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State of RI TOC

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Report Description:

This report describes the plan's purpose, objectives, assumptions and strategies on which the plan is based.

Purpose

INTRODUCTION

The Business Continuity (BCP) has been developed to document the guidelines, support, and resources needed should a disaster or any prolonged system outage impact the organization. The Plan will be activated when an emergency exceeds the scope of standard operating procedures. It is designed to reduce confusion created during a disaster and provide a framework for recovery and restoration of critical systems, data communications, business functions, and facilities.

Elements of the Plan will be tested periodically by the Recovery Teams. The Plan must be updated regularly based upon Plan test results, as well as changes to hardware, software, applications, procedures, personnel, and the organization structure. The BCP documents are saved electronically, backed up and stored off site, and made available in printed and electronic form to authorized individuals.

Although the Plan addresses the worst case of the total loss of a RIDOA facility including IT equipment and services, it is written in modules so that in the event of a partial loss, the appropriate Plan modules can be used to implement the required recovery actions. The Plan also ensures minimal disruption to operations in the event of significant problems and interruptions, and ensures organizational stability and an orderly recovery process.

Objective

Plan Objectives and Scope

The objectives of this Plan are to formalize and document the business continuity and disaster recovery policies and procedures of the Rhode Island Department of Administration and to provide guidelines to resume time-sensitive business operations and resources. The Business Continuity Plan addresses the logical flow of events in responding to major disruptions in IT services, business functions and technology infrastructure. Specifically, this plan includes the events to:

- Continue/resume time-sensitive business operations for the critical and essential business functions.
- Activate the resumption and support of those services. (The chain of command, identifying who pulls the trigger and manages the resumption support.)
- Provide the ability to initiate restoration procedures of critical computer processing and data communications capabilities quickly following a declared disaster.
- Define how RIDOA will communicate and coordinate with the Recovery Teams.
- Identify the staff assigned to implement resumption support (Recovery Teams) and their responsibilities.
- Restore critical operating systems, application systems, IT infrastructure and telecommunications according to the recovery time objectives.
- Achieve each of the above objectives in a timely, efficient, and cost effective manner.
- Return to a permanent operating environment.

Scope

Plan Organizational Structure

The Business Continuity Plan (BCP) is structured with four Teams. These teams are the decision makers during a recovery and do not include all of the actual staff that will be engaged in performing a recovery. The BCP details the procedures and specific responsibilities for each respective team. The primary team is the Management Recovery Team, with complete functional responsibility for all recovery-planning activities. In addition, there is a Logistics Recovery Team that is responsible for the movement of staff, their facilities needs, equipment and supplies, and an Operations Recovery Team that is responsible for the rapid recovery of each Business Units operations. The Technology Recovery Team is the Disaster Recovery Team that is responsible for the recovery of the organization's technology infrastructure, data communications and critical systems.

Recovery Teams are operational groups responsible for specific functions. Each team has a separate Plan section, which is written and formatted to use on a stand-alone basis. The team sections include specific responsibilities and procedures to be followed in the event of a disaster, which allows for a rapid and smooth recovery process.

Assumption

Plan Assumptions

The Business Continuity Plan is based on the following assumptions:

- Sufficient key staff is available to perform the necessary procedures described in the Plan.
- Sufficient technical staff can be notified and can report to the recovery site to perform critical recovery and restoration activities.
- Off-site storage media and materials are available, are current, correct and readable.
- The Business Continuity Plan is current and available.
- In the event of a disaster, the Plan can be accessed. Copies of the Plan, both electronically and in paper will be located at the off-site storage facility. Also, Team members may have copies at their homes.
- Subsets of the overall Plan can be used to recover from minor interruptions.
- Recovery services from critical vendors are available.
- Adequate financial and personnel resources will be made available each year to test the recovery plan to assure its continuing viability.

Strategies Used

RELOCATION STRATEGIES OVERVIEW

Potential alternate work locations sites are listed below.

Upon evacuation of William E. Powers Building if it becomes necessary to relocate employees, tenants and business invitees from outdoors due to nature or manmade conditions, the daycare will relocate to the Auditorium in the Cannon Building. All others will proceed to either the Department of Transportation or the State House.

If conditions in or around the William E. Powers Building make the Capitol Hill area unsafe, all employees, tenants and business invites will proceed to the Veterans Memorial Auditorium.

If the William E. Powers Building becomes unsafe for a period of time beyond 48 hours, the Department of Labor and Training Center General Office Complex (Pastore Center in Cranston), can accommodate staff up to 93 employees, who perform critical functions.

Activation Criteria

PLAN ACTIVATION PROCESS

Authority to declare a disaster is a crucial element of the Business Continuity Plan. It is assigned to a restricted number of individuals within the organization. The declaration process could be delayed by the absence of these individuals which would jeopardize the effectiveness of the Business Continuity Plan. Authorized members are listed in Exhibit 10 - Disaster Declaration Authorization Listing. The activation procedure should be verified periodically for accuracy and improvements. A flow chart of the Plan activation process for the Business Continuity Plan follows on the next page. Following that, there are the disaster event guidelines for:

- Building Damage
- Systems Damage
- Network Damage

Activation Procedure

IN THE EVENT OF DISASTER:

- NOTIFY BCP ADMINISTRATOR
- ACTIVATE MANAGEMENT RECOVERY TEAM
- PERFORM DAMAGE ASSESSMENT
- ACTIVATE COMMAND CENTER
- ACTIVATE RECOVERY TEAMS
- ACTIVATE BCP (PARTIAL or FULL

IF BUILDING ISN'T USABLE
ACTIVATE ALTERNATE WORK SITES
REPAIR BUILDING DAMAGE

IF IT OUTAGE
REPAIR/RESTORE IT RESOURCES
IF IT REPAIRS CANNOT BE DONE ON SITE
ACTIVATE IT RECOVERY SITE
CONTINUE COMPUTER OPERATIONS

Maintenance Requirements Schedule

Plan Maintenance and Distribution

The RIDOA will appoint a BCP Administrator who is responsible for overseeing the maintenance, distribution, and periodic testing of the recovery Plan. The maintenance activities are assigned to various individuals or groups within the organization with overall responsibility for coordination of the activities designated to a second individual, the BCP Coordinator. Section 9 describes the administration and maintenance of the Plan. Most of the components of the Plan will be updated on at least a quarterly basis. Changes that have a major impact on the Plan should be modified ASAP after the change occurs rather than waiting until the minimum maintenance period.

The Business Continuity Plan is a restricted document and classified as confidential given the nature of the contents. Each individual with access to or a copy of the Plan is responsible for security and control of the document in accordance with policies for the protection of proprietary information.

The BCP Administrator is responsible for authorized access to the Business Continuity Plan and maintains a master access list. Additionally, the BCP Administrator should maintain a current copy on-site and a copy off-site of both printed and electronic versions.

1.1 INTRODUCTION

The Business Continuity Plan (BCP) has been developed to document the guidelines, support and resources needed should a disaster or any prolonged system outage impact the organization. The Plan will be activated when an emergency exceeds the scope of standard operating procedures. It is designed to reduce confusion created during a disaster and provide a framework for recovery and restoration of critical systems, data communications, business functions, and facilities.

Elements of the plan will be tested periodically by the Recovery Teams. The Plan must be updated regularly based upon Plan test results, as well as changes to hardware, software, applications, procedures, personnel, and the organization structure. The BCP documents are saved electronically, backed up, and stored off-site and made available in printed and electronic form to authorized individuals.

Although the Plan addresses the worst case of the total loss of a RIDOA facility including IT equipment and services, it is written in modules so that in the event of a partial loss, the appropriate Plan modules can be used to implement the required recovery actions. The Plan also ensures minimal disruption to operations in the event of significant problems and interruptions, and ensures organizational stability as well as an orderly recovery process.

