Business Continuity Planning for Academics

Functional Area: Allied Health- Surgical Technology

Critical Asset or Process: Moodle

Vendor:
Learning Technologies Group/Open LMS

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Asset/Critical Process/Priority	Physical Impact	Digital Impact
Moodle https://moodle.wilsoncc.edu Provides course content delivery and grade tracking. **Priority:** High	Moodle is hosted off-site and would not be directly impacted in the event of a physical incident on our campus	.Faculty and students would not be able to access course materials or grade data.

Contingency Plan:

Physical - In the event that the campus was not accessible, instruction could resume remotely.

Digital – In the event that our Moodle host experienced an outage or cyberattack, the following would be implemented in the order listed.

a. Communicate with the Moodle host to determine the anticipated outage time. If it is anticipated to be greater than 3 days, initiate plan B.
b. Faculty deliver course materials and communicate with students through Teams and email until services are restored.
c. If the outage is severe and data is not recoverable from the Moodle host within 10 days, stand up an on-premises Moodle instance and load AWS backups locally.
d. Communicate with constituents via email and emergency notifications system.

Preventive Measures:

- **Moodle host backs up all course data every 24 hours. They would be able to stand up a new Moodle site with our course backups.**
- **Distance Learning backs up all course data twice a week to AWS. These backups could be loaded to an on-premises Moodle instance.**
- **Faculty maintains a digital copy of all course materials in cloud-based storage such as Google Drive or OneDrive.**

Critical Asset or Process: Missed Lab/Clinical Time

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Asset/Critical Process/Priority	Physical Impact	Digital Impact
Moodle **VMC (Virtual Medical Center)** **Priority: High**	Clinical is cancelled due to inclement weather or facility is unexpectedly closed.	Students will not be able to complete the clinical portion of the program at the facility

Contingency Plan: In the event that students miss clinical time, the clinical and lab portion will be made up in the ST lab or the VMC at Wilson Medical Center.

Physical -.In the event that the lab or clinical facility was not available, instruction could easily be done with Moodle software and virtual labs.

Digital – In the event that Moodle software is down, students are able to learn at the ST lab and VMC. In the event of no internet, students will be mailed their assignments and communicated through telephone services.