	Windows 2000	Pablo	Cold Fusion
comet	Windows 2003	Amita	For Facilities
coreplicator	Windows 2003	Amita	FTP secure, AAP, Secure reports
datadb	Windows XP	Leonard Darcy	SAS
dataws	Windows XP	Leonard Darcy	SAS
distdc3	Windows 2003	Network Group	AD Domain Controller
distfs01	Windows 2003	Network Group	File & Print services
distia01	Windows 2003	Internal Audit	Internal Audit
distpipeline	Windows NT4	Randy Klein	financial aid EDE;encryption/ftp for finance & payroll bank file transmissions
dwhsrv1	Windows XP	Leonard Darcy	SAS
dwhsrv2	Windows XP	Leonard Darcy	SAS
dwhsrv3	Windows XP	Leonard Darcy	SAS
edocument1	Windows 2000	Savithra	WebXtender
edocument2	Windows 2000	Savithra; Pablo	Web Server for Dotnet nuke Portals
edocument3	Windows 2000	Savithra	SETI@home, Process Administrator

Rack Mounted Servers			
Server	Operating System	Owner	Main Function
edocument4	Windows 2000	Savithra	Database Server
edocument5	Windows 2003	Savithra; Pablo	Database Server
elluminate	Windows 2000	Amita	Voice over IP
ElluminateLive	Windows 2003	Amita	Elluminate
print			
lift	UNIX	Amita	Web page ADA compliance, Text transcoder
luminisdb	Windows 2000	Randy Klein	Luminis Portal
mailtest1	Windows 2003	Frank, Amita	Test server for Exchange
mailtest2	Windows 2003	Frank, Amita	Test server for Exchange
mmbnvc	Windows 2000	Amita	Integrator servers for WebCT and SIS
mmbpac	Windows 2000	Amita	Integrator servers for WebCT and SIS
mmbpac	Windows 2000	Amita	Integrator servers for WebCT and SIS
mmbpac	Windows 2000	Amita	Integrator servers for WebCT and SIS
mmbpac	Windows 2000	Amita	Integrator servers for WebCT and SIS
mmu	Windows 2003	Pablo	Wise Track
moodlelms	Windows 2003	Amita	Online Course Software
myeddb	Windows 2003	Pablo	Survey Point
nlccal	Windows 2000	Randy Klein	Luminis Portal
ns1			
nlccal	Windows 2000	Randy Klein	Luminis Portal
nlcportal	Windows 2000	Randy Klein	Luminis Portal
nvcicourse	Windows 2000	Amita	WebCT
nvcportal	Windows 2000	Randy Klein	Luminis Portal
omnivista			
paccal	Windows 2000	Randy Klein	Luminis Portal
paccalcp32	Windows NT4	Randy Klein	Currently not used
pacicourse	Windows 2000	Amita	WebCT
pacportal	Windows 2000	Randy Klein	Luminis Portal
payment2	Windows 2003	Randy Klein	Credit Card Payment Gateway/Webcheck
payment40	Windows 2000	Randy Klein	Tserve/Host interface for Web for Student Faculty Employee CE
purmessage			Sever shutdown
Questionmarkvm	Windows 2003	Amita	Online Testing
rootdc1			

Rack Mounted Servers			
Server	Operating System	Owner	Main Function
rootdc4	Windows 2003	Network Group	AD Root Domain Controller
rootdc5	Windows 2003	Network Group	
rootdc6	Windows 2003	Network Group	
saccal	Windows 2000	Randy Klein	Luminis Portal
sacicourse	Windows 2000	Amita	WebCT
sacportal	Windows 2000	Randy Klein	Luminis Portal
scenter	Windows 2000	Pablo	Web Front for Service Center
sctr	Windows 2003	Pablo	Service Center; e-request
sctweb	Windows 2000	Randy Klein	Web for Student Faculty Employee CE
servicectr	Windows 2000	Pablo	Service Center
sitestudio	Windows 2003	Randy Klein	Luminis Content Management
sppcal	Windows 2000	Randy Klein	Luminis Portal
spcicourse	Windows 2000	Amita	WebCT
spcportal	Windows 2000	Randy Klein	Luminis Portal
srtreams	Windows 2000	Oscar; Amita	Video Streaming
subvtest	Windows 2003	Randy Klein	Version Control
testdc1	Windows 2003	Network Group	AD Test Environment Server
testdc2	Windows 2003	Network Group	AD Test Environment Server
testimb	Windows 2003	Amita	Project Server
testportal	Windows 2000	Randy Klein	Luminis Portal (test)
testwebct	Windows 2003	Amita	Test WebCT
vmcenter	VMwave OS	Network Group	VMware management
vmware01	VMwave ESX	Network Group	Virtual Server Facility
vmware02	VMwave ESX	Network Group	
vmware03	VMwave ESX	Network Group	
webctassessment	Windows 2000	Amita	QM
webctdev	Windows 2000	Amita	WebCT Development Server
webctraining	Windows 2003	Amita	Training WebCT Server
www			

Rack Mounted Servers			
Server	Operating System	Owner	Main Function
Wwwsecure	Windows 2003	Savithra	Online and Secure apps
2 blade servers unmarked			
3 dell 2950 unmarked			
1 dell 1950 unmarked			

Floor standing servers			
Server	Operating System	Owner	Main Function
controld	Windows 2000	Network Group	Output distribution
houstonadmnt			
Gateway Test Server	Windows 2003	Network Group	Test Server

Network Equipment Installed at College Data Centers

Alcatel 9700 GbE Switch	1
Dell 2650 File Server	1
APC 5KVA UPS	1

F.2 Primary Backup Site

Site Identification

The primary backup site for continuing operations should a catastrophic disaster render the current site unusable is designated as the current location of the SAC Data Center in room 100 of Fletcher Administration building on the San Antonio College campus.

This site contains only limited office space and arrangements would have to be made to provide for more space.

Facility Inventory

Specific equipment available at this location includes:

Alcatel 9700 GbE Switch	1
Dell 2650 File Server	1
McData 7100 Controller	2
Alcatel 6800 Ethernet Switches	4
Hitachi 9570 Disk Array	1

Specific equipment needed to commence disaster recovery operations includes:

CPU, w/ 2 NICs	1
DASD Storage	612 GB
IBM P/690 Server	1
9490 Tape Drives	6
Line Printer	2000 LPM
GbE Facilities	ALL SITES
GbE Switch	ALL SITES
10/100 Ethernet Switches	4
Dell 2650 Filer Server (or equivalent)	8
Internet Router	1
Internet Firewall	1

F.3 Vendor Restoration Commitments

An effort has been undertaken to determine vendor commitment to support ACCD in its time of crisis. The following subsections outline that commitment.

F.3.1 Amdahl

The District's major supplier of mainframe computer equipment (Amdahl) has agreed to provide the following:

- Amdahl will provide needed equipment within a five day period
- In addition, Amdahl will provide those units that are currently obtained from other sources (multiplexers and communication controllers) until these units are available from these other sources
- Amdahl will help coordinate the installation of both hardware and software through the use of its hardware and software specialists

F.3.2 Alcatel

The Districts major supplier of network hardware (Alcatel) has agreed to provide required network equipment within two days.

F.3.3 Dell

Dell has a defined process in place to assist customers in the event of a disasterous event, such as fire, flood, hurricane, etc. The process has been tested when there customers were affected by events like September 11th, Hurricane Rita, Houston Floods, and winter storms in the Northeast U.S. Specific capabilities are:

- Ship systems on the same day
- Allow for purchases without a formal PO based on receipt of a FAX commitment to purchase.
- Support from a Dell Crisis Team

F.3.4 Work in Progress (Vendor Commitment)

ACCD is working to determining vendor commitment from Hitachi and IBM corporations.

F.4 Personnel Requirements

Personnel required for initial operation would consist of normal shift staffing plus additional temporary workers to provide assistance while changes and relocation of equipment is being made.

F.5 External Communications Requirements

Communications requiring common carrier leased lines should be installed as soon as possible following the disaster.

APPENDIX G: PROJECTS/APPLICATIONS/SYSTEMS – POINTS OF CONTACT

This appendix contains a list of the IT Projects/Applications/Systems in use and the name and contact information of the person(s) responsible for handing problems and maintenance on these systems and facilities.

Team		Project/Application/System		
Data Team		CWIS Standard Reports		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	
Betty Munson (P)		(210) 522-0977		

Team		Project/Application/System		
Data Team		Labels, Employee, Students		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	
Betty Munson (P)		(210) 522-0977		

Team		Project/Application/System		
Data Team		Statistics, Students, Employee		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	
Betty Munson (P)		(210) 522-0977		

Team		Project/Application/System		
Data Team		Enduser Questions & Problems Concerning Focus Programs, All Areas		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	
Betty Munson (P)		(210) 522-0977		

Team		Project/Application/System		
Data Team		Registration Counts		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	
Betty Munson (P)		(210) 522-0977		

Team	Project/Application/System

Data Team		Coordinating Board Reports		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	

Team		Project/Application/System		
Data Team		Integrated Postsecondary Education Data System (IIPEDS) Reporting		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Vanita Elango	220-1647	(210) 493-1924	(210) 875-2593	

Team		Project/Application/System		
Data Team		Data warehouse Database Management		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Darcy (P)	(214) 948-7834	(214) 948-7834	(210) 415-3182	
David Jackson (P)	563-7386	(210) 558-2010	(210) 414-9648	

Team		Project/Application/System		
Data Team		SAS Server Administration		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
David Jackson (P)	563-7386	(210) 558-2010	(210) 414-9648	
Leonard Darcy (S)	(214) 948-7834	(214) 948-7834	(210) 415-3182	

Team		Project/Application/System		
Data Team		SAS Portal		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
David Jackson	563-7386	(210) 558-2010	(210) 414-9648	

Team		Project/Application/System		
Data Team		Strategic Performance Management Server (SPM)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
David Jackson	563-7386	(210) 558-2010	(210) 414-9648	

Team		Project/Application/System		
Data Team		SAS BI Tools (Web Report Studio, Enterprise Guide)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Vanita Elango (P)	220-1647	(210) 493-1924	(210) 875-2593	
Leonard Darcy (S)	(214) 948-7834	(214) 948-7834	(210) 415-3182	

Team	Project/Application/System

Financial & Personnel Systems Team		HRS Batch Nightly Cycle		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Luis Dos Santos (P)	220-1534	(210) 340-4950		226-4479
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Human Resources System Issues (HRS Plus)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Luis Dos Santos	220-1534	(210) 340-4950		226-4479

Team		Project/Application/System		
Financial & Personnel Systems Team		Advantage Financial Systems Issues		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Advantage Nightly Cycle		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pat Bennett (P)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		SIS FAMS an BR processing including CE		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Johnson (only for FAMS System)	220-1561	(210) 497-7009	(210) 414-4428	266-9960
Leonard Dacy Work	220-1564	(830) 980-3657	(210) 415-3182	