1.2 RECOVERY STRATEGIES OVERVIEW

The mission critical and essential applications and related technology infrastructure are listed below along with the recovery strategy.

Critical/Essential Applications and Technology Infrastructure	Recovery Strategy
1. Email	Activate IT response team , (Exhibit 6)
2. WAN	Activate IT response team , (Exhibit 6)
3. Internet	Activate IT response team , (Exhibit 6)
4. Infrastructure Servers	Activate IT response team , (Exhibit 6)
5. Critical Application Servers	Activate IT response team , (Exhibit 6)
6. PCs	Activate IT response team , (Exhibit 6)
7. Critical out-Sourced Services	Activate IT response team , (Exhibit 6)

1.3 RELOCATION STRATEGIES OVERVIEW

Potential alternate work locations sites are listed below.

Upon the evacuation of William E. Powers Building, if it becomes necessary to relocate employees, tenants, and business invitees from outdoors due to nature of manmade conditions, the daycare will relocate to the Auditorium in the Cannon Building. All others will proceed to either the Department of Transportation or the State House.

If conditions in or around the William E. Powers Building make the Capitol Hill area unsafe, all employees, tenants, and business invitees will proceed to the Veterans Memorial Auditorium.

If the William E. Powers Building becomes unsafe for a period of time beyond 48 hours, Cranston, can accommodate staff up to 93 employees, who perform critical functions.

1.4 PLAN ORGANIZATIONAL STRUCTURE

The Business Continuity Plan (BCP) is structured with four teams. These teams are the decision makers during a recovery and do not include all of the actual staff that will be engaged in performing a recovery. The BCP details the procedures and specific responsibilities for each respective team. The primary team is the Management Recovery Team, with complete functional responsibility for all recovery planning activities. In addition, there is a Logistics Recovery Team that is responsible for the movement of staff, their facilities needs, equipment, and supplies, as well as an Operations Recovery Team that is responsible for the rapid recovery of each Business Unit's operations. The Technology Recovery Team is the Disaster Recovery Team that is responsible for the recovery of the organization's technology infrastructure, data communications, and critical systems.

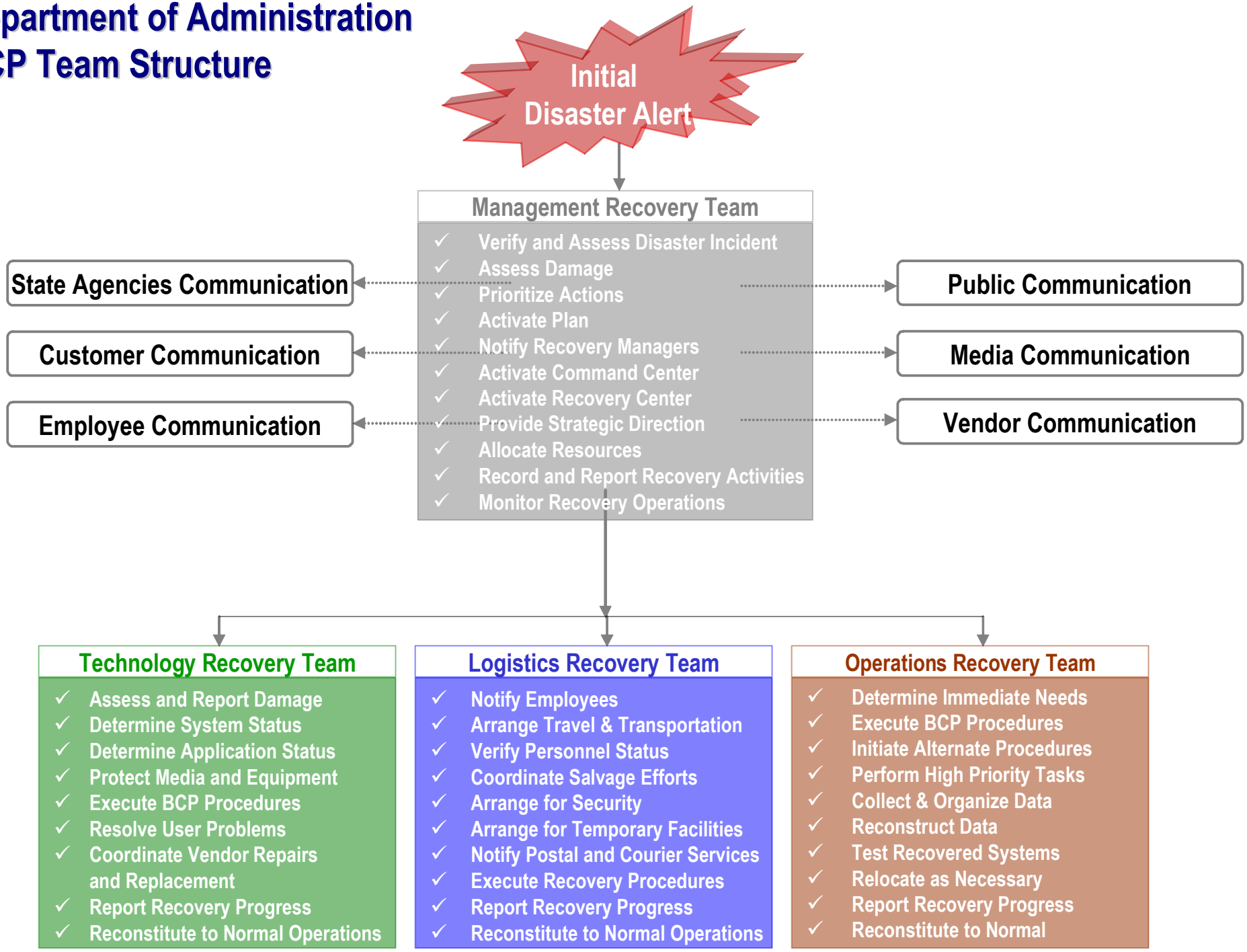
Recovery Teams are operational groups responsible for specific functions. Each team has a separate Plan Section, which is written and formatted to use on a stand-alone basis. The team sections include specific responsibilities and procedures to be followed in the event of a disaster, which allows for a rapid and smooth recovery process.

The Recovery Teams are color coded to facilitate the use of the Plan as described below:

