



LAKEMARY
CENTER

Business Continuity Plan

Originated: 08/21

Reviewed: 10/23

Revised: 04/24

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Emergency Notification Contacts

Title	Business	Mobile/Cell Phone
CEO	913-557-4000	913-710-1912
COO	913-557-4000	913-461-8758
Director of IT	913-533-7283	913-731-1072
Managed Service Provider	913-428-4324	913-428-4238

Revisions Control Page

Date	Summary of Changes Made	Changes Made By (Name)
02/12/2019	Initial Changes	Richard Olinde
08/21/2021	Updated phone numbers	Richard Olinde
09/27/2021	Completed required equipment list and vendor updates	Richard Olinde
04/23/2024	Update Contact Information	Josh Patterson

Purpose

The purpose of this business continuity plan is to prepare Lakemary Center in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. All Lakemary Center sites are expected to implement preventive measures whenever possible to minimize network failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses all Lakemary Center system sites and operations facilities.

1.1 Scope

The scope of this plan is limited to any disaster or severe network outage that may affect any Lakemary Center locations. This is a business continuity plan, not a daily problem resolution procedures document.

1.2 Plan Objectives

- Serves as a guide for the Lakemary Center recovery teams.
- References and points to the location of any data that resides outside this document.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

1.3 Assumptions

- Key people (Department Leadership or Alternates) will be available following a disaster.
- A national disaster such as nuclear war is beyond the scope of this plan.
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but also are accessible immediately following the disaster.
- Each support organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.
- Laptop taken with employee.
- Utilization of RingCentral mobile app and/or call forwarding rules through RingCentral.

1.4 Disaster definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Lakemary Center operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

1.5 Recovery teams

- Emergency Management Team (EMT)
- Location Response Coordinator (LRC)
- Local Restoration Team (LRT)
- Incident Response Team (IRT)
- Technical Services Engineering (TSE)

See Appendix A for details on the roles and responsibilities of each team.

1.6 Team member responsibilities

- Each team member will designate an alternate backup
- All the members should keep an updated calling list of their work team members' work, home, and mobile phone numbers both at home and at work.
- All team members should keep this binder for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan.

1.7 Instructions for using the plan

1.7.1 Invoking the plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan and remain in effect until operations resume at the original location, or a replacement location and control is returned to the appropriate functional management.

1.7.2 Disaster declaration

The Emergency Management Team and Location Response Coordinator are responsible for declaring a disaster for Technical Services and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by the Lakemary Center CEO or in his/her absence, the COO. The Emergency Management Team/Location Response Coordinator will respond based on the directives specified by the CEO or COO.

1.7.3 Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Management Team (EMT) must be activated immediately in the following cases:

- Two (2) or more systems (e.g., network infrastructure, internet, power) and/or sites are down concurrently for four (4) or more hours.

- Any problem at any system or network facility that would cause the above condition to be present or there is certain indication that the condition is about to occur.

1.7.4 External communications

Lakemary marketing and development personnel, and the CEO, are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies and other external organizations following a formal disaster declaration.

1.7.5 Emergency management standards

Data backup policy

Technical Services (NetStandard) follows these standards for its data backup and archiving:

Full and incremental backups preserve corporate information assets and should be performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

Net Standard completes a full back up Lakemary data nightly, saving data to the data center, including a cloud back up in Data Safe.

Department specific data and document retention policies specify what records must be retained and for how long. All organizations are accountable for carrying out the provisions of the instruction for records in their department.

Data retention policy

Backup media is stored by NetStandard at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system, including their data center and their cloud-based Data Safe.

Offsite storage procedures

Overseen by managed service provider – Netstandard, in their data base and cloud-based storage called Data Safe. This information is stored for 30 days.

1.7.6 Emergency management procedures

The following procedures are to be followed by system operations personnel and other designated Lakemary Center personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

Note: Anyone not recognized by Lakemary staff as normally having business in the area must be challenged by the staff who should then notify the location leader and/or Risk Manager.

