



POLICY:	ICT DISASTER RECOVERY PLAN
FIRST DRAFT:	ET 2015#11 (21 October 2015)
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REVIEW:	March 2021

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1.0 Review

The Disaster Recovery policy is reviewed annually. This is scheduled in Track IT. All policies, guidelines and protocols of Mary Immaculate College, will reflect the Colleges commitment to the promotion of equality and will be fully compliant with the provisions of prevailing equality legislation.

2.0 Goal of Disaster Recovery policy

The primary goal of the MIC disaster recovery plan is to help the College maintain its business continuity in terms of ICT Services. The plan takes cognisance of the:

- College's Critical Incident Protocol:
<http://www.mic.ul.ie/adminservices/healthsafety/Documents/CriticalIncidentProtocol.pdf>
- Crisis Management Plan:
<http://www.mic.ul.ie/adminservices/healthsafety/Documents/CrisisManagementPlan.pdf>
- ICT Backup Policy

It covers the recovery of central systems under the management of the ICT Services after a major disaster. The plan will be activated in the following circumstances:

- Major fire, flood, damage, theft of information technology equipment, or other such serious incident resulting in a significant loss of service.

3.0 Scope

A disaster is a serious incident that cannot be managed within the scope of ICT Services normal working operations and associated support arrangements. As a result of any disaster, the following are a list of managed outages that ICT Services are enabled to manage as part of DR.

4.0 Risk Statement

This policy mitigates against a major disaster.

5.0 Managed Outages Supported by DR Policy

5.1 Air Conditioning

- All Air Conditioning Units in the ICT Comms Rooms are maintained regularly. In the G05 server room there is a redundant Air Conditioning Unit. Temperature

probes in each server room alert ICT personnel by e-mail of inappropriately high temperatures.

- In the event of a high temperature alert as a result of the failure of an Air Conditioning Unit, portable units are available for hire from Brian Scully Services (<http://www.bssaircon.ie> -069 79200) until normal air conditioning service can be restored.

Relevant ICT Personnel: Operations Manager, ICT HelpDesk

5.2 Electric Power

- Servers and network components are protected by UPS devices against spikes in the electrical power. The UPS devices protecting the server rooms are maintained annually and the smaller units are replaced regularly as required.
- UPS devices power equipment for approximately 150 minutes should the mains power be withdrawn.
- In the event of a prolonged power outage in a single server room, ICT will migrate the critical services to a different server room location using the system and data backups documented in the Backup Policy.
- In the event of a campus wide power outage, ICT will liaise with Buildings and will ensure that ICT Services are restored following the power outage. This will be carried out by ensuring restoration of critical services are prioritised.

Relevant ICT Personnel: Director of ICT Services, Operations Manager and other available ICT personnel.

5.3 Loss of Server/Servers

- In the event of an entire loss of a server or servers, the ICT department will restore services to servers in in one of the alternative server rooms using the system/data backups that is documented in the Backup Policy. This will be carried out by ensuring restoration of critical services are prioritised.
- Following this, the necessary action will be taken to restore the affected server/servers to its original state.

Relevant ICT Personnel: Director of ICT Services, Operations Manager and other available ICT personnel.

5.4 Network

- There is limited redundant network infrastructure throughout the campus.
- In the event of loss of HEAnet connectivity ICT Services will contact Commnet who provide network support services (www.commnet.ie – 061 338365) and connectivity will be restored using the wireless back up on roof of MIC Foundation building which connects point to point to UL. The service would be reduced from 1GB to 30MB

- In the event of a minor loss of a switch/switches ICT services will replace the switch/switches with spares that are maintained in the ICT Services area. This will be done in conjunction with Commnet.
- In the event of the loss of a network segment due to network hardware failure, ICT Services will contact Commnet.
- In the event of fibre failure, ICT Services will contact Kirby's Electrical.

Relevant ICT Personnel: Director of ICT Services, Operations Manager and other available ICT personnel.