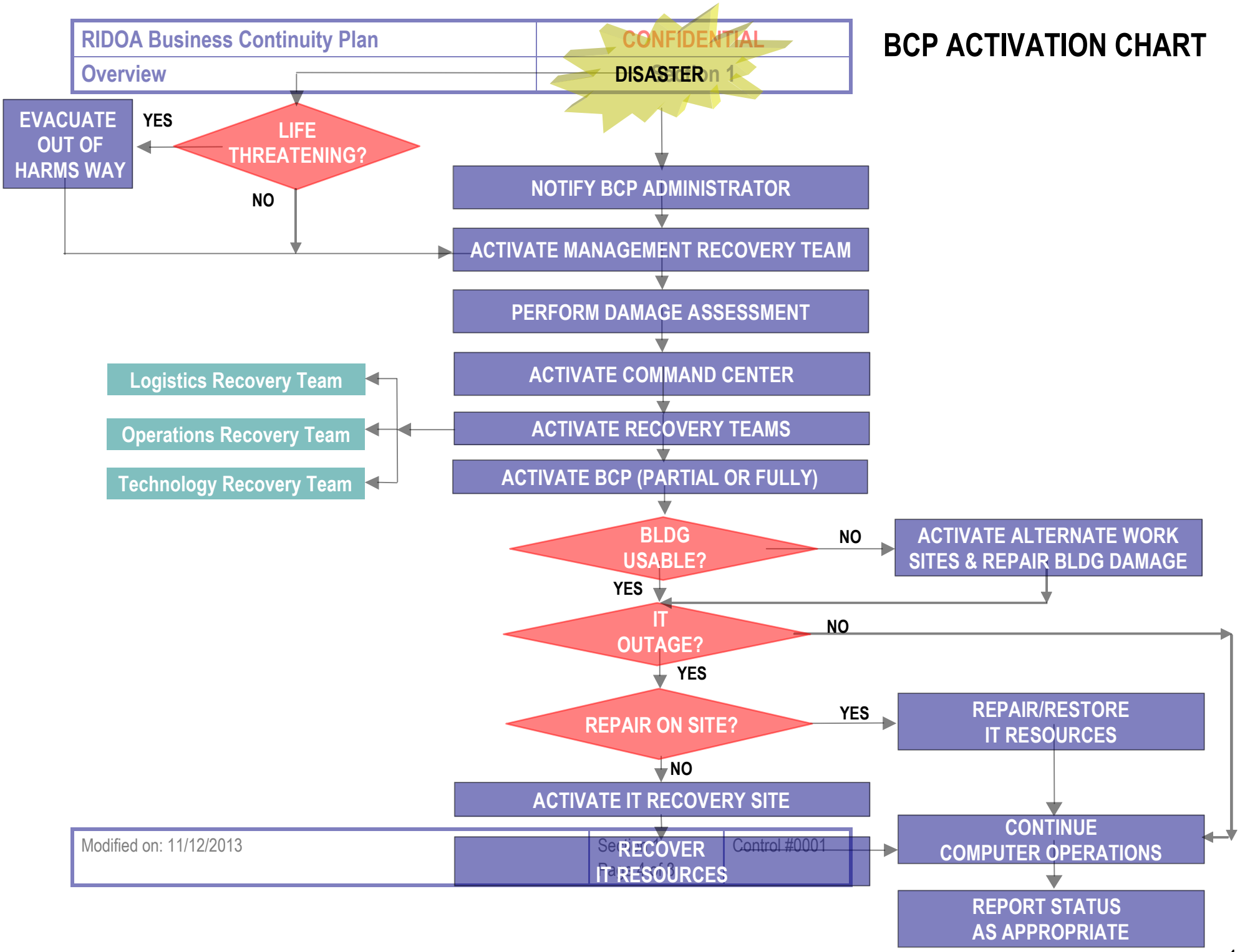
Color Name	Team Description	Section
Gray	Management Recovery Team	Two
Blue	Logistics Recovery Team	Three
Brown	Operations Recovery Team	Four
Green	Technology Recovery Team	Five

The Recovery Team Chart is located on the following page.

Department of Administration
BCP Team Structure

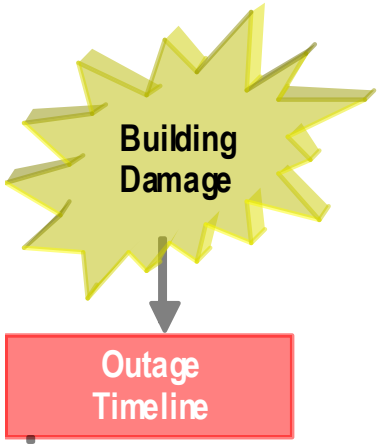


BCP ACTIVATION CHART



Disaster Event Guidelines

Building Damage



< 4 Hours

Impact
- Facility Unavailable
- ***Minor Damage***
- Situation Under Control
- Facility expected to be available soon

Notification Procedures
- ✓ Notify BCP Administrator
- ✓ Alert Building Management
- ✓ Alert Management Recovery Team

Recovery Procedures
- ✓ Alert Recovery Teams
- ✓ Assess Damage
- ✓ Prepare Status Report
- ✓ Repair Damage

4 - 8 Hours

Impact
- Facility Unavailable
- ***Moderate Damage***
- Situation May Escalate
- Unsure when facility will again be available

Notification Procedures
- ✓ Notify BCP Administrator
- ✓ Notify Building Management
- ✓ Notify Management Recovery Team
- ✓ Alert Users and Employees

Recovery Procedures
- ✓ Assess Damage
- ✓ Activate Command Center
- ✓ Activate Recovery Center
- ✓ Activate Management Team
- ✓ Alert Recovery Teams
- ✓ Prepare Status Report
- ✓ Repair Damage

> 8 Hours

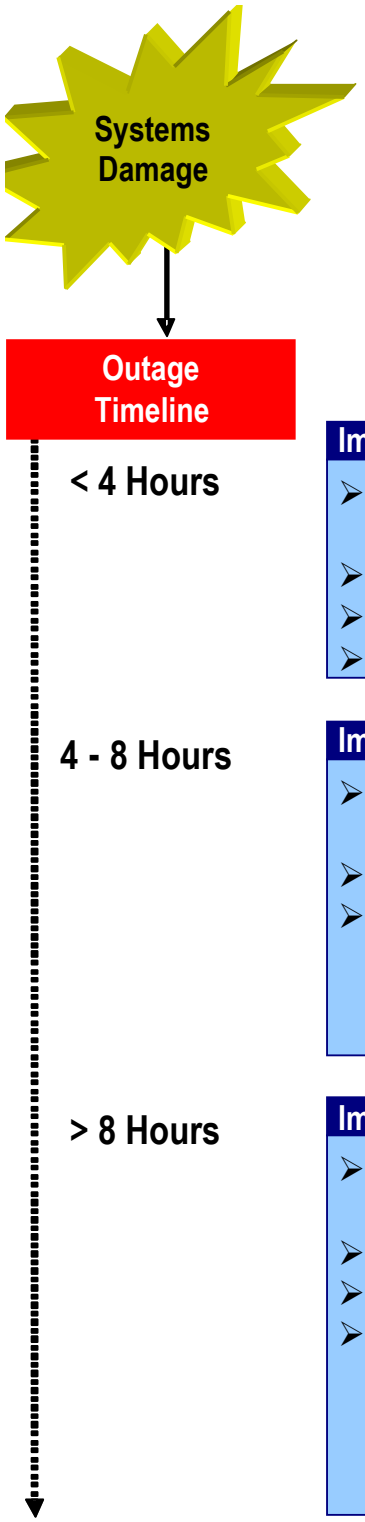
Impact
- Facility Unavailable
- ***Major Damage***
- Situation Has Escalated
- Facility will not be available

Notification Procedures
- ✓ Notify BCP Administrator
- ✓ Notify Building Management
- ✓ Notify Management Recovery Team
- ✓ Notify Users and Employees

Recovery Procedures
- ✓ Activate All Recovery Teams
- ✓ Assess Damage
- ✓ Activate Command Center
- ✓ Activate Recovery Center
- ✓ Activate Alternate Work Sites
- ✓ Execute BCP Plan
- ✓ Prepare Status Report

Disaster Event Guidelines

Systems Damage



< 4 Hours

Impact

- Critical/Essential Services Unavailable
- ***Minor Damage***
- Situation Under Control
- System Can Be Repaired Onsite

Notification Procedures

- ✓ Notify BCP Administrator
- ✓ Alert Management Recovery Team
- ✓ Notify Technology Recovery Team
- ✓ Notify Maintenance Vendor

Recovery Procedures

- ✓ Activate Technology Recovery Team
- ✓ Assess Damage
- ✓ Prepare Status Report
- ✓ Repair Damage

4 - 8 Hours

Impact

- Critical/Essential Services Unavailable
- ***Moderate Damage***
- Situation May Escalate If Repairs Are Unsuccessful

Notification Procedures

- ✓ Notify BCP Administrator
- ✓ Notify Management Recovery Team
- ✓ Notify Technology Recovery Team
- ✓ Notify Users and Employees

Recovery Procedures

- ✓ Activate Technology Recovery Team
- ✓ Activate Mgmt. Rec. Team
- ✓ Assess Damage
- ✓ Alert Recovery Teams
- ✓ Prepare Status Report
- ✓ Repair Damage