These procedures are furnished to Lakemary Center management personnel to take home for reference. Several pages have been included to supply emergency contacts.

In the event of any situation where access to a building housing a system is denied, personnel should report to alternate locations. Primary and secondary locations are listed below.

Alternate locations

Workplace: 15145 S. Keeler St., Olathe KS 66062

- Attempt to contact your immediate supervisor or management via telephone. Work and cell phone numbers are included in this document.

Workplace: 100 Lakemary Dr., Paola, KS 66071

- Attempt to contact your immediate supervisor or management via telephone. Work and cell phone numbers are included in this document.

Workplace: 1501 E Peoria St, Paola KS 66071

- Attempt to contact your immediate supervisor or management via telephone. Work and cell phone numbers are included in this document.

Workplace: 1160/1170 W 151st St., Olathe, KS 66062

- Attempt to contact your immediate supervisor or management via telephone. Work and cell phone numbers are included in this document.

Workplace: Remote (home)

- Attempt to contact your immediate supervisor or management via telephone. Work and cell phone numbers are included in this document.
- For those with laptops, RingCentral desktop/mobile application, and virtual private network (VPN) application installed.

1.7.7 In the event of a natural disaster

In the event of a major catastrophe affecting a Lakemary Center facility, immediately notify the **CEO and/or COO**.

Procedure

STEP	ACTION
1	Notify local Manager of pending event, if time permits.
2	<p>If impending natural disaster can be tracked, begin preparation of site (NetStandard) within 72 hours as follows where appropriate:</p> <ul style="list-style-type: none"> • Deploy portable generators with fuel within 100 miles. • Deploy “Network in a box” with replacement workspace, antennas, power, computers and phones. • Basic necessities are acquired by support personnel when deployed: <ul style="list-style-type: none"> • Cash for 1 week • Food and water for 1 week • Gasoline and other fuels • Supplies, including chainsaws, batteries, rope, flashlights, medical supplies, etc.
3	<p>24 hours prior to event:</p> <ul style="list-style-type: none"> • Create an image of the system and files • Back up critical system elements • Verify backup generator fuel status and operation • Create backups of e-mail, file servers, etc. • Fuel vehicles and emergency trailers • Notify senior management

1.7.8 In the event of a fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, **evaluate the situation and** determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish **minor fires** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any **other fire or smoke situation** will be handled by qualified building personnel until the local fire department arrives.

- In a major fire, immediately evacuate the area and call 911.
- In an emergency, system site security and personal safety are the major concern. If possible, local management should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify the **Lakemary CEO and/or COO.**

Procedure

STEP	ACTION
1	Immediately notify all other personnel in the facility of the situation and evacuate the area.
2	Dial 9-1-1 to contact the fire department
3	Alert emergency personnel on: Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
4	Alert the CEO and/or COO. He/she will notify the Emergency Management Team Coordinator.
5	Notify Risk Manager. Risk Manager will establish security at the location and not allow access to the site unless notified by the Director of Information Systems or his/her designated representative
6	Contact appropriate vendor personnel (NetStandard) to aid in the decision regarding the protection of equipment if time and circumstance permit.
7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. Under no circumstances may any personnel leave without the consent of supervision.

1.7.9 In the event of a network services provider outage

In the event of a network service provider outage to any facility, the guidelines and procedures in this section are to be followed.

Procedure	STEP	ACTION
	1	Notify Director of Information Systems of outage. Determine cause of outage and timeframe for its recovery.
	2	If the outage is greater 1 hour, the RingCentral mobile application can be used to maintain communications.

1.7.10 In the event of a flood or water damage

In the event of a flood or broken water pipe within any computing facilities, the guidelines and procedures in this section are to be followed.

Procedure	STEP	ACTION
	1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately.
	2	Immediately notify all other personnel in the facility of the situation and to be prepared to cease operations accordingly.
	3	If water is originating from above the equipment, power down the individual devices and relocate if possible.