Team		Project/Application/System		
Financial & Personnel Systems Team		Web for Student		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dario Octaviano (P)	220-1545	(210) 857-5106		226-7361
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team	Project/Application/System
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Financial & Personnel Systems Team		Web for Faculty		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dario Octaviano (P)	220-1545	(210) 857-5106		226-7361
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Web for Employee		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dario Octaviano (P)	220-1545	(210) 857-5106		226-7361
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		PALS Servers		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dario Octaviano (P)	220-1545	(210) 857-5106		226-7361
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		PALS Batch Program		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dario Octaviano (P)	220-1545	(210) 857-5106		226-7361
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Netscape Messaging Server (mail.accd.edu)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dario Octaviano (P)	220-1545	(210) 857-5106		226-7361
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team	Project/Application/System
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Financial & Personnel Systems Team		Banner Financial		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pat Bennett (P)	220-1542	(210) 656-0679		266-8908
Randy Klein (S)	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Oracle Database Issues		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Walter Charlton	220-1543	(210) 621-3968		266-9246

Team		Project/Application/System		
Financial & Personnel Systems Team		Operational Data Store Database		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Walter Charlton	220-1543	(210) 621-3968		266-9246

Team		Project/Application/System		
Financial & Personnel Systems Team		Voice Response		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein (P)	220-1546	(210) 496-5481		266-4429
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908

Team		Project/Application/System		
Financial & Personnel Systems Team		Advantage Download and Desktop		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		TOS Installation for SIS, HRS and ZSS, LMS		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Johnson (P)	220-1561	(210) 497-7009	(210) 414-4428	266-9960
Dario Octaviano (S)	220-1545	(210) 857-5106		226-7361

Team		Project/Application/System		
Financial & Personnel Systems Team		TOS Installation for Advantage		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
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Financial & Personnel Systems Team		Residency Survey		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Johnson (P)	220-1561	(210) 497-7009	(210) 414-4428	266-9960

Team		Project/Application/System		
Financial & Personnel Systems Team		New Development Request and Project Status in Financial and Personnel Systems areas		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Enduser Questions and Problems concerning Financial & Personnel Systems areas		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		Adjunct Faculty Payroll System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klein	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Financial & Personnel Systems Team		LMS (Loan Management System)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Luiz Dos Santos (P)	220-1534	(210) 223-7644		
Pat Bennett (S)	220-1542	(210) 656-0679		266-8908

Team		Project/Application/System		
Student Systems		Project Planning		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Roger Castro	220-1564	(210) 681-3755	(210) 260_3119	

Team		Project/Application/System		
Student Systems		Initial Task Analysis and Assignment		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Roger Castro	220-1564	(210) 681-3755	(210) 260-3119	

Team		Project/Application/System		
Student Systems		End User Questions and Problems		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Roger Castro	220-1564	(210) 681-3755	(210) 260-3119	

Team		Project/Application/System		
Student Systems		SIS Nightly Jobs (except FAMS & Billing) EDI Jobs TASP Jobs		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Joann Gadberry (P)	220-1538	(210) 497-3271		
Cheryl Drake (S)	220-1645	(210) 831-2332		

Team		Project/Application/System		
Student Systems		Remaining SIS Jobs		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Joann Gadberry	220-1538	(210) 497-3271		

Team		Project/Application/System		
Student Systems		Backup Contact for Production Problems if Primary Contact is not available		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Roger Castro	220-1564	(210) 681-3755	(210) 260-3119	

Team		Project/Application/System		
Student Systems		Core SIS Applications Analysis and Programming On-line and Batch Components		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Roger Castro	220-1564	(210) 681-3755	(210) 260-3119	

Team		Project/Application/System		
Student Systems		All SIS reporting components for external agencies including CBM reports		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Dacy	(214) 948-7834	(214) 984-7834		

Team		Project/Application/System		
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Student Systems		TASP Compliance		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
JoAnn Gadberry	220-1538	(210) 497-3271		

Team		Project/Application/System		
Student Systems		Grade Reporting Components of SIS		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Cheryl Drake (P)	220-1538	(210) 831-2332		
JoAnn Gadberry (S)	220-1538	(210) 497-3271		

Team		Project/Application/System		
Student Systems		Degree Audit		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Dacy		(830) 980-3657	(210) 415-3182	

Team		Project/Application/System		
Student Systems		EDI		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Cheryl Drake (P)	220-1538	(210) 831-2332		
JoAnn Gadberry (S)	220-1538	(210) 497-3268		

Team		Project/Application/System		
Student Systems		Student Tracking System (On-Track)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonard Dacy		(214) 948-7834	(210) 415-3182	

Team		Project/Application/System		
Mail Room/Phone Operators Team		Mail Requirements/Procedures		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
Mail Room/Phone Operators Team		Mail Services		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
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Mail Room/Phone Operators Team		Switchboard - SAC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
Mail Room/Phone Operators Team		Switchboard - PAC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
Mail Room/Phone Operators Team		Switchboard - SPC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
Mail Room/Phone Operators Team		Switchboard - NVC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
Mail Room/Phone Operators Team		Pony		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Wendy Meyer	733-2055	(210) 509-3667	(210) 355-0524	266-9585

Team		Project/Application/System		
Communications Team		Video System (Video Conferencing System)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
John Childers	220-1513	(830) 995-3048	(210) 275-8908	506-0269

Team		Project/Application/System		
Communications Team		Telephone Directory		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
John Childers	220-1513	(830) 995-3048	(210) 275-8908	506-0269

Team		Project/Application/System		
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Communications Team		Department Phone Moves/Changes		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
John Childers	220-1513	(830) 995-3048	(210) 275-8908	506-0269

Team		Project/Application/System		
Communications Team		New wiring telephone/computer		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
John Childers	220-1513	(830) 995-3048	(210) 275-8908	506-0269

Team		Project/Application/System		
Communications Team		Emergency Telephone Troubles – After hours – Major System Outage Only		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
John Childers	220-1513	(830) 995-3048	(210) 275-8908	506-0269

Team		Project/Application/System		
Communications Team		IT Emergency/IT Security - PAC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Chris Delgado	921-5103		(210) 218-5298	266-4162

Team		Project/Application/System		
Communications Team		IT Emergency/IT Security - SPC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dimas Reyes	531-3526			266-2881
Steven Wade	531-3508			

Team		Project/Application/System		
Communications Team		IT Emergency/IT Security - NVC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pat Fontenot (P)	348-2350	(210) 545-1997	(210) 861-9605	143*56501*1
Bob Kemmerer(S)	348-2350	(210) 655-0223	(210) 383-7554	142*103348*2

Team		Project/Application/System		
Communications Team		IT Emergency/IT Security - SAC		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Les Germer (P)	733-2169	(210) 828-0711	(210) 313-4135	266-7787
Ken Bray (S)	733-2169	(210) 590-6698	(210) 748-4627	266-8031

Team		Project/Application/System		
Communications Team		IT Emergency / IT Security / All Locations		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Dr. Charles Burmeister	220-1655	(210) 924-2342	(210) 887-0107	
Usha Venkat (P)	220-1620	(210) 695-6181	(210) 683-3061	266-2643
Arne Saustrup (P)	220-1551	(210) 492-2177	(210) 275-8907	266-3837
Edward Nino (S)	220-1506			266-3778
Robert Puente (S)	220-1507			266-3575
Jesse Martinez (S)	220-1621			266-8102
Computer Room (S)	220-1547			

Team		Project/Application/System		
Client Systems/eLearning		Student Survey System – Scan Tools (College Scanners)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne (P)	220-1522	(210) 626-2990	(210) 889-1648	
Pablo Morales (S)	220-1504	(210) 499-0037	(210) 849-1589	

Team		Project/Application/System		
Client Systems/eLearning		eSurvey (Online Student Survey)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne (P)	220-1522	(210) 626-2990	(210) 889-1648	
Pablo Morales (S)	220-1504	(210) 499-0037	(210) 849-1589	

Team		Project/Application/System		
Client Systems/eLearning		Survey Point		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504	(210) 499-0037	(210) 849-1589	
Savithra Eratne (S)	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		MS Exchange Mail Servers		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Frank Landin (P)	220-1672	(210) 545-1199	(210) 844-9092	
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team	Project/Application/System
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Client Systems/eLearning		TracDat		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504	(210) 499-0037	(210) 849-1589	
Savithra Eratne (S)	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		Real Player (Video Streaming Server)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Oscar Flores (P)	220-1665		(210) 599-0472	
Amita Mahajan (S)	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Project Forum (WIKI)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Oscar Flores (P)	220-1665		(210) 599-0472	
Amita Mahajan (S)	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		PC Record (IT Inventory Management)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne (P)	220-1522	(210) 626-2990	(210) 889-1648	
Pablo Morales (S)	220-1504	(210) 499-0037	(210) 849-1589	

Team		Project/Application/System		
Client Systems/eLearning		Dot Net Portals (telephone Directory, eLearning Portal)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504	(210) 499-0037	(210) 849-1589	
Savithra Eratne (S)	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		ColdFusion Server/Application		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504	(210) 499-0037	(210) 849-1589	
Edward Nino (S)	220-1506			266-3778

Team	Project/Application/System
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Client Systems/eLearning		Service Center (Incident Management System)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504	(210) 499-0037	(210) 849-1589	
Savithra Eratne (S)	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		Digital Documents Management System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne (P)	220-1522	(210) 626-2990	(210) 889-1648	
Pablo Morales (S)	220-1504	(210) 499-0037	(210) 849-1589	

Team		Project/Application/System		
Client Systems/eLearning		Wise Track		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504	(210) 499-0037	(210) 849-1589	
Savithra Eratne (S)	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		WebCT		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Micrograde/Webgrade		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
April Zimmerman (P)	220-1522	(210) 626-2990	(210) 889-1648	
Nicolas Morales	220-1669	(210) 267-8651		

Team		Project/Application/System		
Client Systems/eLearning		Question Mark - Perception		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Moodle		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Elluminate		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Repondus		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Digichat		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		TurnItIn		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Training Management System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne (P)	220-1522	(210) 626-2990	(210) 889-1648	
Pablo Morales (S)	220-1504	(210) 499-0037	(210) 849-1589	

Team		Project/Application/System		
Client Systems/eLearning		Banner Account Request Workflow Forms		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Randy Klien	220-1546	(210) 496-5481		266-4429

Team		Project/Application/System		
Client Systems/eLearning		PALS Channel Issues		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Oscar Flores (P)	220-1665		(210) 599-0472	
Pablo Morales (S)	220-1504	(210) 499-0037	(210) 849-1589	

Team		Project/Application/System		
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Client Systems/eLearning		Passport Web Host		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan (P)	220-1530	(210) 696-2473	(210) 862-4599	
Savithra Eratne (S)	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		FTP Secure Access		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		LIFT (ADA Compliance Application)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		Media Site Video Recording – Training Room		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		COMET		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Amita Mahajan	220-1530	(210) 696-2473	(210) 862-4599	

Team		Project/Application/System		
Client Systems/eLearning		CRIMESTAR (Police Dispatch Records Management System)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
Client Systems/eLearning		Online Payment Systems (Secure Payments)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savithra Eratne	220-1522	(210) 626-2990	(210) 889-1648	