> 8 Hours

Impact

- Critical/Essential Services Unavailable
- ***Major Damage***
- Situation Has Escalated
- Repairs Not Possible

Notification Procedures

- ✓ Notify BCP Administrator
- ✓ Notify Management Recovery Team
- ✓ Notify Technology Recovery Team
- ✓ Notify Hardware Vendors(s)
- ✓ Notify Users and Employees

Recovery Procedures

- ✓ Activate All Recovery Teams
- ✓ Assess Damage
- ✓ Activate Command Center
- ✓ Order Replacement System
- ✓ Execute BCP Plan
- ✓ Prepare Status Report

Disaster Event Guidelines

Network Damage

Outage Timeline

< 4 Hours

Impact

- Critical/Essential Services Unavailable
- ***Minor Damage***
- Situation Under Control
- System Can Be Repaired Onsite

Notification Procedures

- ✓ Notify BCP Administrator
- ✓ Alert Management Recovery Team
- ✓ Notify Technology Recovery Team
- ✓ Notify Maintenance Vendor

Recovery Procedures

- ✓ Activate Technology Recovery Team
- ✓ Assess Damage
- ✓ Prepare Status Report
- ✓ Repair Damage

4 - 8 Hours

Impact

- Critical/Essential Services Unavailable
- ***Moderate Damage***
- Situation May Escalate If Repairs Are Unsuccessful

Notification Procedures

- ✓ Notify BCP Administrator
- ✓ Notify Management Recovery Team
- ✓ Notify Technology Recovery Team
- ✓ Notify Users and Employees

Recovery Procedures

- ✓ Activate Technology Recovery Team
- ✓ Activate Management Team
- ✓ Assess Damage
- ✓ Alert Recovery Teams
- ✓ Prepare Status Report
- ✓ Repair Damage

> 8 Hours

Impact

- Critical/Essential Services Unavailable
- ***Major Damage***
- Situation Has Escalated
- Repairs Not Possible

Notification Procedures

- ✓ Notify BCP Administrator
- ✓ Notify Management Recovery Team
- ✓ Notify Technology Recovery Team
- ✓ Notify Hardware Vendors(s)
- ✓ Notify Users and Employees

Recovery Procedures

- ✓ Activate All Recovery Teams
- ✓ Assess Damage
- ✓ Activate Command Center
- ✓ Activate Recovery Center
- ✓ Order and Install Replacement Equipment
- ✓ Execute BCP Plan
- ✓ Prepare Status Report

1.5 EMERGENCY PROCUREMENT

The Management Recovery Team is responsible for monitoring and controlling disaster related expenses during the recovery process. The Logistics Recovery Team is responsible for purchasing and recording disaster related expenses. A disaster event may cause circumstances where normal purchasing policies cannot be followed due to the need to quickly obtain equipment and supplies. Whenever possible, purchasing policies should be followed. In the event of a disaster, Recovery Team Managers have purchasing authority based on the existing procurement policies including the authority granted under the emergency procurement policy. Exhibit 24 contains the existing Purchasing Policies.

All purchases should be documented appropriately including the following information:

- Item purchased
- Date purchased
- Date delivery promised
- Address to deliver
- Method of delivery
- Vendor purchased from
- Vendor's order number
- Vendor agent managing this transaction
- Cost of item
- Purpose of purchase
- Name of purchaser

Receipts should be obtained to document each purchase. All emergency purchase information and supporting documentation should be provided to the Logistics Recovery Team.

2.1 PLAN OBJECTIVES AND SCOPE

The objectives of this Plan are to formalize and document the business continuity and disaster recovery policies and procedures of the Rhode Island Department of Administration and to provide guidelines to resume time-sensitive business operations and resources. The Business Continuity Plan addresses the logical flow of events in responding to major disruptions in IT services, business functions and technology infrastructure. Specifically, this plan includes the events to:

- Continue/resume time-sensitive business operations for the critical and essential business functions
- Activate the resumption and support of those services. (The chain of command, identifying who pulls the trigger and manages the resumption support.)
- Provide the ability to initiate restoration procedures of critical computer processing and data communications capabilities quickly following a declared disaster.
- Define how RIDOA will communicate and coordinate with the Recovery Teams.
- Identify the staff assigned to implement resumption support (Recovery Teams) and their responsibilities.
- Restore critical operating systems, application systems, IT infrastructure, and telecommunications according to the recovery time objectives.
- Achieve each of the above objectives in a timely, efficient, and cost effective manner.
- Return to a permanent operating environment.

2.2 BENEFITS

The benefits of preparing a workable Business Continuity Plan are presented below:

Time Frame	Benefit Description
Before A Disaster Event	√ Reduce dependence on key personnel √ Improve necessary documentation √ Decrease potential threats and exposures √ Lower the possibility of many disaster events
During A Disaster Event	√ Minimize disruptions to critical and essential services √ Protect employees and visitors √ Safeguard critical assets √ Minimize confusion and delays √ Minimize spot decision making
After A Disaster Event	√ Continue critical and essential customer services √ Reduce potential financial loss √ Decrease potential legal liability √ Ensure organizational stability and an orderly recovery √ Adhere to legal, statutory and regulatory requirements

2.3 BCP POLICY STATEMENT

It is the policy of the RIDOA to maintain a comprehensive Business Continuity Plan to protect its technology infrastructure, information assets, assure employee salary, and provide continued services to the constituents of the RIDOA. The Plan will provide for reestablishment of critical and essential operations that may have been disrupted due to the impact of an unforeseen event.

The Recovery Teams are empowered to provide the organization with a rapid recovery process to assure high availability of critical operations based on the constituent needs of the RIDOA. The Teams are charged with maintaining, implementing, and if necessary, updating procedures and plans to:

- Gain control of problem situations early;
- Minimize the impact of an operational outage on the RIDOA,
- Gather critical information into a central repository,
- Reduce risks to essential information resources,
- Make decisions in advance of a crisis, and
- Test periodically.

2.4 PLAN MAINTENANCE AND DISTRIBUTION

The RIDOA will appoint a BCP Administrator who is responsible for overseeing the maintenance, distribution, and periodic testing of the recovery Plan. The maintenance activities are assigned to various individuals or groups within the organization, with overall responsibility for coordination of the activities designated to a second individual, the BCP Coordinator. Section 9 describes the administration and maintenance of the Plan. Most of the components of the Plan will be updated on at least a quarterly basis. Changes that have a major impact on the Plan should be modified ASAP after the change occurs, rather than waiting until the minimum maintenance period.

The Business Continuity Plan is a restricted document and classified as confidential given the nature of the contents. Each individual with access to or a copy of the Plan is responsible for security and control of the document in accordance with policies for the protection of proprietary information.

The BCP Administrator is responsible for authorized access to the Business Continuity Plan and maintains a master access list. Additionally, the CP Administrator should maintain a current copy on-site and a copy off-site of both printed and electronic versions.

2.5 BCP DEVELOPMENT METHODOLOGY

This Business Continuity Plan was developed in phases using the following methodology:

Risk Assessment and Mitigation: The first step in the planning process identified the areas of highest exposure to the organization. The most probable threats and vulnerabilities of the organization were identified and analyzed. The process also included evaluating existing physical and environmental security and controls, and assessing their adequacy relative to the potential threats to the organization. Although the exact nature of potential disasters or their resulting consequences are difficult to determine, the risk assessment identified all conceivable threats that can realistically occur at the RIDOA. The process addressed issues to minimize or eliminate exposures that have the possibility of creating a disruption or interfering with the recovery. Refer to the specific recommendations in the BIA Report.

Business Impact Analysis: The business impact analysis identified the critical business processes and determined the impact of not performing the processes beyond the maximum acceptable outage. Eighteen of the Department's divisions were involved in developing the business impact analysis. The critical and essential business functions and their related software applications were identified throughout the organization. Based on the analysis, the related infrastructure requirements were identified and prioritized.

