

## Re: Questions for our accreditation report!

Demissie, Yoseph

Mon 3/11/2019 8:44 AM

To: Murphy, Madeleine <murphym@smccd.edu>; Robinson, Jasmine <robinsonj@smccd.edu>; Coronel, Edgar <coronele@smccd.edu>

Cc: Comerford, Sandra Stefani <comerford@smccd.edu>; Claire, Michael E. <clairem@smccd.edu>

Hi Madeleine,

I hope you had a great weekend.

I have supplied evidence of Banner updates in my previous email, however, I wanted to provide the information below regarding our backup and disaster recovery plans.

Though a formal plan is still in the works, the ITS Strategic Plan addresses backup, disaster recovery, and business continuity accordingly, through current and upcoming projects. It is also important to note that whenever large scale systems such as Banner, email, CRM, web services, fire-shares for students or staff, etc. are sanctioned; these services are planned, designed, and implemented with proper disaster recovery and business continuity in mind.

The goal of disaster recovery and business continuity is to limit risk and get all technology -- administrative and instructional -- services running as close to normal as possible after an unexpected interruption. ITS's approach to addressing these components range from implementing a solid backup infrastructure to applying various layers of network and end-point securities throughout the District. As cyber threats increase, business continuity and disaster recovery gain importance; therefore, there are projects in place to evaluate east-west network traffic as well as augmenting disaster recovery site, so critical services such as Banner are experiencing a minimal outage. These practices will enable our institution to get back on its feet after problems occur, reduce the risk of data loss, and improve operations while decreasing the chance of emergencies.

Please let me know if you have any follow-up questions.

Sincerely,  
Yoseph

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