Team		Project/Application/System		
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Systems Administration (UNIX & Mainframe)		VM/ESA and Program Products (RSCS, PVM, VTAM, TCP/IP, Dirmaint, OfficeVision)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		CMS In-house Utilities (SPLIST, SPOOLMON, CWIS)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		POP3 Server		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Listserv		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Mailer		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		MVS/TCP/IP (Telnet/FTP)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		TPX		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		CMS Userid (creation, disk expansion, deletion)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Email and TPX Security		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		MVS DASD Space		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Control / M, Control / T, Control / D, Control / O		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Software Chargebacks		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Software Invoices & Billing		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Student E-Mail Accounts (creation/deletion)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		FDR/ABR/Compactor/Reorg		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		CICS/ESA Systems (CICSSAC, CICSSPC, CICSPAC, CICSNVC, CICSPROD, CICSNLC)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		E-request		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		PRS		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Cobol for MVS and VM		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		MVS/Quickref		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		VSAMUTIL		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		CICS Forward Recovery Systems/Journal Archive		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		MVS/ESA and Program Products (ACF/VTAM, ISPF, TSO/E, SDSF, SMS/DFP, JES2, SMP/E, RACF)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Focus (MVS)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		SMFDAILY		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		SyncSort		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		E-Train		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Phone Chargeback System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Leave System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Telemarketing System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		IBM AIX (UNIX) Issues		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison (P)	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		Banner Printer		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Systems Administration (UNIX & Mainframe)		VM Backup		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
IT Business Issues		Reply to inquiries pertaining to telephone/long distance charges; Pagers; Radios		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Enter and monitor all requisitions for Purchase Orders into system		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Initiate pay requests for invoices, employee travel, registration fees, etc.		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Receive Work Orders for Pagers		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Order all office supplies for office, Communications, PC Repair and Mailrooms		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Telephone Equipment Charge Backs		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		PRS Set-up for Reports		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Software Charge Backs		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Mr. Luna	220-1531	(210) 673-2265		

Team		Project/Application/System		
IT Business Issues		Information Technologies Travel Arrangements		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Irene Fuentes	220-1653	(210) 673-2265	(210) 275-5039	

Team		Project/Application/System		
IT Business Issues		Information Technologies Monthly Report		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Irene Fuentes	220-1653	(210) 673-2265	(210) 275-5039	

Team		Project/Application/System		
IT Business Issues		IDEA Payment Verification and Userid placement in System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Drusila Benavidez	220-1640	(210) 320-5224	(210) 416-6775	

Team		Project/Application/System		
IT Business Issues		IDEA Enrollment Information, Staff and Students		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Drusila Benavidez	220-1640	(210) 320-5224	(210) 416-6775	

Team		Project/Application/System		
IT Business Issues		Information Technologies Newsletter		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Veronica Reyes (P)	220-1563	(210) 481-9264		
Veronica Martinez (S)	220-1520	(830) 709-5471		

Team		Project/Application/System		
Client Services / Support Central		First Level Support / Help Desk		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Irene Sanchez (P)	220-1533	(210) 532-7120	(210) 995-7927	
Hermelinda Lopez (S)	220-1616	(210) 683-3784		

Team		Project/Application/System		
Client Services / Support Central		Second Level Support/On-Site		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Alex Saucedo (P)	220-1664	(210) 923-7740	(210) 317-1430	
Usha Venkat (S)	220-1620	(210) 695-6181	(210) 683-3061	266-2643

Team		Project/Application/System		
Client Services / Support Central		IT Resources Coordination		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Brian Charles	220-1624			

Team		Project/Application/System		
Client Services / Support Central		Client Services Support		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Usha Venkat	220-1620	(210) 695-6181	(210) 683-3061	266-2643

Team		Project/Application/System		
Client Services / Support Central		IDEA Support		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Drusila Benavidez	220-1640	(210) 320-5224	(210) 416-6775	
Irene Sanchez (S)	220-1533	(210) 532-7120	(210) 995-7927	

Team		Project/Application/System		
Client Services / Support Central		Service Center		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Pablo Morales (P)	220-1504			(210) 849-1589
Usha Venkat (S)	220-1620	(210) 695-6181	(210) 683-3061	266-2643

Team		Project/Application/System		
Client Services / Support Central		IT Workstation Inventory System		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Usha Venkat (P)	220-1620	(210) 695-6181	(210) 683-3061	266-2643
Brian Charles (S)	220-1624			

Team		Project/Application/System		
Client Services / Support Central		Faculty & Staff Training		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Yescenia Flores (P)	220-1667		(210) 559-0380	226-4152
Irene S. (S)	220-1650	(210) 590-6309		

Team		Project/Application/System		
Client Services / Support Central		Individualized Training		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Yescenia Flores (P)	220-1667		(210) 559-0380	226-4152
Corina Prieto (S)	220-1650	(210) 590-6309		

Team		Project/Application/System		
Client Services / Support Central		Training Course Scheduling		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Yescenia Flores (P)	220-1667		(210) 559-0380	226-4152
Irene Sanchez (S)	220-1533	(210) 532-7120	(210) 995-7927	

Team		Project/Application/System		
Client Services / Support Central		Training Room (AIRC) Scheduling		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Yescenia Flores (P)	220-1667		(210) 559-0380	226-4152
Irene Sanchez (S)	220-1533	(210) 532-7120	(210) 995-7927	

Team		Project/Application/System		
Client Services / Support Central		Software Licenses Maintenance and Distribution		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Leonor Perez (P)	220-1637	(210) 271-0112		
Irene Sanchez (S)	220-1533	(210) 532-7120	(210) 995-7927	

Team		Project/Application/System		
Client Services / Support Central		Technical Documentation		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Usha Venkat	220-1620	(210) 695-6181	(210) 683-3061	266-2643

Team		Project/Application/System		
Client Services / Support Central		Technical Support – District Locations		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Irene Sanchez (P)	220-1533	(210) 532-7120	(210) 995-7927	
Hermelinda Lopez (S)	220-1616	(210) 683-3784		

Team		Project/Application/System		
Client Services / Support Central		Helpdesk E-mails / ACCDVM		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Irene Sanchez	220-1533	(210) 532-7120	(210) 995-7927	

Team		Project/Application/System		
Client Services / Support Central		Residency Survey		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Johnson	220-1561	(210) 497-7009	(210) 414-4428	

Team		Project/Application/System		
Client Services / Support Central		Student IT Fellowship / Recruitment / Training		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Usha Venkat (P)	220-1620	(210) 695-6181	(210) 683-3061	266-2643
Irene Sanchez (S)	220-1533	(210) 532-7120	(210) 995-7927	

Team		Project/Application/System		
Computer Operations – Mainframe Area		CICS		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Computer Room	220-1547			

Team		Project/Application/System		
Computer Operations – Mainframe Area		Mainframe Printing (Bills, Checks)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Computer Room	220-1547			

Team		Project/Application/System		
Computer Operations – Mainframe Area		Access to Mainframe		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Computer Room	220-1547			

Team		Project/Application/System		
Computer Operations – Mainframe Area		Remote Campuses Down		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Computer Room	220-1547			

Team		Project/Application/System		
Computer Operations – Mainframe Area		POP Server		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jim Garrison	220-1552	(210) 491-0804		266-3608

Team		Project/Application/System		
Computer Operations – Network Area		Enterprise Web Server (WWW)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino (P)	220-1506	(210) 735-0661		266-3778
Robert Puente (P)	220-1507	(210) 924-2342		266-3575
Computer Room	220-1548			

Team		Project/Application/System		
Computer Operations – Network Area		Active Directory Issues		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jessie Martinez (P)	220-1621			266-8102
Edward Nino (S)	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		Spam Filtering		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		Backup Express (Enterprise Backup Facilities)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edgar Masilungan	220-1521			266-8111

Team		Project/Application/System		
Computer Operations – Network Area		Network Security Issues		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(210) 492-2177	(210) 275-8907	266-3837
Jesse Martinez (S)	220-1621			266-8102

Team		Project/Application/System		
Computer Operations – Network Area		SMS		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		MOM (MS Operation Manager)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		IP Monitor		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Luis Alvarez	220-1547	(210) 340-4950		

Team		Project/Application/System		
Computer Operations – Network Area		Geo-Trust (SSL Certificate)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		Storage Area Networking Issues (SAN)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Jesse Martinez (P)	220-1621			266-8102
Edgar Masilungan (S)	220-1521			266-8111

Team		Project/Application/System		
Computer Operations – Network Area		VMware Servers		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Robert Puente (P)	220-1507	(210) 924-2342		266-3575
Edward Nino (S)	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		Symantec Antivirus Server		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Robert Puente	220-1507	(210) 924-2342		266-3575

Team		Project/Application/System		
Computer Operations – Network Area		Web-root Spyware Server		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		Tipping Point: PIX Firewall		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(210) 492-2177	(210) 275-8907	266-3837
Jesse Martinez (P)	220-1621			266-8102
Robert Puente	220-1507	(210) 924-2342		266-3575

Team		Project/Application/System		
Computer Operations – Network Area		Wireless Systems		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Robert Puente	220-1507	(210) 924-2342		266-3575

Team		Project/Application/System		
Computer Operations – Network Area		VPN (Virtual Private Network)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Robert Puente (P)	220-1507	(210) 924-2342		266-3575
Jesse Martinez (S)	220-1621			266-8102

Team		Project/Application/System		
Computer Operations – Network Area		Web Trends		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		WSUS (Push Security Updates)		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Edward Nino	220-1506	(210) 735-0661		266-3778

Team		Project/Application/System		
Computer Operations – Network Area		DHCP		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(2100 492-2177	(210) 275-8907	266-3837
Edward Nino (S)	220-1506	(210) 735-0661		266-3778
Robert Puente (S)	220-1507	(210) 924-2342		266-3575
Computer Room (S)	220-1548			

Team		Project/Application/System		
Computer Operations – Network Area		IDEA Server		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(2100 492-2177	(210) 275-8907	266-3837
Edward Nino (S)	220-1506	(210) 735-0661		266-3778
Robert Puente (S)	220-1507	(210) 924-2342		266-3575
Computer Room	220-1548			

(S)				
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Team		Project/Application/System		
Computer Operations – Network Area		Remote Site Network Down		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(2100 492-2177	(210) 275-8907	266-3837
Edward Nino (S)	220-1506	(210) 735-0661		266-3778
Robert Puente (S)	220-1507	(210) 924-2342		266-3575
Computer Room (S)	220-1548			

Team		Project/Application/System		
Computer Operations – Network Area		Web Page Owner Agreements		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Savritha Eratne	2200-1698	(210) 499-0037		

Team		Project/Application/System		
Computer Operations – Network Area		Internet Problems		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(2100 492-2177	(210) 275-8907	266-3837
Edward Nino (S)	220-1506	(210) 735-0661		266-3778
Robert Puente (S)	220-1507	(210) 924-2342		266-3575
Computer Room (S)	220-1548			

Team		Project/Application/System		
Computer Operations – Network Area		Network Router or Switch		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Arne Saustrup (P)	220-1551	(2100 492-2177	(210) 275-8907	266-3837
Jesse Martinez (S)	220-1621			266-8102
Robert Puente (S)	220-1507	(210) 924-2342		266-3575

Team		Project/Application/System		
Computer Operations – Network Area		Computer Forms, Labels, Transcript and Grade Forms Availability		
Responsibility	Work Phone	Home Phone	Cell Phone	Pager
Luis Alvarez (P)	220-1547	(210) 340-4950		
Tom Currie (S)	220-1554	(210) 821-5825	(210) 219-9423	

APPENDIX H: OPERATING SYSTEM SOFTWARE BACKUP & RESTORATION

H.1 System Software Backup

Operating system software is divided into two parts: VM/ESA and related software and OS/390 and related software. VM/ESA software consists primarily of CP, CMS, RSCS, TCP/IP, Passthru, VMBACKUP, Dirmaint, and OfficeVision. OS/390 software consists of OS/390 itself, CICS, TSO, ISPF, TPX, TCP/IP, and VTAM, as well as the system automation software (job scheduling, tape management, report distribution, and automated operator). Both these systems are backed up in total each week. The following sections give specific details about this backup operation.