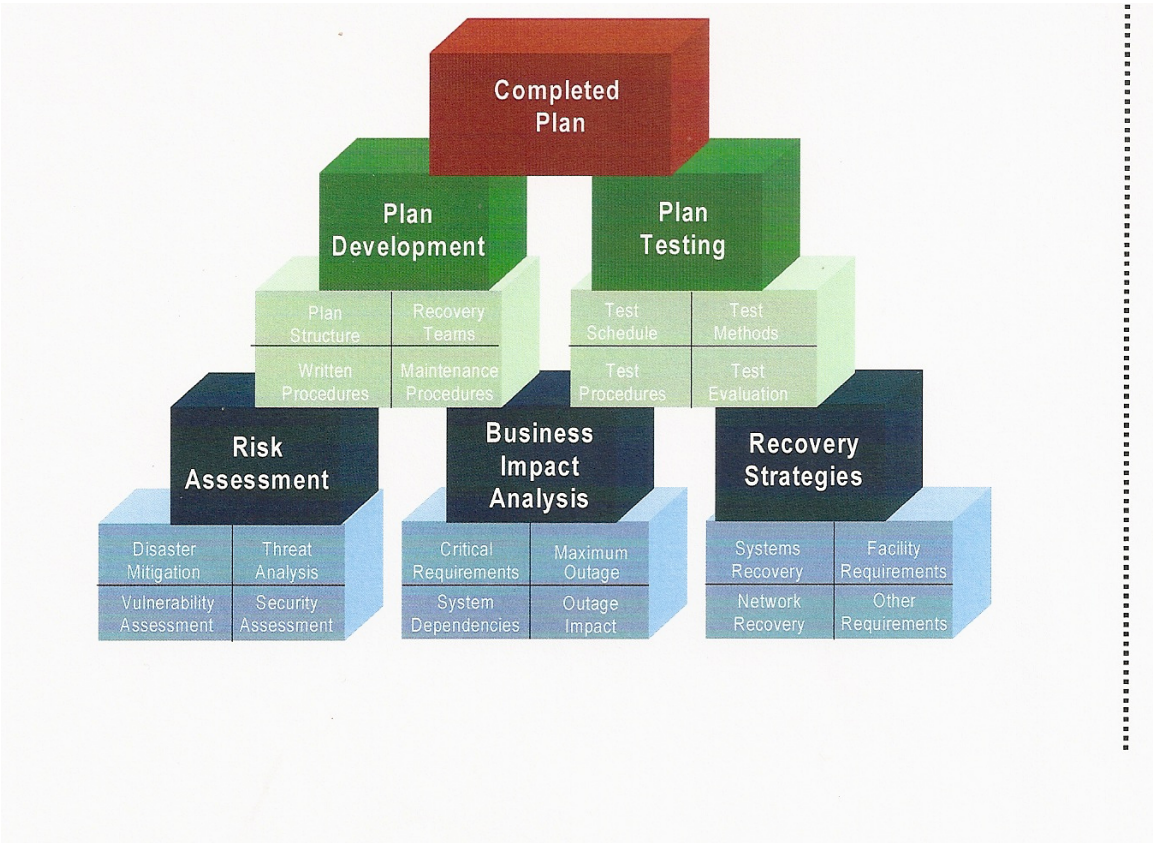
Recovery Strategies: Important aspects of business continuity planning are to determine recovery strategies and develop written agreements with business partners related to the most feasible alternative(s). Numerous unpredictable and often unpreventable hazards can endanger the organization. Because of these threats, recovery alternatives for critical equipment, processes, and facilities were evaluated. The results of the business impact analysis (BIA) and risk assessment process were used to determine the most cost effective recovery strategies for each consideration. This phase of the process focused on identifying cost-effective recovery strategies for each consideration. This phase of the process focused on identifying cost-effective recovery strategies for critical RIDOA resources.

Plan Structure and Documentation: The contents of the Plan follow a logical sequence and are written in a standard and understandable format. The Plan, which is brief and to the point, is written to reduce the time required to read and understand the procedures. This should provide improved team performance if the Plan has to be used. The Plan documents the initial actions necessary to assess the damage or impact of an emergency situation and the activities required to maintain control and recover from the disaster event.

Training and Testing: It is essential that training be provided for all team members and other participating personnel. In addition, the Plan should periodically be tested and evaluated at least once a year. (More frequently when systems or process changes result in Plan changes.) Procedures to test the plan are documented in the Testing Plan. The tests will provide the RIDOA with the assurance that all necessary steps are included in the Plan.

The tests will also provide information regarding any further steps that may need to be included, changes in procedures that are not effective, or other appropriate adjustments. The Plan must then be updated to correct any problems identified during the test. Testing should also be a part of the method for training the team members on the Plan.

The diagram below illustrates the process used for developing the Business Continuity Plan. An important aspect of the methodology is that each phase of the process is built on a solid foundation.



3.1 OVERVIEW

Proper internal, external, and public communications are critical to a successful recovery from a disaster. It is important that the organization maintain specific communication policies as defined in this Business Continuity Plan (BCP). A comprehensive communications strategy is critical for many reasons, including:

- Effectively resolving issues that may arise in the course of recovery
- Maintaining high commitment and motivation of the members of the Recovery Teams
- Maintaining efficient exchange of information between Recovery Teams
- Contacting employees and keeping them informed
- Ensuring allocation of sufficient resources to the recovery process
- Facilitating effective teamwork and coordination of activities
- Minimizing the time span of the recovery
- Establishing appropriate expectations of the recovery process among the department staff
- Handling the public news media

3.1.1 Internal Communications

Depending on the disaster event, employees will require varying information regarding the organization's response to the disaster situation. The Management Recovery Team will determine the type of information to be provided to the Recovery Teams and employees, along with the most appropriate method of dissemination. Potential communication methods will vary depending on the type of disaster event and communications channels affected.

3.1.2 External Communications

The Management Recovery Team will be responsible for directing and approving all channels of external communications following a disaster event. The Management Recovery Team will work with all Recovery Teams to determine the information to be communicated, the form of communication that should be used, and the audiences that should receive it. The Management Recovery Team has the sole authority to answer questions with predetermined limitations and to make on-the-spot decisions and arrangements necessary for proper relations.

3.2 RECOVERY TEAM COMMUNICATIONS

Each team is encouraged to closely coordinate and communicate with the other teams during the recovery effort. If a team needs to contact another team regarding the recovery effort and they are unsure who to speak with, they will contact the Team Manager of the desired team and request direction.

Communication between teams is meant to occur in an open manner. However, each Team Manager is responsible for providing the primary guidance for communication for their team.

During and after a disaster event, the Recovery Teams may arrange with a voice communications vendor to use a special 800-telephone number for periodic conference calls with team members. This is especially helpful if the team is not able to physically meet at a specified location such as the Command Center.

3.3 EMPLOYEE COMMUNICATIONS

3.3.1 Overview

Employees will be contacted by various methods depending on the severity of the disaster and the employee's role in the recovery effort. Following are the potential methods of communication.

3.3.2 Employee Calling List

Employee calling lists are directories of employee contact information and include private information (e.g., home phone, work phone, pager, cell phone, etc.) These lists may be used by any of the teams to contact individuals needed for the recovery effort. The teams should only use these lists and log their call activity directly on the list. Providing non-team members with information from these lists should be done with a high degree of discretion and with the knowledge of the related Team Manager.

All DOA divisions have been asked to create and maintain a call tree, providing the BCP with a contact person and an alternate who will activate the call tree in case of an emergency (See Exhibit 7).

3.3.3 Intranet (Internal Web Site) Announcements

This form of communication involves posting information on the RIDOA's intranet site. If a minor disaster occurs, this is a likely communication vehicle. If a major disaster occurs, this is not likely to be as useful.

