

BRISCOE COUNTY APPRAISAL DISTRICT

PO BOX 728, 415 MAIN STREET, COUNTY COURTHOUSE, SILVERTON, TX

Phone: (806) 823-2161, Fax: (806) 823-2161, email tclinton@briscoecad.org

DISASTER RECOVERY AND MITIGATION PLAN.

Emergency notification contacts

Name	Address	Home	Mobile phone
Theresa Clinton, Chief Appraiser	105 Pulitzer, Silverton	806-823-2209	806-292-9325
Lydia Rodriguez, Assistant	1004 Commerce Street, Silverton	806-823-2226	806-292-4987
Kyle Fuston, Chairman BOD	102 N Loretta, Silverton	806-823-2289	806-823-2426
M'Lynn Taylor, Secretary BOD	414 E Main, Silverton	806-455-1441	806-587-3337
Pritchard & Abbott IN Software Vendor	5912 West Amarillo Blvd. Amarillo, TX 79106	806-358-7837	

Purpose

The purpose of this Disaster Recovery and Mitigation Plan is to prepare the Briscoe County Appraisal District in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services as rapidly as possible to the widest extent possible when an incident occurs.

Scope

The scope of this plan is limited to getting the Appraisal District “up and running” in the event that major components are lost, preventing the full functioning of the District. This is a business continuity plan, not a daily problem resolution procedures document.

Plan objectives

- Serves as a guide for the recovery.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Documents storage, safeguarding and retrieval procedures for vital records.

Assumptions

- Key people will be available following a disaster.
- This document and all vital records are stored in a secure off-site location and not only survive the disaster but are accessible immediately following the disaster.

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 the District. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Team member responsibilities

- The Chief Appraiser will oversee the recovery.
- The Assistant will assist the Chief Appraiser and will serve as his alternate in the event the Chief Appraiser is unavailable.
- The members of the Board of Directors will be apprised of all aspects of the recovery, and may be called upon to assist in the recovery.
- Members of the Board of Directors will oversee the recovery in the absence or unavailability of the Chief Appraiser and the Assistant.
- All of the members should keep an updated calling list.
- All team members should keep this plan for reference at home in case the disaster happens after normal work hours. All team members should familiarize themselves with the contents of this plan.

Instructions for using the Recovery Plan

Invoking the plan - This plan becomes effective when a disaster occurs.

Disaster declaration – The Chief Appraiser and/or the Board of Directors are responsible for declaring a disaster and activating the recovery plan.

Notification - Regardless of the disaster circumstances, this plan will be activated immediately in the following cases:

- Damage to the building or IT systems incurring a prolonged cessation of services of more than one day.
- Cessation of utilities (electricity, gas, water) for more than two days.
- Where either of the above conditions are about to occur.

External communications - The Chief Appraiser is 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.

Emergency management standards

Data backup policy - Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system.

Full and incremental backups preserve the District's information assets and will be performed on a regular basis as follows:

- Backup tape are run on a daily basis, these tapes are stored in the onsite fire resistant vault.
 - Once a week a backup tape will be rotated out and taken offsite and placed in the safety deposit box of the bank that the District uses.
 - The District's bookkeepers are responsible for running the daily backups.
- In addition to backup tapes the District has installed an external hard drive. Information is automatically stored to this device.
 - This device is attached to the back of the Server located in the basement of the District.
 - In the event of an impending disaster where the device could be destroyed, it may be removed and stored in a secure, geographically separate location and isolated from environmental hazards. Removal of said device will be done by the Assistant.
- We also have an automated offsite backup done by a third party.