Total System Backup

Each week all OS/390 DASD volumes are dumped to tape using the standard FDR (FastDumpRestore) utility. All usable data areas are dumped in this operation. Restoring all these volumes will restore the OS/390 system to its configuration at the time the dump was taken.

Also, each week, all VM DASD volumes are dumped to tape using the VM DDR utility. Restoring all these volumes will restore the VM/ESA system to its configuration at the time of the dump.

Both FDR and DDR have stand-alone versions that can be IPLed from tape so that volumes can be restored without the availability of a working OS/390 or VM/ESA system.

Two sets of tapes are used for both of these dump operations and these are rotated weekly. The tapes are stored off-site with Iron Mountain at their vault. Delivery of any or all of these tapes must be on the authority of the following personnel: Director of Information Technologies, Computer Operations Manager, or System Programming Manager. Iron Mountain dispatch can be reached by phoning 226-8999 day or night. Delivery will normally take place within one hour.

These tapes are to be used in the event of a total catastrophic loss of one or more DASD volumes.

OS/390 System File Backups

In addition to the complete DASD backups described above, certain critical OS/390 datasets are dumped to tape incrementally each night using the FDR/ABR utility. These

datasets include the CICS user and production execution libraries, and all application production execution libraries. Multiple tapes are used and these tapes are stored on-site and afford immediate recovery in the event of data loss.

CMS User and System Files

All CMS files are dumped to tape each week using the VMBACKUP facility. In addition, an incremental dump of all CMS files is done each night also using the VMBACKUP facility. Tapes for these backups are obtained from tape pools managed by the VMBACKUP system. This system automatically rotates tapes on a weekly and monthly basis. These tapes are stored on-site for immediate recovery if needed.

P/690 Server File Backups

AIX system data on all P/690 partitions is backed up to the IBM Ultrium tape drive each night. There is a separate backup tape for each partition. These tapes are bootable and can be used to completely restore a working AIX system to an empty hard drive. In addition, all LUNs on the Hitachi 9585 are copied to the Hitachi 9570 disk array each night using the TrueCopy function. Application data files and Oracle database files are backed up nightly to tape using the Backup Express system from SyncSort. We plan on acquiring another P series server to be located with the 9570 at the backup location in the near future. This will give us full redundancy for the Banner system servers.

H.2 System Software Restoration

Restoring system software can also be separated into two categories depending on whether it is a total restoration of a physical DASD volume or the restoration of individual OS/390 or CMS files.

Full DASD Restore

The use of the FDR and DDR utilities simplifies the task of restoring data. These utilities can be used to restore volumes that were lost due to catastrophic hardware failure (head crash, HDA failure, etc.).

Individual OS/390 Datasets

In almost all cases, OS/390 datasets can be restored using the same utilities that were used to backup them up originally. In the event a particular dataset was not backed up, then the FDR utility can be used to restore the dataset from the last full volume FDR backup.

Individual CMS Files

In all cases, CMS files can be restored using the VMBACKUP RESTORE facility. This facility is executed by Computer Operations on a routine basis.

P/690 Server Files

Using the TrueCopy backup LUNs on the Hitachi 9570, any or all LUNs on the Hitachi 9585 can be fully restored. AIX system data can be restored from the bootable tape backups. Individual user files can be restored from the Backup Express system (see Appendix J).

APPENDIX I: APPLICATION SYSTEM SOFTWARE BACKUP & RESTORATION

1.1 Application Libraries

Mainframe and Server Application program libraries exist for each major section; i.e., Student Records, and Administrative Records. The individual applications teams maintain these libraries.

1.2 Application Library Backup

Mainframe libraries are dumped to tape incrementally each night. A different tape is used each time and these tapes are kept on-site and reused each week. Note that this backup is in addition to the full volume backup done each week for every volume in the system.

Server libraries are backup incrementally to tape nightly. Also they are copied as part of the nightly Hitachi 9585 to 9570 copy operation

On-site Location and Frequency

As noted earlier, all crucial data and databases are backed up to magnetic tape on a daily basis. These tapes are retained in the computer room and used should destruction of data take place during the day.

Off-site Location and Frequency

Backups of all data, database, program and system libraries, and user libraries are made on a weekly basis. These data are picked up and transported by Iron Mountain personnel and stored in their company vault each Monday.

1.3 Application Library Restoration

Reallocating and reloading using standard utilities can restore each individual library. As noted earlier, the entire volume can be restored using the FDR utility.

Partial - By Application

Partial restoration of any application data is made through the use of standard operating system utilities.

Full Restoration

Restoration of all applications, if required, is made using standard utilities by either library or volume.

1.4 Daily Data Backup Jobs

The following jobs are executed on a daily basis for the purpose of backing up all pertinent data and databases.

System backups:

IOABKUP DAILY BACKUP OF CTL-M DATA BASE
BACKUPFD BACKUP CRITICAL DATASETS USING FDR/ABR
CICSDAYI BACKUP FORWARD JOURNALS FOR CICSIA
CICSDAYP BACKUP FORWARD JOURNALS FOR CICSPROD
CICSDAY1 BACKUP FORWARD JOURNALS FOR CICSSAC
CICSDAY2 BACKUP FORWARD JOURNALS FOR CICSSPC
CICSDAY3 BACKUP FORWARD JOURNALS FOR CICSPAC
CICSDAY4 BACKUP FORWARD JOURNALS FOR CICSNVC
CATBKUP BACKUP OS/390 CATALOG VOLUME - ACDC90

Student Records Backups:

SACBKUP SACBKUPA
SPCBKUP SPCBKUPA
PACBKUP PACBKUPA
NVCBKUP NVCBKUPA
ZSSBKUP ZSSBKUPA
EDIBKU1 EDIBKU1A
EDIBKU0 EDIBKU0A

Administrative Records Backups:

HRSBKUP1 HRSBKUP2
HRSBKP11 HRSBKP21
AVBKUP AVBKUPA

Banner Financial System Backups:

CRON based Oracle RMAN Daily
incremental and Weekend Full for
PROD and ODS Instances

1.5 Restoration

Partial by Application

Partial restoration of any application data is made through the use of standard operating system utilities.

Full Restoration

Restoration of all applications, if required, is made using standard utilities by either library or volume.

1.6 Production Jobs

Job Lists by Application

A list of major applications may be found in the appendices.

1.7 Critical Applications

Critical applications for each major department serviced may be found in the appendices.

APPENDIX J: FILE SERVER SOFTWARE BACKUP & RESTORATION

J.1 File Server Backup

All ACCD production file servers are fully backed up to tape. This includes both OS and application data.

On-site Location and Frequency

All file servers are incrementally backed up to AIT-2 magnetic tape on a daily basis. These tapes are retained in the computer room and used should destruction of data take place during the day.

Off-site Location and Frequency

Full tape backups of all file server data, database, OS and applications are made on a weekly basis. These tapes are picked up and transported by Iron Mountain personnel and stored in their company vault each Monday.

J.2 File Server Restoration

File server restoration is done using ACCD's SyncSort Backup Express software utility. This software system automates all server backups and allows either full or partial restoration of all File Servers and the Banner ERP system.

APPENDIX K: DOCUMENTATION

"Without the instructions it is impossible to assemble a child's swing set."³ Without the proper documentation it is also impossible to either run an existing Administrative Computing Facility, or operate successfully in a reconstructed one. The quality of documentation and its reproducibility can be the basis for a successful recovery.

K.1 Availability and Location of Backup

Documentation is backed up every week and stored in an off-site safe. This area is accessible during normal working hours.

K.2 Restoration

Restoration of documentation libraries, either whole or in part, is done using standard VM utilities or Syncsort server restores.

K.3 Standards

All documentation for production programs follows the general format developed by this department. All documentation is kept up to date by the analyst/programmers or managers involved, as well as the Production Analyst team. It is the responsibility of all teams to maintain adequate documentation as required by the Production Analyst team. It is the responsibility of the Production Analysts to insure these standards are maintained for *ALL* documentation that is required for computer production.

K.4 Systems Software Checklist

The following items must be accomplished in order to restore a working system at a backup site.

- Acquire office space for software disaster team members
- Acquire all backup tapes from off-site location
- Determine what additional I/O devices will be needed for the operation of the total system
- When all I/O devices are available and a working CPU is available and has been configured, start the restoration of all DASD volumes for the OS/390 system from tape backup. (Use of the stand-alone IPLable FDR tape may be required for restoration of enough OS/390 volumes to form a working system)
- After OS/390 DASD volumes are restored, perform any real I/O device re-addressing or re-configuration that may be necessary for the operation of the new OS/390 system
- IPL the new OS/390 system and verify that all necessary devices are operational

³ Common experience of most parents

- At this point, the new OS/390 system should be usable. Also, local VTAM terminals should be operational so that limited activity can be performed on the OS/390 production system
- Perform re-configuration of the VTAM network. (This process involves both VTAM terminal definitions as well as CICS terminal definitions and may consume considerable time)
- Test VTAM network re-configuration

When the VTAM network is operational, normal production can commence. At this point the restoration of the VM/ESA system can begin.

- Restore system volumes to obtain a minimal working VM/ESA system (the DDR backups of the VM system volumes have an IPLable DDR utility as the first file on each tape)
- Obtain all necessary backup DDR tapes from off-site location
- IPL the VM/ESA system
- Complete restoration using the CMS DDR command

Obtain a working P/690 Server and all related equipment. It may be possible to connect this processor to the Hitachi 9570 Disk Array at the backup site. Using bootable AIX backup tapes, restore all P/690 partitions.

Obtain Dell Servers for Critical File Server Application and install operating systems for each server. Restore application environment using Syncsort backups.

K.5 Operating Instructions Checklist

- Ascertain salvageable equipment from ACF Computer Room
- Coordinate telecommunications installation with S.W. Bell
- Load production operating system at SAC campus
- Initialize the system
- Establish minimum user terminal configuration
- Invoke minimum processing schedule

K.6 Network Recovery Checklist

- Determine salvageable network equipment from ACF Computer Room
- Coordinate telecommunications installations with S.W. Bell, or City of San Antonio
- Coordinate Internet link installation with Southwestern Bell Internet Service
- Install production network equipment at recovery site
- Reload or configure network equipment
- Establish critical network services:
 - DNS
 - DHCP

- WINS
- Active Directory
- WWW
- Internet Connectivity
- WebCT
- Establish minimum network connectivity to Internet and ACCD locations

K.7 Scheduling Instructions Checklist

The following items must be available to enable the production/analyst(s) to perform their duties during a disaster situation.