2. Alert/Verification/ Declaration phase (4 hours)

2.1 Notification of incident affecting the site

On-duty personnel responsibilities

If in-hours:

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Location Response Coordinator.

If out of hours:

Technical Services personnel (e.g., Campus Coach, shift coordinators) should contact the Location Response Coordinator.

2.2 Provide status to EMT

1. The Location Response Coordinator (LRC) will contact the Emergency Management Team (EMT) and provide the following information when **any** of the following conditions exist: (**See Appendix B for contact list**)

- Two or more facilities are down concurrently for four or more hours.
- Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The LRC will provide the following information:

- ◇ Location of disaster
- ◇ Type of disaster (e.g., fire, hurricane, flood)
- ◇ Summarize the damage (e.g., minimal, heavy, total destruction)
- ◇ Emergency Command Center location and phone contact number; a meeting location that is close to the situation, but away from the disaster scene
- ◇ An estimated timeframe of when a damage assessment group can enter the facility (if possible)

The EMT will contact the respective team leader and report that a disaster has taken place.

2.3 Decide course of action

Based on the information obtained, the EMT decides (with the LRC) how to respond to the event: mobilize IRT, repair/rebuild existing site (s) with location staff or relocate to a new facility (see alternate locations in section 1.7.6).

2.4 Inform team members of decision

If a disaster is not declared, the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the EMT.

If a disaster is declared, the Location Response Coordinator will notify the Incident Response Team members immediately for deployment.

Declare a disaster if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster must also have at least one (1) backup who is also authorized to declare a disaster in the event the primary person is unavailable.

2.5 EMT notifies account teams/customers

Using the call list in (**Appendix D**), EMT members contact team members to inform them of the situation. If known, advise as to when operations will be restored or what actions will be taken to restore operations.

3. Disaster declared: mobilize incident response team/Report to command center

Once a disaster is declared, the Incident Response Team (IRT) is mobilized. This recovery team will initiate and coordinate the appropriate recovery actions. IRT members assemble at the Command Center as quickly as possible. See Appendix E for Regional Command Center Locations.

The LRT remains at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

3.1 Conduct detailed damage assessment (This may also be performed prior to declaring a disaster)

1. Under the direction of local authorities and/or LRC/IRT assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure their expert opinion on the equipment's condition is determined ASAP.
 - A. Participate in a briefing on assessment requirements, reviewing:
 - (1) Assessment procedures
 - (2) Gather requirements
 - (3) Safety and security issues

NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.

- B. Document assessment results using Assessment and Evaluation Forms contained in Appendix G

Building access permitting:

- Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data
 - Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRC/LRT.
2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly
 3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged
 4. Recommendations for required resources
 5. Contact the EMT and decide whether the situation requires the initiation of business recovery plans (long-term disaster months) or if work can return to the primary location (short-term week or so).

3.2 Contact EMT/decide whether to continue to business recovery phase

The LRC gathers information from the IRT and other sources; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the LRC, the EMT decides whether to continue to the business recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site (s). Provide periodic status updates to the EMT Leader.

The business recovery phase of this plan will be implemented when resources are required to support full restoration of system and/or facility functionality at an alternate recovery site (e.g., another company office, vendor hot site, cold site) that would be used for an extended period of time.

NOTE: During the Initial Response Phase, service may be shifted to alternate sites to allow operations to begin functioning and provide service to its customers. Initially reduced service may be provided until sites can be fully restored. Within 24 hours the system and facilities should be functional at acceptable operating levels.

4. Business recovery phase (24 hours - full recovery)

This section documents the steps necessary to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period. Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

4.1 Lakemary Center System and facility operation requirements

The system and facility configurations for each location are important to re-establish normal operations. **A list for each location is included in Appendix F.**

4.2 Notify technical engineering staff/coordinate relocation to new facility/location

See Appendix A for Technical Engineering staff contacts associated with a new location being set up as a permanent location (replacement for site).

