

The **Disaster Recovery Plan** consists of the information and procedures required to assess potential sources of emergencies and identify hazards so as to assess prevention needs, and, if needed, to enable rapid recovery from an occurrence which would disable the use of services and resources.

The objective of disaster planning is to save lives, protect information, equipment and facilities, continue operations, and expedite recovery. Any disaster would affect other university departments. Planning should take these factors into consideration and plan accordingly.

Planning includes a sequence of four activities; Disaster Preparedness, Disaster Response, Disaster Recovery, and Follow-up.

Disaster Preparedness encompasses all activities prior to an emergency or disaster, including:

- Maintenance of an up-to-date disaster recovery plan
- Assignment of responsibilities for coordinators and back-up staff
- Training assigned personnel on various aspects of the disaster recovery plan
- Performing preplanned, comprehensive tests of the plan
- Modification of the plan as the result of the testing
- Performing adequate cross-training to reduce reliance on key personnel and to provide trained personnel at all times
- Identification of resources to successfully respond to disasters
- Identification, assessment and mitigation of potential risks to deter disasters from occurring

Disaster Response is the actual response to an emergency or disaster, whether or not the disaster plan is activated.

Subsets of the plan can be used to recover from different types of disasters, each of which depend on:

- The scope of the disaster
- The nature of the disaster
- The timing of the disaster
- Parties or services impacted
- The staff available for response, both UCA Events staff and CSU facilities
- The supplies and equipment on hand

The goal of the response efforts is to ensure minimal disruptions to UCA Ticket Office operations and to minimize immediate damage to and maximize full recovery of the affected UCA Ticket Office clients and campus offices.

Disaster Recovery includes all operations after the initial response and includes restoration of resources and/or services. The goal is to get the operations back to as close to “normal” as possible in a timely, efficient and financially expedient manner.

The goal of **Follow-up** activities is mitigation of another disaster, and may include modification of the disaster plan as related to the disaster experience, establishing new policies and procedures, planning long term facilities modifications, and risk management.

Emergency Contact List

Call the numbers in the following order:

- Eileen Krebs, Director of Event Operations(Work) 970-491-6798 (Cell) 970-556-5374
- Peter Muller, Venue and Events Manager (Work) 970-491-5481 (Cell) 970-635-2815

Other important UCA phone numbers:

- University Tickets Help Desk 888-771-1420
- CSU Police - Routine Calls/Dispatch 491-6245
- Facilities Dispatch (24 hours) 491-0077
- Todd Queen, Department Chair 491-3272 or 420-0909

FOR FURTHER DETAILS INCLUDING EMERGENCY SITUATIONS AND RESPONSES, please contact Nathan 'Cory' Seymour, Building Proctor at 970-491-1635 or Brandon Ingold, Assistant Building Proctor at 970-491-2182

Disaster Response/Recovery

The UCA Events staff adheres to the following guidelines regarding how to respond to Campus emergencies and safety concerns:

In the event of a situation that requires our immediate attention regarding safety concerns, we rely on instructions from the campus e-mail/text/ Reverse 911 calls issued by Colorado State University Public safety: <http://safety.colostate.edu>

Computer Security: Disaster Recovery

The Box Office strives to use best practices during any critical security issue or disaster response. In the case of a security issue, the following incident response procedure should be followed:

- 1) Box Office ticket sales will cease immediately
- 2) The Box Office employee on staff at the time of the incident will initiate contact to emergency numbers based on the emergency contact list above
- 3) The emergency contact individual will report the incident to the University departments in the following order:
 - a. ACNS, 970-491-5133 during business hours and 970-491-7443 during off hours; see pages 8 of the ACNS Information Technology Security Policy for additional steps to be taken regarding the incident: http://acns.colostate.edu/files/CSU_IT_Security_Policy_Ver1.12-2010.11-23.pdf
 - b. BFS-Treasury Services, 970-491-7132
 - c. UCA Accountant, 970-491-5895 or 970-491-3239
- 4) The emergency contact individual will initiate contact with the third part service provider, currently University Tickets, to report the incident
- 5) Based on the nature and severity of the incident, a detailed action plan for recovery will be determined after the above parties have been informed and initial security concerns have been properly addressed