SYSTEMS SOFTWARE-COMPUTER SYSTEM

BRISCOE COUNTY APPRAISAL DISTRICT UPDATED 2-2-2022

HARDWARE	DESCRIPTION	DATE INSTALLED	NOTES
Hp 6500 Series Computer	2	May-13	
Intel Core i3-3220 Processor		May-13	
500 SATA Gig Hard Drive		May-13	
HP Light Scribe Super Multi DVD & RW Dr		May-13	
Windows 7 Profession Edition		May-13	
Acer 20" Wide LCD Monitor		May-13	
TP Link 8 port desktop switch		May-13	
Microsoft Windows SkyDrive		May-13	
Microsoft Home and Business Software		May-13	
Quickbooks online		May-13	
Quicken		May-13	
Symantic PcAnywhere Software		May-13	
LaserJet Pro Multifunction Printer 400 MFP		Jul-14	
LaserJet Pro Multifunction Printer 4225		Oct-15	New for 2022
Rosewill Black/silver tower case w500w power supply		8-2015	New for 2022
AMD FX-4350 Quad-core CPU, 4.2 Ghz			
Assus M5A97 LE motherboard w/AMD 970 chipset			
8 GB Kingstston DDR3 Ram memory@ 1600 MHz			
1TB Western Digital HDD- RE 4, Enterprise class			
Realtek 10/100/1000 GigaLAN integrated Ethernet Port			
Realtek ALC887 8 channel soundcard			
XFX HD Radeon 6450 HDMI graphics card			
Assus black DVD/Cd Reader-Writer burner drive			
Microsoft Comfort Curve ergonomic keyboard and mouse			
3 year unlimited hardware warranty			

In the event of a natural disaster - that may affect the facility or information systems, please follow the procedure below.

Procedure

STEP	ACTION
1	Notify the Chief Appraiser of the pending event, if time permits.
2	If the impending natural disaster can be tracked, begin preparation of site within 48 hours as follows: <ul style="list-style-type: none"> • Basic necessities are acquired by support personnel: • Food and water for one week • Supplies, including batteries, flashlights, medical supplies, etc. • Start securing the facility for safety and security.
3	24 hours prior to event: <ul style="list-style-type: none"> • Make sure all backups are up to date and copies of backup media are in secure offsite locations. • Fuel vehicles • Finalize securing the facility. • Notify the Board of Directors

In the event of a fire - If fire or smoke is present in the facility, evaluate the situation, determine the severity, categorize the fire as major or minor and take the appropriate action as defined in this section. Call 9-1-1 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 until the local fire department arrives.
- In the event of a major fire, call 9-1-1 and immediately evacuate the area.
- In the event of any emergency situation, system security, site security and personal safety are the major concerns. If possible, the Chief Appraiser and the Assistant should remain in safe location near the facility until the fire department arrives.

Procedure

STEP	ACTION
1	Dial 9-1-1 to contact the fire department. Provide them with your name, a phone (like a cell phone number) where you can be reached, location, and the nature of the emergency. Follow all instructions given.

2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Contact the Software vendor and Offsite Backup Provider to aid in the decision regarding the protection of equipment if time and circumstance permit.
4	All personnel evacuating the facilities will meet at their assigned outside location (assembly point). Under no circumstances may any personnel leave without the consent of supervision.

In the event of a network services provider outage

Procedure

STEP	ACTION
1	Notify the Assistant of the outage. The Assistant will then determine cause of outage and time frame for its recovery.

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

Procedure

STEP	ACTION
1	Notify the Chief Appraiser.
2	Assess the situation and determine if outside assistance is needed; if this is the case, dial 9-1-1 immediately.
3	Immediately notify all other personnel in the facility of the situation and be prepared to cease operations accordingly.

4	<p>Water detected below the raised floor may have different causes:</p> <ul style="list-style-type: none">• If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately.• If water is of a major quantity and flooding beneath the floor (water main break), immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow management's instructions.
---	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Plan review and maintenance - This plan must be reviewed annually. Testing is to be carried out at the discretion of the Chief Appraiser. The test may be in the form of a walk-through. Additionally, review the listing of personnel and phone numbers contained within the plan.

- The hard-copy version of the plan will be stored in a common location where it can be viewed by District personnel. Electronic versions will be available via network resources as provided by IT.

AFTER THE DISASTER

Decide course of action - Based on the information obtained, the Chief Appraiser with the help and approval of the Board of Directors will decide how to respond to the event: mobilize IT, repair/rebuild existing site(s), or relocate to a new facility.

Contact general vendors (see emergency contact list)

Conduct detailed damage assessment.

1. Under the direction of local authorities, assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.
 - A. Conduct an on-site inspection of affected areas to assess damage to the building, equipment, furniture and fixtures, 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 DRT.
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. Recommendations for required resources.