- Temporary office space must be made available for the duration of the crisis situation
- At least 3 VTAM terminals must be on site and in working condition
- Documentation and procedures must be printed and ready for use from back up tapes
- Payroll and accounting volume tapes and dataset information forms; i.e. payroll master tapes and pertinent information for a check run
- Forms for each application listed in the appendices

APPENDIX L: CRITICAL APPLICATIONS BY DEPARTMENT

The following departments responded to a questionnaire regarding the relative priority of applications/services provided to them by Information Technologies. The applications/services listed are given in the order specified by those individual departments.

L.1 District Finance/Procurement

- Payroll Checks
- Payroll (year-end)
- Payroll quarterly reports
- Budget Reports
- Accounting Reports
- Student Accounting
- Accounting student loans
- Automated Disbursements
- Purchase Orders

L.2 Student Financial Aid

- Check Generation
- Miscellaneous Reports
- Automated Financial Aid System
- Student Loan Reports
- EDE Processing

L.3 SAC Evening Division

- Contracts
- Class Schedules
- Course Room Usage
- Class Tabs
- Labels

L.4 SAC Counseling

- SIES Reports
- ACT Reports
- CEEB Reports
- Veterans Reports

L.5 SPC Evening Division

- Contracts
- Class Tabs
- Labels

L.6 SPC Counseling

- ACT Reports
- Remote Registration Master Data Lists
- Veterans Reports

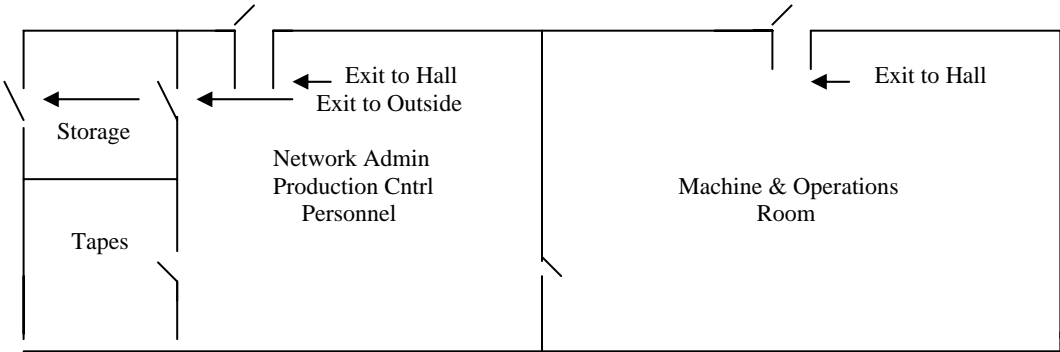
L.7 Continuing Education

- PSE
- Registration Forms
- Monthly Reports
- Payroll
- Labels
- Rolls
- File Maintenance
- Brochures & Envelopes

L.8 All Admissions & Records

- Registration (including voice and web)
- Preparation for Registration
- Grades
- Time Permits
- Rolls
- Master data lists
- State reports
- Transcript processing
- File maintenance (CICS)
- Student record accounting
- Teacher & course reports
- High School/college lists
- High school/college file maintenance (CICS)
- Registration tabs
- Address lists
- Graduation evaluations
- Labels
- Probation listing

APPENDIX M: EXIT DIAGRAM FOR ACF



APPENDIX N: ACCD DASD CONFIGURATION - AMDAHL PLATINUM 400

LOGICAL CONTROL UNIT 0 64 3390 FORMATED VOLUMES

LOGICAL CONTROL UNIT 1 40 3390 FORMATED VOLUMES

DASD 1000 ACD001 DASD 1020 ACD033 DASD 1040 ACD007 DASD 1060 ACDREA
 DASD 1001 ACD002 DASD 1021 ACD034 DASD 1041 ACD008 DASD 1061 CMSFS6#
 DASD 1002 ACD003 DASD 1022 ACD035 DASD 1042 ACD015 DASD 1062 CMSFS7#
 DASD 1003 ACD004 DASD 1023 ACD036 DASD 1043 ACD016 DASD 1063 ACDWK2
 DASD 1004 ACD005 DASD 1024 ACD037 DASD 1044 ACD023 DASD 1064 ACDP04
 DASD 1005 ACD006 DASD 1025 ACD038 DASD 1045 ACD024 DASD 1065 ACDSC4
 DASD 1006 ACD042% DASD 1026 ACD044% DASD 1046 ACD046% DASD 1066 ACD048%
 DASD 1007 ACD043% DASD 1027 ACD045% DASD 1047 ACD047% DASD 1067 ACD049%
 DASD 1008 ACD009 DASD 1028 ACD041 DASD 1048 ACD031
 DASD 1009 ACD010 DASD 1029 ACDP01 DASD 1049 ACD032
 DASD 100A ACD011 DASD 102A **240RES#** DASD 104A ACD039
 DASD 100B ACD012 DASD 102B **ACDR90** DASD 104B ACDH90
 DASD 100C ACD013 DASD 102C SPOOLY# DASD 104C ACDSPE@
 DASD 100D ACD014 DASD 102D ACDCEA DASD 104D ACDW90
 DASD 100E ACDSC1% DASD 102E ACDSC2% DASD 104E ACDSC3%
 DASD 100F ACD052% DASD 102F ACD053% DASD 104F ACD054%
 DASD 1010 ACD017 DASD 1030 ACDD90 DASD 1050 CMSFS4#
 DASD 1011 ACD018 DASD 1031 ACDWRK DASD 1051 CMSFS5#
 DASD 1012 ACD019 DASD 1032 ACDW02 DASD 1052 ACDP03
 DASD 1013 ACD020 DASD 1033 CMSFS1# DASD 1053 ACDA90
 DASD 1014 ACD021 DASD 1034 CMSFS2# DASD 1054 SP1054
 DASD 1015 ACD022 DASD 1035 CMSFS3# DASD 1055 SP1055
 DASD 1016 ACD056% DASD 1036 SP1036% DASD 1056 ACD061%
 DASD 1017 ACD060% DASD 1037 ACD057% DASD 1057 ACDW01%
 DASD 1018 ACD025 DASD 1038 ACDP02 DASD 1058 ACD040
 DASD 1019 ACD026 DASD 1039 SPOOLX# DASD 1059 D9ESY1
 DASD 101A ACD027 DASD 103A **XARESC** DASD 105A D9ECAT
 DASD 101B ACD028 DASD 103B ACD050 DASD 105B ACDDLG
 DASD 101C ACD029 DASD 103C ACD051 DASD 105C ACDW03
 DASD 101D ACD030 DASD 103D ACDC90 DASD 105D SP105D
 DASD 101E SP101E% DASD 103E SP103E% DASD 105E SP105E%
 DASD 101F ACD058% DASD 103F ACD055% DASD 105F ACD059%

LOGICAL CONTROL UNIT 2 60 3380 FORMATED VOLUMES

DASD 1080 ACDPK1 DASD 1090 ACDP17 DASD 10A0 ACDP33 DASD 10B0 **ESARES#**
 DASD 1081 ACDPK2 DASD 1091 ACDP18 DASD 10A1 ACDP34 DASD 10B1 ACDXSP
 DASD 1082 ACDPK3 DASD 1092 ACDP19 DASD 10A2 ACDP35 DASD 10B2 ACDP15
 DASD 1083 ACDPK4 DASD 1093 ACDP20 DASD 10A3 ACDP36 DASD 10B3 ACDP16
 DASD 1084 ACDPK5 DASD 1094 ACDP21 DASD 10A4 ACDP37 DASD 10B4 ACDTSO
 DASD 1085 ACDPK6 DASD 1095 ACDP22 DASD 10A5 ACDP38 DASD 10B5 ACDP31
 DASD 1086 ACDPK7 DASD 1096 ACDP23 DASD 10A6 ACDP43 DASD 10B6 ACDP32
 DASD 1087 ACDPK8 DASD 1097 ACDP24 DASD 10A7 ACDP40 DASD 10B7 ACDCXA
 DASD 1088 ACDPK9 DASD 1098 ACDP25 DASD 10A8 ACDP41 DASD 10B8 ACDSPL
 DASD 1089 ACDP10 DASD 1099 ACDP26 DASD 10A9 ACDP42 DASD 10B9 XASPOL#
 DASD 108A ACDP11 DASD 109A ACDP27 DASD 10AA ACDP44 DASD 10BA **ESATST#**

DASD 108B ACDP12 DASD 109B ACDP28 DASD 10AB ACDP45 DASD 10BB **ESTRES#**
DASD 108C ACDP13 DASD 109C ACDP29 DASD 10AC ACDRES
DASD 108D ACDP14 DASD 109D ACDP30 DASD 10AD ACDCAT
DASD 108E CMPAK1# DASD 109E VMSPOL# DASD 10AE ESAPRD#
DASD 108F CMPAK5# DASD 109F VM5HPO# DASD 10AF XASRES#

VM formatted volume

@ Contains FDR/SAR IPL Text

% 3390-9 volume = 10,017 cylinders; all others = 3339 cylinders

Highlighted volumes contain IPL text

APPENDIX O: P/690 TITAN SERVER PARTITION INFORMATION

Server

Model: IBM P690 7040-681 Serial Number: 4161D Customer Number: 0157884

SAN

Model: Hitachi Thunder 9585V Serial Number: 68015338 Customer Number: R042669

Partitions

Name	Application	CPUs	RAM	Host Name	IP Address
Titandb	Oracle DB	3	6GB	titandb.accd.edu	10.12.0.100
Titaninb	Internet Native Banner	2	6GB	titaninb.accd.edu	10.12.0.101
Titanss	Banner Self Service	1	6GB	titanss.accd.edu	10.12.0.102
Titanflw	Banner Work Flow	2	6GB	titanflw.accd.edu	10.12.0.103
Titanods	Banner Operational Data Store	2	5GB	titanods.accd.edu	10.12.0.105
Titants1	Oracle DB - Development	6	12GB	titants1.accd.edu	10.12.0.104
Titants3	Systems testing	1	1GB	titants3.accd.edu	10.12.0.106
Titants4	INB & Self Service - Development	2	4GB	titants4.accd.edu	10.12.0.107

Disk and File System Information

Titandb

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol ID (PVID)
/dev/hd4	0.06	/	rootvg	hdisk0/hdisk1	0024161db43eeaff/
/dev/hd2	2.44	/usr	rootvg	hdisk0/hdisk1	0024161df98b1e3c
/dev/hd9var	1.00	/var	rootvg	hdisk0/hdisk1	
/dev/hd3	0.50	/tmp	rootvg	hdisk0/hdisk1	
/dev/hd1	6.25	/home	rootvg	hdisk0/hdisk1	
/proc	-	/proc	rootvg	hdisk0/hdisk1	
/dev/hd10opt	0.25	/opt	rootvg	hdisk0/hdisk1	
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0/hdisk1	
/dev/fslv01	49.00	/u01	san2vg	d1mfdrv1 50GB	0024161d0e9ffaff
/dev/fslv02	49.00	/u02	san3vg	d1mfdrv3 50GB	0024161de764f4c8
/dev/fslv03	49.00	/u03	san4vg	d1mfdrv4 50GB	0024161de765611b
/dev/fslv04	49.00	/u04	san5vg	d1mfdrv5 50GB	0024161de765b00c
/dev/fslv05	124.88	/u05	san6vg	d1mfdrv6 100GB	0024161de765ef2d
				d1mfdrv7 25GB	0024161d90ac6c5a