3.3.4 Internet (External Web Site) Announcements

This form of communication involves posting information on the RIDOA's Internet website. As an employee communication vehicle, this is not encouraged. This site and its contents are visible to anyone with a browser. The Management Recovery Team and legal counsel are to be consulted before using this as a means of employee communication.

3.3.5 Email Announcements

This form of communication is the use of the email system to send an electronic message to employees' work and/or home email addresses. In the event of a minor disaster, this is a likely communication vehicle. In the event of a major disaster this is not likely to be as useful or even available.

3.3.6 Voicemail Announcements

This form of communication is the use of RIDOA's phone mail system to send voice messages to employees via their work phones. If a minor disaster occurs, this is a likely communication vehicle. If a major disaster occurs, this is not likely to be as useful or even available.

3.3.7 News Media Announcements

This form of communication is the use of the media to get messages to employees. As an employee communication vehicle this method is discouraged as the messages are visible to anyone. The Management Recovery Team and legal counsel should be consulted before using this as a means of employee communication.

3.3.8 Ad-Hoc Announcements

There are undoubtedly other forms of communication that may not have been described in this Section. The Management Recovery Team should be consulted regardless of medium chosen, to ensure the accuracy and appropriateness of each communication vehicle as well as the content of messages desired to send.

3.4 VENDOR COMMUNICATIONS

Vendors are to be placed on a "need to know" basis. This means "tell them only what you want them to know." Typically, a vendor is contacted because there is a need for the products or services they supply. When speaking with a vendor, provide details that are pertinent to the acquisition only and log the contact on the appropriate form.

All teams have the option to communicate with vendors as necessary. Keep in mind that communications that either imply or are related to purchases or other monetary implications should be reviewed against the emergency procurement policy. The Management Recovery Team should be included as needed for authorization and coordinating the actual acquisition.

3.5 COMMUNICATIONS TO USERS OF DOA SERVICES

It may be important to contact Users of DOA Services regarding a disaster event and the impact on services provided to them. When speaking with a customer, provide only details that are pertinent to them and log the contact on the proper form.

All teams have the option to communicate with constituents as necessary. The Management Recovery Team should be included as needed for authorization and coordinating the actual communication.

3.6 NEWS MEDIA COMMUNICATIONS

The Office of the Director, with concurrence of the Governor's press office, is the only party that should release information to the news media in a formal press release. Both the Management Recovery Team and Division of Legal Services should provide input on the release.

When disaster strikes, the role of the news media is to report the news of the event. This creates the risk that the organization may be further adversely affected by the public's response to news of the disaster and RIDOA's actions in response. In addition, miscommunication or errors reported as news could magnify the normal problems and issues of the recovery process. The key to effective news media relations in the event of a disaster is found by following the steps outlined below:

- The Office of the Director will field all media inquiries and respond (with Management Recovery Team content input) to media interview requests.
- Inform all employees that ALL media inquiries and interview requests must be referred to the Office of the Director.
- Take control of the situation – Find out what's going on.
- Do your homework – Gather the facts:
  - Who is affected?
  - What happened?
  - When did it happen?
  - Where did it happen?
  - Why did it happen?
  - What is the plan to handle the emergency?
- Develop your message:
  - Establish a few key messages, rehearse them, and state those points repeatedly.
- Be brief - State what you have to say and then stop talking – K.I.S.S.
- Use the news media to communicate with the public.
- Get personal – Let people know how this crisis affects them.
- Protect the integrity and reputation of the RIDOA – Stay positive.
- Communicate bad news appropriately and when enough is known to be accurate.
- If you make a mistake, admit it, fix it, and try to ensure that it doesn't happen again.
- When dealing with the media, ALWAYS:
  - Be honest
  - Be candid
  - Be factual
  - Be prepared
  - Be responsive
  - Be sensitive to deadlines
- When dealing with the media, NEVER:
  - Lie
  - Guess
  - Get hostile
  - Give opinions
  - Say "no comment"
  - Go "off the record"

It is important to provide timely information to news reporters. If they cannot obtain their story from you, they will look to other sources, some of which may be adversarial to the RIDOA's interest.

Strict compliance with these guidelines is mandatory. The Office of the Director should be the only party to make contact with the media. The Management Recovery Team should provide input on all messages.

The Management Recovery Team will be responsible for directing and approving all methods of external communications following a disaster event. The Management Recovery Team will work with all Recovery Teams and the Office of the Director to determine what information to communicate, the form of the communication, and the audiences that should receive it.

3.7 OTHER COMMUNICATIONS

The Management Recovery Team is to be consulted regardless of the medium chosen to ensure the accuracy and appropriateness of a chosen communication vehicle and the content of messages to be sent. The Office of the Director will send all communications targeted for the public or likely to be reported in the news, unless otherwise noted.

4.1 SECTION 4: RECOVERY TEAM DEFINITIONS

Emergencies require a coordinated response and each occurrence must be managed in a way that fosters consistency of effort and contains the damage. The Recovery Teams are organized to address all issues related to an emergency, and they are authorized to make specific decisions relative to recovery efforts.

Each Recovery Team has the authority to implement and accomplish the procedures contained in their section of the plan. Specific team members are assigned to manage these efforts, and the teams are also staffed with members capable of performing each task. The teams are designed to handle a specific set of tasks to be accomplished before, during, and/or after an emergency. The documented restoration procedures are intended to be in sufficient detail that in the event specific key members are not able to participate in the recovery, other individuals who are knowledgeable in the particular operations and/or technology could, following the procedures, restore the business operations and systems involved.

The Business Continuity Plan (BCP) is structured with four Recovery Teams. The BCP details the procedures and specific responsibilities for each respective team. The primary team is the Management Recovery Team with complete functional responsibility for all recovery-planning activities. Recovery Teams are operational groups responsible for specific functions. Each team has a separate Plan section, which is written and formatted to use on a stand-alone basis. The team sections include specific responsibilities and procedures to be followed in the event of a disaster, which allow for a rapid and smooth recovery process. The Recovery Teams are color coded in order to facilitate the use of the Plan as described below:

Color Name	Team Description	Section
Gray	Management Recovery Team	Five
Blue	Logistics Recovery Team	Six
Brown	Operations Recovery Team	Seven
Green	Technology Recovery Team	Eight

4.2 RECOVERY TEAMS ROLES AND RESPONSIBILITIES

Team members have several roles. Team Managers have the responsibility to assign personnel to staff the Teams necessary in order to address emergency situations. Multiple roles are sometimes unavoidable based on available resources, emergency conditions, and time constraints. Alternates are assigned as back-ups for Team Manager Positions and Team Members in order to reduce the possibility of a vacancy in the command chain. In addition to the establishment of Recovery Teams, the Plan has assigned team positions and members. Team positions include:

- BCP Administrator
- BCP Coordinator
- Team Manager
- Alternate Team Manager

These individuals provide the necessary leadership and direction to implement the Plan and to carry out the assigned duties and responsibilities at the time of a disaster.

The Recovery Team structure includes two important positions: the BCP Administrator and the BCP Coordinator both of whom who work closely together and back up one another, as needed.

BCP/DRP Administrator

The BCP Administrator is responsible for supervising and controlling recovery activities on an overall basis, as well as providing managerial direction to the leaders of all Teams. The BCP Administrator must be prepared to assume the duties of the BCP Coordinator, in a backup role.

In addition, this position is responsible for:

- Maintaining the BCP
- Distributing the Plan and subsequent updates
- BCP training
- Testing the BCP

BCP Coordinator

The BCP Coordinator is responsible for coordinating recovery activities between the Management Recovery Team and the other Recovery Teams. The BCP Coordinator is also responsible for maintaining documentation relative to the recovery process. The BCP Coordinator is the alternate BCP Administrator. Responsibilities of the BCP Administrator and BCP Coordinator are further defined in the Management Recovery Team section of the Plan.