4.3 Secure funding for relocation

Plan with suitable backup location resources. Decide in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support. Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office and other relevant firms.

4.4 Notify EMT and corporate business units of recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc. (may be used for media information)

4.5 Operations recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

5. Appendices

5.1 Appendix A: Lakemary Center recovery teams

5.1.1 Emergency management team (EMT)

Charter:

Responsible for overall coordination of the disaster recovery effort, evaluation and determining disaster declaration, and communications with senior management

Support activities:

- Evaluate which recovery actions should be invoked and activate the corresponding recovery teams.
- Evaluate and assess damage assessment findings
- Set restoration priority based on the damage assessment reports
- Provide Board of Directors with ongoing status information
- Acts as a communication channel to corporate teams, general public and major customers
- Work with vendors and IRT to develop a rebuild/repair schedule

5.1.2 Location Response Coordinator (LRC)

Note: See Appendix B for contact list. Technical Managers assume this role.

Charter:

Responsible for overall coordination of the disaster recovery effort for their location, establishment of the command center, and communications with Emergency Management Team

Support activities:

- Notify the Incident Recovery Team
- Gather damage assessment information and report it to EMT
- Determine recovery needs.
- Establish command center and related operations. The command center is a prearranged meeting facility where EMT/LRT/IRT members meet to coordinate damage assessment and business recovery tasks for the affected operations.
- Notify all Team Leaders and advise them to activate their plan (s) if applicable, based upon the disaster situation
- If no disaster is declared, then take appropriate action to return to normal operation using regular staff.
- Determine if vendors or other teams are needed to assist with detailed damage assessment.
- Prepare post-disaster debriefing report

5.1.3 Location Response Team (LRT)

Charter:

The Location Response Team (LRT) is responsible for the initial alerting/notification of the problem to the LRC during normal business hours. During off hours, the LRT will be notified along with the LRC. In a disaster declaration, this team will become a part of the Incident Response Team.

Support activities:

- Provide the following information to the LRC in the event of an outage:
 - a. Type of event
 - b. Location of occurrence
 - c. Time of occurrence

- Coordinate resumption of voice and data communications:
 - a. Work with IT to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
 - b. Recover voice mail and electronic mail systems when requested by EMT.
 - c. Verify voice mail and electronic mail are operational at the alternate site.
 - d. Review the Lakemary Center Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations (see **appendix F**).

- Coordinate resumption of information system operations:
 - a. Work with IT to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
 - b. Recover critical data files and related information when requested by EMT
 - c. Ensure that network and perimeter security is re-established at alternate location
 - c. Verify normal, secure operation of systems and servers at alternate site
 - d. Review the Lakemary Center Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

5.1.4 Incident Response Team (IRT)

Charter:

The Incident Response Team (IRT) is formed to deploy to the disaster location when a disaster is declared.

Support Activities

- Provide recovery support to the affected location and operations
- Coordinate resumption of voice and data communications:

- a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
 - b. Recover voice mail and electronic mail systems when requested by EMT.
 - c. Verify voice mail and electronic mail are operational at the alternate site.
 - d. Review the Lakemary Center Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations
- Coordinate resumption of information system operations:
 - a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
 - b. Recover critical data files and related information when requested by EMT
 - c. Ensure that network and perimeter security is re-established at alternate location
 - c. Verify normal, secure operation of systems and servers at alternate site
 - d. Review the Lakemary Center Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

5.1.5 IT Technical Support (TS)

Charter

IT Technical Support will facilitate technology restoration activities.

Support activities:

- Upon notification of disaster declaration, review and provide support as follows:
 1. Facilitate technology recovery and restoration activities, providing guidance on replacement equipment and systems, as required.
 2. Coordinate removal of salvageable equipment at disaster sites that may be used for alternate site operations.