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv1	0006	0A/1A	50GB	Own/Non	00
d1mfdrv3	0040	0A/1A	50GB	Own/Non	01
d1mfdrv4	0041	0A/1A	50GB	Non/Own	02
d1mfdrv5	0042	0A/1A	50GB	Own/Non	03
d1mfdrv6	0043	0A/1A	100GB	Non/Own	04
d1mfdrv7	0058	0A/1A	25GB	Own/Non	00

Titaninb

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.06	/	rootvg	hdisk0/hdisk1	0024161db44b35ab/
/dev/hd2	2.00	/usr	rootvg	hdisk0/hdisk1	0024161dfe3d0421
/dev/hd9var	0.50	/var	rootvg	hdisk0/hdisk1	
/dev/hd3	0.06	/tmp	rootvg	hdisk0/hdisk1	
/dev/hd1	0.62	/home	rootvg	hdisk0/hdisk1	

/proc	-	/proc	rootvg	hdisk0/hdisk1		
/dev/hd10opt	0.62	/opt	rootvg	hdisk0/hdisk1		
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0/hdisk1		
/dev/fslv02	49.00	/u01	san3vg	d1mfdrv2	50GB	0024161de8ad723d
/dev/fslv03	49.00	/u02	san4vg	d1mfdrv3	50GB	0024161de8adb0ce

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv2	0049	0A/1A	50GB	Non/Own	01
d1mfdrv3	0050	0A/1A	50GB	Own/Non	02

Titanflw

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.06	/	rootvg	hdisk0/hdisk1	0024161db4979db4/
/dev/hd2	2.50	/usr	rootvg	hdisk0/hdisk1	0024161dfa24cbd2
/dev/hd9var	0.50	/var	rootvg	hdisk0/hdisk1	
/dev/hd3	0.50	/tmp	rootvg	hdisk0/hdisk1	
/dev/hd1	0.62	/home	rootvg	hdisk0/hdisk1	
/proc	-	/proc	rootvg	hdisk0/hdisk1	
/dev/hd10opt	0.62	/opt	rootvg	hdisk0/hdisk1	
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0/hdisk1	
/dev/fslv00	69.81	/u01	san3vg	d1mfdrv2	50GB 0024161decbb1417
				d1mfdrv0	20GB 0024161d13fff2fa5
/dev/fslv01	69.81	/u02	san4vg	d1mfdrv3	50GB 0024161decbb5b0e
				d1mfdrv1	20GB 0024161d13fff6373

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv2	0053	0C/1C	50GB	Non/Own	02
d1mfdrv0	0012	1C/0C	20GB	Non/Own	00
d1mfdrv3	0054	0C/1C	50GB	Own/Non	03
d1mfdrv1	013	0C/1C	20GB	Non/Own	00

Titanss

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.06	/	rootvg	hdisk0/hdisk1	0024161db4551150/
/dev/hd2	2.50	/usr	rootvg	hdisk0/hdisk1	0024161dfe49a532
/dev/hd9var	0.50	/var	rootvg	hdisk0/hdisk1	
/dev/hd3	0.50	/tmp	rootvg	hdisk0/hdisk1	
/dev/hd1	0.62	/home	rootvg	hdisk0/hdisk1	
/proc	-	/proc	rootvg	hdisk0/hdisk1	
/dev/hd10opt	0.62	/opt	rootvg	hdisk0/hdisk1	
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0/hdisk1	
/dev/fslv02	49.00	/u01	san3vg	d1mfdrv4	50GB 0024161de8c787e3
/dev/fslv03	49.00	/u02	san4vg	d1mfdrv2	50GB 0024161de8c80e0b

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv4	0051	0B/1B	50GB	Non/Own	00
d1mfdrv2	0052	0B/1B	50GB	Own/Non	01

Titanods

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.12	/	rootvg	hdisk0/hdisk1	0024161db4161cd4/
/dev/hd2	2.44	/usr	rootvg	hdisk0/hdisk1	0024161d4f4523b2
/dev/hd9var	0.50	/var	rootvg	hdisk0/hdisk1	
/dev/hd3	0.81	/tmp	rootvg	hdisk0/hdisk1	
/dev/hd1	0.62	/home	rootvg	hdisk0/hdisk1	
/proc	-	/proc	rootvg	hdisk0/hdisk1	

/dev/hd10opt	0.25	/opt	rootvg	hdisk0/hdisk1		
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0/hdisk1		
/dev/fslv02	49.00	/u01	san3vg	d1mfdrv2	50GB	0024161de7c741fe
/dev/fslv03	49.00	/u02	san4vg	d1mfdrv3	50GB	0024161de7c78de4
/dev/fslv04	49.00	/u03	san5vg	d1mfdrv4	50GB	0024161de7c7ce93
/dev/fslv05	49.00	/u04	san6vg	d1mfdrv5	50GB	0024161de7c83505
/dev/fslv06	99.00	/u05	san7vg	d1mfdrv6	100GB	0024161de7c87d5f

Vol Name	LUN	CtlPorts	Size	Type	Raidgrp
d1mfdrv2	0044	0A/1A	50GB	Own/Non	00
d1mfdrv3	0045	0A/1A	50GB	Non/Own	01
d1mfdrv4	0046	0A/1A	50GB	Own/Non	02
d1mfdrv5	0047	0A/1A	50GB	Non/Own	03
d1mfdrv6	0048	0A/1A	100GB	Own/Non	04

Titants1

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.06	/	rootvg	hdisk0 36GB	0024161d5d573161
/dev/hd2	3.19	/usr	rootvg	hdisk0	
/dev/hd9var	0.50	/var	rootvg	hdisk0	
/dev/hd3	0.50	/tmp	rootvg	hdisk0	
/dev/hd1	2.00	/home	rootvg	hdisk0	
/proc	-	/proc	rootvg	hdisk0	
/dev/hd10opt	0.62	/opt	rootvg	hdisk0	
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0	
/dev/fslv00	9.00	/u01	datavg	hdisk1 36GB	0024161d2b1961a9
/dev/fslv01	113.09	/u02	san1vg	d1mfdrv0/ 20GB	0024161d9bd0dbbc
				d1mfdrv3/ 20GB	0024161de965292b
				d1mfdrv6 40GB	0024161dd718a532
				d1mfdrv9 34GB	0024161d20b14bec
/dev/fslv02	118.94	/u03	san2vg	d1mfdrv1/ 50GB	0024161d9bd17457
				d1mfdrv4 50GB	0024161de9659b40
				d1mfdrv8 20GB	0024161dea92ce6f
/dev/fslv03	149.91	/u04	san3vg	d1mfdrv2/ 30GB	0024161d9bd1c56c
				d1mfdrv5 30GB	0024161de965e61d
				d1mfdrv7 50GB	0024161dcae4c2f2
				d1mfdrv10 40GB	0024161da62be3d4

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv0	0000	0B/1B	20GB	Own/Non	00
d1mfdrv1	0001	0B/1B	50GB	Own/Non	00
d1mfdrv2	0002	0B/1B	30GB	Own/Non	00
d1mfdrv3	0020	0B/1B	20GB	Own/Non	01
d1mfdrv4	0021	0B/1B	50GB	Non/Own	01
d1mfdrv5	0022	0B/1B	30GB	Own/Non	01
d1mfdrv6	0037	0B/1B	40GB	Own/Non	00
d1mfdrv7	0056	0B/1B	50GB	Own/Non	03
d1mfdrv8	0057	0B/1B	20GB	Own/Non	03
d1mfdrv9	0061	0B/1B	34GB	Non/Own	02
d1mfdrv10	0102	0B/1B	40GB	Own/Non	00

Titants3

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.06	/	rootvg	hdisk0/hdisk1	0024161d23282f6d/
/dev/hd2	2.62	/usr	rootvg	hdisk0/hdisk1	0024161db42a8034
/dev/hd9var	0.50	/var	rootvg	hdisk0/hdisk1	
/dev/hd3	0.06	/tmp	rootvg	hdisk0/hdisk1	

/dev/hd1	6.25	/home	rootvg	hdisk0/hdisk1		
/proc	-	/proc	rootvg	hdisk0/hdisk1		
/dev/hd10opt	0.25	/opt	rootvg	hdisk0/hdisk1		
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0/hdisk1		
/dev/fslv00	19.00	/u01	san1vg	d1mfdrv0	20GB	0024161d19a36fff
/dev/fslv01	19.00	/u02	san2vg	d1mfdrv1	20GB	0024161d2ec0bbcd

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv0	0016	1B/0B	20GB	Non/Own	00
d1mfdrv1	0017	0B/1B	20GB	Non/Own	00

Titants4

Filesystem	Size(GB)	Mount Point	Vol Grp	Vol Name(s)	Vol Id (PVID)
/dev/hd4	0.12	/	rootvg	hdisk0 36GB	0024161db434f81d
/dev/hd2	2.62	/usr	rootvg	hdisk0	
/dev/hd9var	0.50	/var	rootvg	hdisk0	
/dev/hd3	0.81	/tmp	rootvg	hdisk0	
/dev/hd1	0.62	/home	rootvg	hdisk0	
/proc	-	/proc	rootvg	hdisk0	
/dev/hd10opt	1.00	/opt	rootvg	hdisk0	
/dev/lv00	2.00	/usr/sys/inst.images	rootvg	hdisk0	
/dev/fslv00	30.00	/u01	datavg	hdisk1 36GB	0024161d5a20639c
/dev/fslv01	79.03	/u02	san1vg	d1mfdrv0/ 20GB	0024161d9c4df42e
				d1mfdrv2/ 20GB	0024161de96eec16
				d1mfdrv4 40GB	0024161de181facc
/dev/fslv02	39.03	/u03	san2vg	d1mfdrv1/ 20GB	0024161d9c4e4f0d
				d1mfdrv3 20GB	0024161de96f352c

Vol Name	LUN	CtlPorts	Size	Type	RaidGrp
d1mfdrv0	0003	0C/1C	20GB	Own/Non	00
d1mfdrv1	0004	0C/1C	20GB	Own/Non	00
d1mfdrv2	0023	0C/1C	20GB	Own/Non	01
d1mfdrv3	0024	0C/1C	20GB	Non/Own	01
d1mfdrv4	0038	0C/1C	40GB	Non/Own	01

Note: All production partitions plus Titants3 have rootvg mirrored on hdisk0 and hdisk1. hdisk0 and hdisk1 are 36GB internal drives on all partitions.

APPENDIX P: SUPPLIES

Without the supplies required to perform processing, the best designed backup site is worthless. Attention must be given to the following:

P.1 Consumables

Stock Forms

The majority of the stock forms used by the Administrative Computing Facility are kept in the central receiving warehouse and delivered as required. As such, this item should not cause a problem other than rerouting.

Non-standard Forms

Some non-standard forms are also kept in central receiving. However, many, such as transcripts, are kept in the Administrative Computing Facility storeroom and would have to be replenished. Emergency supplies of these forms should be also kept at an off-site location.

Ribbons and Supplies

Computer printer ribbons and other consumables can normally be ordered and delivered on short notice. The Supplies and Administration team should see that these items are processed quickly.