Team Managers

Team Managers will be responsible for coordinating all recovery activities of their respective teams and to re-establish operations to acceptable levels, within the shortest possible timeframe. These individuals will:

- Serve as the prime decision-makers for situations included and not included in the Plan.
- Evaluate and critique initial disaster assessment reports and action plans.
- Submit disaster assessment reports to the Management Recovery Team.
- Identify additional recovery positions needed to assist in recovery activities.
- Direct and motivate the team members.
- Track the actual progress/completion of recovery activities against the projected sequence of recovery events (i.e., function as a project manager for the recovery process).
- Establish with the Management Recovery Team, progress-reporting times (hourly, every two hours, etc.) to ensure that required activities are being performed as planned.
- Submit final disaster assessment reports to the Management Recovery Team.

4.2.1 Management Recovery Team

The **Management Recovery Team** has the following general responsibilities:

- Receiving the initial disaster alert
- Verifying the disaster event
- Assessing the disaster event
- Activating all or part of the Business Continuity Plan
- Notifying Recovery Team Managers
- Prioritizing actions and activities
- Executing recovery procedures
- Carrying out the communications plan and coordinating with the Legal Department
- Performing operations action planning
- Working with the Logistics Recovery Team to establish the Command Center:
  - Facilities
  - Personnel
  - Equipment and supplies
- Activating the Command Center
- Determining if relocation may be required
- Monitoring operations
- Documenting recovery operations
- Providing strategic direction to all Recovery Teams and personnel

4.2.2 Logistics Recovery Team

The **Logistics Recovery Team** has the following general responsibilities:

- Determining immediate operating needs
- Arranging for alternate facilities, if needed
- Coordinating salvage efforts
- Arranging for basic support services
- Obtaining office equipment as necessary
- Arranging transportation, travel and food
- Verifying personnel status
- Arranging security:
  - Disaster site
  - Alternate processing and facility sites
- Arranging for temporary personnel
- Notifying postal and courier services
- Analyzing records retention and salvage requirements
- Coordinating asset removal
- Assessing office damage
- Executing recovery procedures
- Monitoring recovery operations
- Issuing status reports
- Reconstituting to normal operations

4.2.3 Operations Recovery Team

The **Operations Recovery Team** has the following general responsibilities:

Determining immediate needs

Notifying Business Unit staff

Initiating alternate procedures

Executing BCP procedures

Performing critical business functions

Relocating as necessary

Reconstructing data

Reporting status to the Management Recovery Team

Reconstituting to normal operations

4.2.4 Technology Recovery Team

The **Technology Recovery Team** has the following general responsibilities:

- Determining network status
- Protecting media and equipment
- Notifying vendors and coordinating repairs
- Restoring network equipment
- Restoring the data communications network
- Determining system status
- Restoring systems to operational status
- Restoring system databases and files from backup copies of electronic media
- Restoring application systems to operational status
- Resolving connectivity problems
- Resolving user problems
- Providing help desk support
- Executing recovery procedures
- Reporting status to the Management Recovery Team
- Reconstituting to normal operations

4.3 DISASTER EVENT GUIDELINES

The authority to declare a disaster is a crucial element of the Plan and is assigned to a restricted number of individuals within the organization. The absence of these individuals could jeopardize the effectiveness of the Recovery Plan, if the declaration process is delayed. This procedure should be verified periodically for accuracy and improvements. The decision to activate the plan in full or in part depends on a number of factors ultimately judged by the person(s) in charge. These factors include:

- The type of disaster incident.
- The effect of the incident including the extent and type of damage.
- How long critical/essential services are unavailable or inaccessible.
- Whether the services are mission critical.
- The anticipated recovery time.

The following chart provides guidelines for the various disaster events:

Incident	Impact	Outage	Action Description
Building Damage	Facility unavailable, minor damage and situation under control	< 4 hours	Alert Building Management Notify Management Recovery Team Alert Users and Employees
	Facility unavailable, moderate damage and situation may escalate	4 – 8 hours	Activate Management Recovery Team Activate Command Center Alert Recovery Teams Alert Users and Employees
	Facility unavailable, major damage and situation has escalated	> 8 hours	Activate Management Team Activate Command Center Activate Recovery Teams Activate Alternate Work Site(s) Alert Users and Employees
Systems Damage	Critical/essential services unavailable, minor damage and system can be repaired onsite	< 4 hours	Call maintenance vendor & initiate repairs Notify Management Recovery Team Alert Users and Employees
	Critical/essential services unavailable, moderate damage and situation may escalate if repairs are unsuccessful	4 – 8 hours	Activate Management Recovery Team Activate the Technology Recovery Team Activate Command Center Alert other Recovery Teams Alert Hardware Vendor(s) Alert Users and Employees

Incident	Impact	Outage	Action Description
	Critical/essential services unavailable, major damage, repairs are not possible, and situation has escalated	> 8 hours	Activate Management Recovery Team Activate Command Center Activate all Recovery Teams Order Replacement Equipment if required Alert Users and Employees
Network Damage	Critical/essential services unavailable, minor damage and system can be repaired onsite	< 4 hours	Call maintenance vendor & initiate repairs Notify Management Recovery Team Alert Users and Employees
	Critical/essential services unavailable, moderate damage and situation may escalate if repairs are unsuccessful	4 – 8 hours	Activate Management Recovery Team Activate Technology Recovery Team Activate Command Center Alert other Recovery Teams Alert Hardware Vendor(s) Alert Users and Employees
	Critical/essential services unavailable, major damage, repairs are not possible, and situation has escalated	> 8 hours	Activate Management Recovery Team Activate all Recovery Teams Activate Command Center Order Replacement Equipment if required Alert Users and Employees
Human Event	No facility or system damage Not enough people to oversee all business/service functions.	> 24 hours	Assign available personnel to perform critical functions.

4.4 CHAIN OF COMMAND

In the event that the BCP is activated, the existing RIDOA leadership structure and authority levels will generally remain in place. Realizing that one or more persons within the leadership structure may be unable to assume their duties, the following succession plan has been established:

Position
1. Richard Licht, Director
2. Ronald N. Renaud, Executive Director
3. Ken Kirsch, Deputy Director
4. Thomas Mullaney, Budget Director

4.5 RECOVERY TEAM ASSIGNMENTS

In organizing the recovery teams, each person's responsibilities are assigned based on restoring specific business functions. Team members have the authority to carry out the responsibilities within their assigned area. The team structure consists of various sub groups to facilitate the identification and resolution of systems and operational disruptions. Recovery Teams have been defined to distribute recovery tasks as necessary. Members of the Recovery Teams are listed in the following exhibits:

Team Name	Section	Exhibit Number
Management Recovery Team	Five	1
Logistics Recovery Team	Six	2
Operations Recovery Team	Seven	3
Technology Recovery Team	Eight	4

4.6 REPORTING TO WORK POLICIES

When a disaster and/or disruption occurs:

- Employees involved in critical safety functions may be required to stay at their positions until released, or if not currently on duty, to report to duty as soon as possible.
- Other personnel are expected to report for duty ASAP after critical personal and family emergency responsibilities are met.
- If telephones are not operational, employees should listen to emergency announcements on the local news radio stations. These announcements may direct employees where and when to report for work.
- Information may also be accessible on RIDOA's external web site (http://www.admin.ri.gov/).
- Unless directed otherwise personnel will report to their normal work locations.
- If these areas are unusable, employees will need to seek direction to alternate locations or facilities from either a recovery team member or by checking the BCP communications postings.

Note: Do not report to an alternate work site unless instructed to do so by a proper authority or communication.

