

IT Outage Action Plan Faculty Senate Update

4/3/2023

Action Item 1 Pre-determine what systems are impacted by the various types of system outages. e.g. electrical, network, phone, and internet.

This is being approached through two separate aspects, an IT based approach and a facilities management approach. Jeff Coiner has created a template identifying key aspects that impact campus and Brad Kielhofner has created a template breaking down building by building showing the internal impact of each building and the external impact of each building. Both organizations are beginning to assess their respective areas across campus.

Action Item 2 Identify an off-site EOC location that is independent of all university systems.

Complete, the Springfield Fire Department Training Annex will be the offsite location.

Action Item 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.

The emergency website hosted at Amazon has been reviewed and has been modified to streamline activation. We've also established a procedure documenting how to redirect missouristate.edu traffic to the emergency website should we need to. Rob Martin's is working with Corey's team to look at cloud options for our web infrastructure, but that will be a long-term discussion.

Action Item 4 Evaluate and prioritize the implementation of cellular signal boosters to support emergency operations/critical infrastructure.

It is already in process. Steve Coffman has a contract with HALO to put in cellular DAS system in most of the buildings on campus. It's going to be a long process I imagine it's going to take a couple of years, but the contract is in place.

Action Item 5 Explore the utilization of FirstNet as a cellular carrier to provide priority cellular access during a major emergency/disaster.

Steve Coffman has met with Firstnet and has all the contract info. It does have limitations, so we need to discuss who is eligible and how's it's used. We have all the documentation now.

Action Item 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.

This has been complete, and the Policy Group has been added.

Action Item 7 Evaluate critical infrastructure for redundancy. e.g. alternative internet connectivity paths.

University Safety has mapped each system within dispatch and CS and identified redundancies within their sphere. IT and Facilities Management has begun identifying the process of evaluating critical infrastructure and it is an ongoing process.

Action Item 8 Identify other reasonably foreseeable risks that can have significant impact to the university's operations. e.g. old pipes over servers.

IT and Facilities Management has begun creating specific risk analysis identifying the top 10 most likely/most dangerous.

Action Item 9 Evaluate alternatives to reduce risks to network critical infrastructure. e.g. utilize Springfield Underground to house servers

IT has created a path that allows direct access to Springfield Underground. Currently minimizing the footprint for servers on MSU to limit the cost of the move. Summer 2023 there will be an update regarding the price of the move.

Action Item 10 Conduct an environmental assessment of data centers and other critical infrastructure locations.

These have begun as IT moves servers to the cloud and they have begun internal assessments of their data centers.

Action Item 11 Connect with the Emergency Managers of other local educational institutions and maintain up-to-date contacts.

University Safety has connected with Evangel, Drury, OTC, SPS, and the Springfield/Greene County Office of Emergency Management and is finalizing a meeting with the individuals responsible for emergency management at those institutions. It is set to take place on the week of April 24th.