P.2 Non-Consumables

Tapes and Other Supplies

Computer tapes and other non-consumables that are easily obtainable in the local area should be obtained through the Supplies and Administration team.

APPENDIX Q: ACCD Campus Wide Radios

Attached is a campus wide listing of radios and who is assigned them. This list was last updated on May 29, 2007.

Q.1 District Radios

Assigned	Subscriber Name	Radio ID	
District	Jose Monsivais	142*21165*6	
Phone Number	IMEI	SIM	PP Code
2105595399	100668923340	801064377310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
District	Lost Radio	142*21165*8	
Phone Number	IMEI	SIM	PP Code
2105595405	103029261110		U2505
BAN		Equipment Model	
627608922		I550+	

Assigned	Subscriber Name	Radio ID	
District	Franz G.	142*21165*10	
Phone Number	IMEI	SIM	PP Code
2105595412	101504003110	827495589310	U2505
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
District	Luis Alvarez	142*21165*11	
Phone Number	IMEI	SIM	PP Code
2105595421	101502690110		U2505
BAN		Equipment Model	
627608922		I500Plus	

Assigned	Subscriber Name	Radio ID	
District	Sid Perez	142*21165812	
Phone Number	IMEI	SIM	PP Code
2105595423	101493673110		U2505
BAN		Equipment Model	
62708922		I500PLUS	

Assigned	Subscriber Name	Radio ID	
District	Usha Venkat	142*21165*13	
Phone Number	IMEI	SIM	PP Code
2105595424	100536793340	800920825310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
District	Edward Nino	142*21165*14	
Phone Number	IMEI	SIM	PP Code
2105595425	101502991110		U2505
BAN		Equipment Model	
627608922		I500Plus	

Assigned	Subscriber Name	Radio ID	
District	Robert Puente	142*21165*15	
Phone Number	IMEI	SIM	PP Code
2105595426	100528760330	806199910300	U2505
BAN		Equipment Model	
627608922		I58SR	

Assigned	Subscriber Name	Radio ID	
District	Jim Garrison	142*211565*16	
Phone Number	IMEI	SIM	PP Code
2105595427	101502957110		U2505
BAN		Equipment Model	
627608922		I500 Plus	

Assigned	Subscriber Name	Radio ID	
District	Randy Klein	142*21165*17	
Phone Number	IMEI	SIM	PP Code
2105595428	101496970110		U2505
BAN		Equipment Model	
627608922		I500 Plus	

Assigned	Subscriber Name	Radio ID	
District	Leonard Dacy	142*21165*18	
Phone Number	IMEI	SIM	PP Code
2105595429	10149663110		U2505
BAN		Equipment Model	
627608922		I500 Plus	

Assigned	Subscriber Name	Radio ID	
District	Amita Mahajan	142*21165*19	
Phone Number	IMEI	SIM	PP Code
2105596564	102833320110		U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
District	Help Desk 2	142*21165*20	
Phone Number	IMEI	SIM	PP Code
2105596565		806199978300	U2505
BAN		Equipment Model	
627608922		I58SR	

Assigned	Subscriber Name	Radio ID	
District	Drusila Benavidez	142*21165*21	
Phone Number	IMEI	SIM	PP Code
2106697756	103030451110		U2505
BAN		Equipment Model	
627608922		I550 +	

Assigned	Subscriber Name	Radio ID	
District	Savithra Eratne	142*21165*22	
Phone Number	IMEI	SIM	PP Code
2106697758	100536795340	809920835310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
District	Julio Gallegos	142*21165*23	
Phone Number	IMEI	SIM	PP Code
2106697760	1501797938520	828680009310	U2505
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
District	Available	142*21165*24	
Phone Number	IMEI	SIM	PP Code
2106697762	103029684110		U2505
BAN		Equipment Model	
627608922		I550 +	

Assigned	Subscriber Name	Radio ID	
District	Help Desk 4	142*21165*63	
Phone Number	IMEI	SIM	PP Code
142*21165*63	101719241330	809453413300	U2505
BAN		Equipment Model	
627608922		I58SR	

Assigned	Subscriber Name	Radio ID	
District	Pat McDaniel	142*21165*1	
Phone Number	IMEI	SIM	PP Code
2105595393			
BAN		Equipment Model	
		I58SR	

Assigned	Subscriber Name	Radio ID	
District	Jesse Martinez	142*21165*2	
Phone Number	IMEI	SIM	PP Code
2105595394			
BAN		Equipment Model	
		I58SR	

Assigned	Subscriber Name	Radio ID	
District	Arne Saustrup	142*21165*4	
Phone Number	IMEI	SIM	PP Code
2105595396			
BAN		Equipment Model	
		I500	

Assigned	Subscriber Name	Radio ID	
District	Available	142*21165*26	
Phone Number	IMEI	SIM	PP Code
2103366954			
BAN		Equipment Model	
		I30SX	

Assigned	Subscriber Name	Radio ID	
District	Available	142*21165*27	
Phone Number	IMEI	SIM	PP Code
2103366886	00170036461258	00081918702731	
BAN		Equipment Model	
		I530	

Assigned	Subscriber Name	Radio ID	
District	Rick Cavazos	142*21165*39	
Phone Number	IMEI	SIM	PP Code
2108892238			
BAN		Equipment Model	
		I205	

Assigned	Subscriber Name	Radio ID	
District	Henry Reil	142*21165*40	
Phone Number	IMEI	SIM	PP Code
2108892320			
BAN		Equipment Model	
		I1000	

Assigned	Subscriber Name	Radio ID	
District	Help Desk 3	142*21165*38	
Phone Number	IMEI	SIM	PP Code
2108892186		827495598310	
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Alex Saucedo	142*21165*42	
Phone Number	IMEI	SIM	PP Code
2108893362			
BAN		Equipment Model	
		I530	

Assigned	Subscriber Name	Radio ID	
District	Shawn White	142*21165*5	
Phone Number	IMEI	SIM	PP Code
2105595398	102129309110		U2505
BAN		Equipment Model	
627608922		I500 Plus	

Assigned	Subscriber Name	Radio ID	
District	Irene Sanchez	142*21165*95	
Phone Number	IMEI	SIM	PP Code
2103895469	00051104455946	000823850448831	U2505
BAN		Equipment Model	
		I205	

Assigned	Subscriber Name	Radio ID	
District	Brian Charles	142*21165*96	
Phone Number	IMEI	SIM	PP Code
BAN		Equipment Model	
		I205	

Assigned	Subscriber Name	Radio ID	
District	Hermelinda Lopez	142*21165*99	
Phone Number	IMEI	SIM	PP Code
2105590380	1500744620520	826148439310	U2505
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Veronica Martinez	142*21165*100	
Phone Number	IMEI	SIM	PP Code
2105590457	1500744555520	826148436310	U2505
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Oscar Flores	142*21165*101	
Phone Number	IMEI	SIM	PP Code
2105590472	1500744622520	826148440310	U2505
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Ron Rendond	142*21165*37	
Phone Number	IMEI	SIM	PP Code
2108892033	0015013	82749560331	U2505
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Aaron Dickerson	142*21165*25	
Phone Number	IMEI	SIM	PP Code
2103366952	1501349869520	827495654310	
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Corina Prieto	143*134439*10	
Phone Number	IMEI	SIM	PP Code
2108255352	001501797939520	000828680010310	
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	April Zimmerman	143*134439*12	
Phone Number	IMEI	SIM	PP Code
2108256427	001501798013520	000828679998310	U2505
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Yescenia Flores	143*134439*11	
Phone Number	IMEI	SIM	PP Code
2108256092	001501798026520	000828679965310	U2505
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
District	Nicolas Morales	143*134439*13	
Phone Number	IMEI	SIM	PP Code
2108257085	001501797886520	000828679968310	U2505
BAN		Equipment Model	
		I265	

Q.2 PAC Radios

Assigned	Subscriber Name	Radio ID	
PAC	David Amaya	142*19*4458	
Phone Number	IMEI	SIM	PP Code
2103360241	100419905370	802054724310	U2505
BAN		Equipment Model	
627608922		I530	

Assigned	Subscriber Name	Radio ID	
PAC	Gary Shelman	142*19*4459	
Phone Number	IMEI	SIM	PP Code
2103364637	1004199007370	802054531310	U2505
BAN		Equipment Model	
627608922		I530	

Assigned	Subscriber Name	Radio ID	
PAC	Christopher Delgado	142*19*4599	
Phone Number	IMEI	SIM	PP Code
2103364654	1700270288480	815940744310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Tom Duncan	142*21165*68	
Phone Number	IMEI	SIM	PP Code
2106696955	1700048997480	817376690310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Benny Garza	142*21165*69	
Phone Number	IMEI	SIM	PP Code
2106697466	1700049053480	817427631310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Jason Lathe	142*21165*70	
Phone Number	IMEI	SIM	PP Code
2106697871	1700049031480	817427638310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Mike Jennings	142*21165*71	
Phone Number	IMEI	SIM	PP Code
2106697872	1700049107480	817427643310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Gerri Reynolds	142*21165*72	
Phone Number	IMEI	SIM	PP Code
2106697873	1700049066480	817446660310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Michelle Tan	142*21165*73	
Phone Number	IMEI	SIM	PP Code
2106697874	1700049055480	817446659310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
PAC	Roger Arizmendi	142*21165*74	
Phone Number	IMEI	SIM	PP Code
2106697953	1700049087480	817446706310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name		Radio ID	
PAC	Louie Barrera		142*21165*76	
Phone Number	IMEI		SIM	PP Code
2106698273	1700048994480		817446707310	U2505
BAN			Equipment Model	
627608922			I530BR	

Assigned	Subscriber Name		Radio ID	
PAC	Lucy Barlow		142*21165*77	
Phone Number	IMEI		SIM	PP Code
2106698505	1700049991480		817446673310	U2505
BAN			Equipment Model	
627608922			I530BR	

Assigned	Subscriber Name		Radio ID	
PAC	Jose Contreras		14221165*60	
Phone Number	IMEI		SIM	PP Code
2108899644	1700049039480		817427649310	U2505
BAN			Equipment Model	
627608922			I530BR	

Q.3 NVC Radios

Assigned	Subscriber Name		Radio ID	
NVC	Lee White		143*56501*11	
Phone Number	IMEI		SIM	PP Code
2103890172	101488985460		813381908310	U2505
BAN			Equipment Model	
627608922			I205R	

Assigned	Subscriber Name	Radio ID	
NVC	Pat Fontenot	143*56501*1	
Phone Number	IMEI	SIM	PP Code
2103894156	100658441340	801056841310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	TLF/RM 118	143*56501*2	
Phone Number	IMEI	SIM	PP Code
2103894157	100658439340	801419239310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Sandra Colon	143*56501*3	
Phone Number	IMEI	SIM	PP Code
2103894167	100658407340	801420506310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Sandy Coker	143*56501*4	
Phone Number	IMEI	SIM	PP Code
2103894168	100658413340	801420507310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Jeremy Forman	143*56501*5	
Phone Number	IMEI	SIM	PP Code
2103894169	100658553340	801060902310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Rob Moher	143*56501*6	
Phone Number	IMEI	SIM	PP Code
2103894650	100187545460	807055000310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
NVC	Patrick Morgan	143*56501*7	
Phone Number	IMEI	SIM	PP Code
2103894871	100187569460	807055003310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
NVC	Felix Salinas	143*46501*8	
Phone Number	IMEI	SIM	PP Code
2103894921	100187543460	807055002310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
NVC	Kori Schneider	143*56501*9	
Phone Number	IMEI	SIM	PP Code
2103894922	100187557460	8007055006310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
NVC	Not Assigned	143*56501*10	
Phone Number	IMEI	SIM	PP Code
2103895028	100187555460	807055005310	U2505
BAN		Equipment Model	
627608922		I205r	