Re-establish normal operations.

1. ***Notify the Software Vendor and Offsite Backup Provider staff/Coordinate relocation to new facility (if necessary).*** Work with vendors to develop a rebuild/repair schedule. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations
-

Secure funding for relocation - Make arrangements to acquire a suitable location and equipment and other resources. Make arrangements with local banks, hotels, office suppliers and others for support.

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.

RECOVERY TIMELINE-24 hours

If small in scope, begin clean up and minor repairs.
Assess damage and determine length of outage.
Secure alternative location if needed.
Move computers and equipment
Determine scope of damage for servers and workstations
Obtain backup computer equipment if needed
Work with Morgan Ad Valorem to gather and restore off site backup
Restore network
Determine what is needed to restore voice and data communication
Contact the telephone company to redirect communication to alternate location if needed
Restore telecommunications
Contact utility company to assess and restore services
Remove any vital records subject to damage or exposure
Secure building, doors and broken windows
Make arrangements with police to secure/patrol the damaged area if necessary
Notify employees and board members of situation

48-72 hours

Work with Pritchard & Abbott, Inc to contact Internet provider to restore internet connection to alternate location if necessary
Reinstall software as necessary
Prepare statements/contact media and the public of situation
Notify key customers of situation
Notify all vendors and delivery services of change of location
Remove/secure all documents and records
Notify insurance company
Document all facility damage
Order supplies and equipment required
Notify post office of new address to deliver mail
Provide assistance to employees
Keep employees and board members informed of recovery process

1-2 weeks

If moderate in scope, complete repairs as necessary while operating at alternate site
Inventory damaged and destroyed equipment
Salvage equipment and supplies
Arrange for offsite storage if needed

3-4 weeks

If severe in scope, set up and operate at temporary facility while completing repairs
Secure financial backing as needed for recovery effort
Settle property claims with the insurance company
Determine if new permanent operating site is required
Prepare media statements
Report on final disaster recovery expenses to board members
Update disaster recovery plan based on lessons learned

OFF-SITE RECOVERY LOCATION

Silverton City Hall

409 Broadway

Silverton, Texas 79257

806-823-2125

(If major disaster occurs their office will most likely be affected by it as well.)

Once the issue/situation is assessed, the necessary follow-up plans, communications, activities will be determined for final resolution of the critical incident. The Chief Appraiser will evaluate responses at closure and will recommend any policy revisions in procedures.

Appendixes

Appendix A: EMERGENCY PROCEDURES IN CASE OF A TORNADO

Specifically - WHEN A TORNADO WARNING APPROACHES IN OUR AREA

Theresa Clinton IS RESPONSIBLE TO UNLOCK THE BACK DOOR

LEAVE FRONT DOOR UNLOCKED FOR PEOPLE WHO NEED TO USE OUR BASEMENT

THERESA CLINTON WILL BE READING OFF WHAT WE ARE TO DO:

- 1. LADIES GRAB YOUR PERSONAL ITEMS (PURSES).**
- 2. DOORS ARE UNLOCKED PUT UP MONEY**
- 3. THERESA CLINTON IS RESPONSIBLE FOR THE CART TO BE PUT IN RECORD STORAGE ROOM AND MAKE SURE STORAGE ROOM IS LOCKED**
- 4. TURN OFF COMPUTERS**

WE HAVE STORED SOME SUPPLIES DOWNSTAIRS:

- 1. WATER**
- 2. FLASHLIGHTS**
- 3. RADIO**
- 4. PEANUT BUTTER/CRACKERS**
- 5. TRAIL MIX**
- 6. FIRST-AID KIT**

Additional Contacts

OUTSIDE SILVERTON CONTACT: PERDUE, BRANDON, FIELDER, COLLINS & MOTT - (806) 359-3188

SILVERTON CONTACT – COUNTY COMMISSIONER Ken Wood - (806) 847-2414

LIST OF BRISCOE CAD EMPLOYEES PHONE NUMBERS

**THERESA CLINTON
THERESA CELL PHONE #806-292-9325
+**

**Lydia Rodriguez
Lydia Cell Phone 806-292-4987**