

IMPROVEMENT PLAN

This IP has been developed specifically for Missouri State University as a result of Internet Connectivity Outage that occurred on November 10, 2022.

Item	Corrective Action	Primary Responsible Organization	Projected Completion Date
1.	Pre-determine what systems are impacted by the various types of system outages. e.g. electrical, network, phone, and internet.	Information Services Facilities Management	January 31, 2023
2.	Identify an off-site EOC location that is independent of all university systems.	University Safety	January 31, 2023
3.	Evaluate the Amazon backup website to streamline its activation and evaluate whether the entire website should be moved to the cloud, such as the Amazon backup website.	Marketing and Communications Information Services	January 31, 2023
4.	Evaluate and prioritize the implementation of cellular signal boosters to support emergency operations/critical infrastructure.	Information Services	January 31, 2023
5.	Explore the utilization of FirstNet as a cellular carrier to provide priority cellular access during a major emergency/disaster.	Information Services	January 31, 2023
6.	Implement the use of Microsoft Teams as the standard communications platform for video conferencing, phone calls, chat and documents to support emergency operations, which will require the creation of the structure, training, and routine use of the tools.	University Safety Information Services	March 31, 2023
7.	Evaluate critical infrastructure for redundancy. e.g. alternative internet connectivity paths.	Information Services Facilities Management University Safety	March 31, 2023
8.	Identify other reasonably foreseeable risks that can have significant impact to the university's operations. e.g. old pipes over servers.	Information Services Facilities Management	March 31, 2023
9.	Evaluate alternatives to reduce risks to network critical infrastructure. e.g. utilize Springfield Underground to house servers	Information Services	March 31, 2023
10.	Conduct an environmental assessment of data centers and other critical infrastructure locations.	Information Services Facilities Management University Safety	March 31, 2023
11.	Connect with the Emergency Managers of other local educational institutions and maintain up-to-date contacts.	University Safety	March 31, 2023