Assigned	Subscriber Name	Radio ID	
NVC	Bob Kemmerer	142*103348*2	
Phone Number	IMEI	SIM	PP Code
2105590120	103671155110		U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Adela Gonzales	142*103348*3	
Phone Number	IMEI	SIM	PP Code
2105590121	103671151110		U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Scott Tyra	142*103348*4	
Phone Number	IMEI	SIM	PP Code
21055990122	103671149110		U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
NVC	Frances Jenks	142*103348*5	
Phone Number	IMEI	SIM	PP Code
2105590123	103671161110		U2505
BAN		Equipment Model	
627608922		I440 Plus	

Assigned	Subscriber Name	Radio ID	
NVC	Front Desk Office Supervisor/Works Study	142*21165*98	
Phone Number	IMEI	SIM	PP Code
8307430323	1500683310520		
BAN		Equipment Model	
		I265	

Assigned	Subscriber Name	Radio ID	
NVC	Not Assigned	142*21165*3	
Phone Number	IMEI	SIM	PP Code
2105591439	1501527425520	827927945310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
NVC	Not Assigned	142*21165*90	
Phone Number	IMEI	SIM	PP Code
2105597817	1501527466520	827927956310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
NVC	Not Assigned	142*21165*91	
Phone Number	IMEI	SIM	PP Code
2105597837	1501527444520	827928043310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
NVC	Not Assigned	142*21165*92	
Phone Number	IMEI	SIM	PP Code
2105597839	1501527527520	827927943310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
NVC	Not Assigned	142*21165*93	
Phone Number	IMEI	SIM	PP Code
2105597845	1501527520520	827927944310	
BAN		Equipment Model	
627608922		I265	

Q.4 SAC Radios

Assigned	Subscriber Name	Radio ID	
SAC	Katie Hossemi	142*21165*7	
Phone Number	IMEI	SIM	PP Code
2106692839	102525049460	815425344310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Math Dept	142*21165*9	
Phone Number	IMEI	SIM	PP Code
2106693065	102524879460	815425289310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	CIS Dept	142*21165*28	
Phone Number	IMEI	SIM	PP Code
2106693278	102524857460	815425269310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Drafting & Engineering	142*21165*29	
Phone Number	IMEI	SIM	PP Code
2106693422	102525319460	815425303310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Instructional Technologies	142*21165*30	
Phone Number	IMEI	SIM	PP Code
2106693762	102525055460	815425285310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Continuing Education	142*21165*31	
Phone Number	IMEI	SIM	PP Code
2106693857	102525281460	815425304310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Growth	142*21154*32	
Phone Number	IMEI	SIM	PP Code
2106693859	102525069460	815425288310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Student Multimedia Lab	142*21165*33	
Phone Number	IMEI	SIM	PP Code
2106693868	102524861460	8154252993210	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Growth	142*21165*34	
Phone Number	IMEI	SIM	PP Code
2106693919	102525029460	815425234310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Troy Culpit	142*21165*35	
Phone Number	IMEI	SIM	PP Code
2106694010	1025258894460	815424302310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	CIS Dept	142*21165*36	
Phone Number	IMEI	SIM	PP Code
2106694122	102525399460	815425292310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Rudy Fuentes	142*21165*44	
Phone Number	IMEI	SIM	PP Code
2106694284	102525623460	815425272310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Reading & Education	142*21165*45	
Phone Number	IMEI	SIM	PP Code
2106695243	102524903460	815425283310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Internet Skills Center	142*21165*46	
Phone Number	IMEI	SIM	PP Code
2106695280	102524875460	815425270310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Allied Sciences	142*21165*47	
Phone Number	IMEI	SIM	PP Code
2106695670	102524881460	815425233310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	English Dept	142*21165*48	
Phone Number	IMEI	SIM	PP Code
2106695803	102525057460	815425298310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Visual Arts	142*21165*49	
Phone Number	IMEI	SIM	PP Code
2106695972	102525033460	815425284310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	SLAC	142*21165*50	
Phone Number	IMEI	SIM	PP Code
2106696032	102524887460	815425271310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID
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SAC	Not Assigned	142*21165*64	
Phone Number	IMEI	SIM	PP Code
2106696076	101719239330	809453103300	U2505
BAN		Equipment Model	
627608922		I58SR	

Assigned	Subscriber Name	Radio ID	
SAC	Darren Woods	142*21165*67	
Phone Number	IMEI	SIM	PP Code
2106696378	510013566460	815128952310	U2505
BAN		Equipment Model	
627608922		I205R	

Assigned	Subscriber Name	Radio ID	
SAC	Les Germer	14221165*97	
Phone Number	IMEI	SIM	PP Code
1700048980480	1700048980480	817446669310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SAC	Pearl English	142*21165*79	
Phone Number	IMEI	SIM	PP Code
2106699544	1700049003480	817446668310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SAC	Ken Bray	142*21165*80	
Phone Number	IMEI	SIM	PP Code
2106699605	1700048975480	817446672310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SAC	Fred Lott	143*56481*1	
Phone Number	IMEI	SIM	PP Code
2108893291	100704307340	801174702310	U2505
BAN		Equipment Model	
627608922		I205	
Assigned	Subscriber Name	Radio ID	
SAC	Tara Daughtery	143*56481*2	
Phone Number	IMEI	SIM	PP Code
2108899315	100704311340	801174687310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
SAC	Chieri Sanchez	143*56481*3	
Phone Number	IMEI	SIM	PP Code
2108893770	100704315340	801174688310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
SAC	David Lehman	143*56481*4	
Phone Number	IMEI	SIM	PP Code
2108894071	100704313340	801174657310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
SAC	Irene Garcia	143*56481*5	
Phone Number	IMEI	SIM	PP Code
2108894072	100704317340	801174691310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
SAC	Juanita Estep	143*56481*6	
Phone Number	IMEI	SIM	PP Code
2108894109	100704327340	801169549310	U2505
BAN		Equipment Model	
627608922		I58SR	
Assigned	Subscriber Name	Radio ID	
SAC	David August	143*56481*7	
Phone Number	IMEI	SIM	PP Code
2108894110	100704329340	801174665310	U2505
BAN		Equipment Model	
627608922		I205	

Assigned	Subscriber Name	Radio ID	
SAC	Thomas Shannon	143*56481*8	
Phone Number	IMEI	SIM	PP Code
2108894114	100704325340	801174775310	U2505
BAN		Equipment Model	
627608922		I205	

Q.5 SPC Radios

Assigned	Subscriber Name	Radio ID	
SPC	Dimas Reyes	142*21165*65	
Phone Number	IMEI	SIM	PP Code
2106696359	1700049063480	817427644310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Shannon Gonzales	142*21165*66	
Phone Number	IMEI	SIM	PP Code
2106696366	1700049089480	817427584310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC/SWC	Yolanda Vargas	142*21165*75	
Phone Number	IMEI	SIM	PP Code
2106698251	1700048996480	817446661310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Bob Lass	142*21165*81	
Phone Number	IMEI	SIM	PP Code
2108253170	1700049971480	817446662310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Steven Wade	142*21165*82	
Phone Number	IMEI	SIM	PP Code
2108253212	1700049043480	817446663310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	John Nguyen	142*21165*51	
Phone Number	IMEI	SIM	PP Code
2108897828	1700049962480	817427572310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Bulmaro Barajas	142*21165*52	
Phone Number	IMEI	SIM	PP Code
2108897987	1700049990480	817427634310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Margaret Fiederer	142*21165*53	
Phone Number	IMEI	SIM	PP Code
2108897994	1700049993480	817427629310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Leticia Hernandez	142*21165*54	
Phone Number	IMEI	SIM	PP Code
2108898085	1700049940480	817427567310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Lloyd Harmon	142*21165*55	
Phone Number	IMEI	SIM	PP Code
2108898217	1700049911480	817427628310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Sarai Laboy	142*21165*56	
Phone Number	IMEI	SIM	PP Code
2108898538	1700049912480	817427633310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name	Radio ID	
SPC	Stanley Masch	142*21165*57	
Phone Number	IMEI	SIM	PP Code
2108898943	1700049906480	817427566310	U2505
BAN		Equipment Model	
627608922		I530BR	

Assigned	Subscriber Name		Radio ID	
SPC	Johnny Rodriguez		142*21165*58	
Phone Number	IMEI		SIM	PP Code
2108899384	1799949955480		817427434310	U2505
BAN			Equipment Model	
627608922			I530BR	
Assigned	Subscriber Name		Radio ID	
SPC	Help Desk		142*21165*59	
Phone Number	IMEI		SIM	PP Code
2108899640	1700049070480		817427615310	U2505
BAN			Equipment Model	
627608922			I530BR	

Assigned	Subscriber Name		Radio ID	
SPC	Dr. Julia Briggs		142*21165*61	
Phone Number	IMEI		SIM	PP Code
2108899661	1700049716480		817427650310	U2505
BAN			Equipment Model	
627608922			I530BR	

Assigned	Subscriber Name		Radio ID	
SPC	Lawrence Garza		142*21165*62	
Phone Number	IMEI		SIM	PP Code
2108899716	1700049730480		817427642310	U2505
BAN			Equipment Model	
627608922			I530BR	

Assigned	Subscriber Name		Radio ID	
SPC	Not Assigned		143*56501*17	
Phone Number	IMEI		SIM	PP Code
2108254466	1501414888520		827596806310	
BAN			Equipment Model	
627608922			I265	

Assigned	Subscriber Name	Radio ID	
SPC	Not Assigned	143*56501*16	
Phone Number	IMEI	SIM	PP Code
2108254465	1501414081520	827596778310	
BAN		Equipment Model	
627608922		I265	
Assigned	Subscriber Name	Radio ID	
SPC	Not Assigned	143*56501*12	
Phone Number	IMEI	SIM	PP Code
2108254460	1501413087520	827925785310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
SPC	Not Assigned	143*56501*15	
Phone Number	IMEI	SIM	PP Code
2108254464	1501414870520	827596815310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
SPC	Not Assigned	143*56501*14	
Phone Number	IMEI	SIM	PP Code
2108254463	1501414115520	827596720310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
SPC	Not Assigned	143*56501*18	
Phone Number	IMEI	SIM	PP Code
2108254468	15011414900520	827796811310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
SPC	Not Assigned	143*56501*13	
Phone Number	IMEI	SIM	PP Code
2108254462	1591413089520	827925788310	
BAN		Equipment Model	
627608922		I265	

Assigned	Subscriber Name	Radio ID	
SPC	Will be cancelled by SPC	142*103348*1	
Phone Number	IMEI	SIM	PP Code
2105590119	103671154110		
BAN		Equipment Model	
627608922		I550 Plus	