#	Guideline Description	Responsible Party	Date/ Time
	Plan Procedure Documentation Use the "Responsible Party" Column and the "Date/Time" Column at the time of the disaster event to record the activities performed as follows: ➢ "Responsible Party" Column - Document the person responsible for completing the procedure. ➢ "Date/Time" Column - Record the date and time the procedure is completed. Use the Ad-hoc area, located at the end of each Team section to document additional procedures performed during the recovery efforts that were unexpected and unplanned.		
5.1	**DISASTER VERIFICATION**		
1	Receive initial notification of disaster. Notification may come from various sources, including: ➢ Other Recovery Teams ➢ Building security ➢ Police or fire departments ➢ Utility companies ➢ Operations personnel ➢ Other RIDOA employees		
2	Record date and time of disaster notification.		
3	Verify the disaster event.		
4	Obtain access to or a copy of the Business Continuity Plan.		
5	Notify Management Recovery Team members of the current situation.		
6	Direct the Management Recovery Team members to report to the Command Center or other location as necessary.		
7	Notify the Recovery Team Managers or Alternates of the current situation.		
8	Direct the Recovery Team Managers to report to the Command Center or other location as necessary.		
9	Upon arrival at the Command Center or other location, meet with the Recovery Team Managers to brief them of the situation.		

#	Guideline Description	Responsible Party	Date/ Time
10	Inform the Recovery Team Managers of the goals, objectives and immediate priorities for emergency response and recovery.		
11	Inform the Recovery Team Managers of the expectations and time frames necessary for the recovery effort.		
5.2	**DAMAGE ASSESSMENT COORDINATION**		
1	Obtain clearance to enter the damaged facility from local authorities and /or building management, if appropriate. This may involve contacting local authorities to examine the structure of the facility to ensure that there are no safety problems that could affect the Recovery Team members. Additionally, local authorities may need to be involved to investigate the cause of the disaster. If the cause was suspected to be intentional, the facility could be sealed as a crime scene and admittance of Team Members may not be allowed for an unknown period of time.		
2	Coordinate an investigation of the cause of the disaster with the local authorities to determine whether it was intentional or accidental and whether it could happen again.		
3	Identify and evaluate any potential health hazards.		
4	Direct the Recovery Team Managers to use the disaster assessment report to initially document the extent of physical damage. ➢ Date/time disaster reported ➢ Name of person submitting initial alert ➢ General description of the disaster ➢ External support requirements ➢ Damage magnitude, extent of damage to and estimated recovery time for: ▪ Personnel injuries ▪ Building structure ▪ Utilities ▪ Computer hardware ▪ Computer software ▪ Data communications ▪ Voice communications ▪ Vital records ▪ Other resources		

#	Guideline Description	Responsible Party	Date/ Time
5	Direct the Recovery Team Managers to determine the extent of interruption caused by the event.		
6	Review with the Recovery Team Managers the disaster's impact on various systems and network and the feasibility of performing normal operations in the facility.		
7	After more information is available, use the Disaster Assessment Report as a tool to determine the extent of physical damage at the facility.		
8	Determine the extent of interruption and damage caused by the event using the following guidelines: **Most Serious** ✓ Extended loss of critical business systems (e.g. hardware or software failure(s)) ✓ Extended loss of utilities ✓ Extended loss of facilities ✓ Significant impact to critical operations ✓ Event mitigation is expected to require more than 48 hours and will require relocation to an alternate facility **Moderately serious** ✓ Limited loss of critical business systems (e.g. hardware of software failure(s)). ✓ Limited loss of utilities ✓ Limited loss of facilities ✓ Some impact to critical operations ✓ Event mitigation is expected to require less than 48 hours and will not require relocation to an alternate facility **Inconvenient** ✓ Minor loss of critical business systems (e.g. hardware of software failure(s)). ✓ Minor loss of utilities ✓ Minor loss of facilities ✓ No significant impact to critical operations ✓ Event mitigation is expected to require less than 8 hours and will not require relocation to an alternate facility		

#	Guideline Description	Responsible Party	Date/ Time
9	Using the initial Disaster Assessment Report, the Management Recovery Team should determine if it is necessary to relocate to an alternate site.		
10	Monitor all repairs in coordination with the Recovery Team Managers.		
11	Direct the Logistics Recovery Team to work with equipment salvage vendors if necessary, and assess which equipment, supplies, data and forms are salvageable.		
12	Direct the Logistics Recovery Team to order replacement equipment, if necessary. Salvageable equipment, forms, and supplies should be cleaned and repaired and transported to the recovery center if immediate need is necessary. Undamaged equipment should be removed from the damaged facility or covered with plastic to prevent exposure to water, smoke, soot, or dust.		
13	Receive damage assessments to the data communications network.		
14	Direct the Recovery Teams to determine the disaster's impact on various critical and essential applications and the feasibility of performing normal processing and operations in the affected facility.		
15	Direct the Logistics Team to determine personnel safety, status, and availability of employees to commence recovery operations through the Recovery Team Managers.		

#	Guideline Description	Responsible Party	Date/ Time
16	Direct the Logistics Recovery Team to prepare the initial Disaster Assessment Report, including: ➢ Date/time disaster reported ➢ Name of person submitting initial alert ➢ General description of the disaster ➢ External support requirements ➢ Damage magnitude, extent of damage to and estimated recovery time for: ▪ Personnel injuries ▪ Building structure ▪ Utilities ▪ Computer hardware ▪ Computer software ▪ Data communications ▪ Voice communications ▪ Vital records ▪ Other resources		
17	Receive recovery progress reports from the Recovery Teams.		
5.3	**BUSINESS CONTINUITY PLAN ACTIVATION**		
1	With the input from the various Recovery Teams, determine whether the plan should be activated and the extent of activation.		
2	Work with the Recovery Teams to tailor the Business Continuity Plan to existing circumstances.		
3	Activate the Plan based on the ***Disaster Event Guidelines*** described in Section 4.3. The decision to activate the plan in full or in part depends on a number of factors ultimately judged by the person(s) in charge. These factors include: ➢ The type of event/incident. ➢ The effect of the incident including the extent and type of damage. ➢ How long critical/essential operations are unavailable or inaccessible. ➢ Whether the operations are mission critical. ➢ The anticipated recovery time.		
4	Direct the Recovery Team Managers to notify appropriate Recovery Teams to report to the Command Center.		

#	Guideline Description	Responsible Party	Date/ Time
5	Advise the Logistics Recovery Team to arrange for any necessary food, supplies, accommodations and services at the Command Center as needed for 24-hour operations.		
6	Direct the Logistics Recovery Team to determine personnel safety, status, and availability of employees to commence recovery operations through Recovery Team Managers.		
7	Instruct the Recovery Teams to begin records salvage and reconstruction procedures.		
8	In coordination with the Recovery Teams, determine the effect of the system outage on specific applications.		
9	Dispatch Recovery Teams as appropriate based on the specific disaster conditions.		
10	Provide managerial direction to Recovery Teams.		
5.4	**COMMAND CENTER ACTIVATION**		
1	If the existing facilities are not available, select the Command Center or alternate site, as appropriate.		
2	If necessary, activate the Command Center.		
3	Establish and open the Command Center.		
4	Direct the Recovery Team Managers to contact Recovery Team Members and ask them to meet at the Command Center.		
5	Establish communications with necessary external parties and emergency management organizations as needed. A list of emergency external telephone numbers is included in Exhibit 9.		
6	Request the Logistics Recovery Team to furnish the Command Center as necessary.		
7	Request the Logistics Recovery Team to arrange for food, supplies, and accommodations, if needed.		
8	Ascertain that basic Command Center equipment and supplies are available, or can be acquired immediately.		
9	Request the Logistics Recovery Team to arrange for services as needed for 24-hour operations.		

#	Guideline Description	Responsible Party	Date/ Time
10	Determine the most appropriate actions to be taken regarding the implementation of the specific activities outlined in the BCP.		
11	Document all activities as they occur.		
12	Advise all Recovery Team personnel to log in and out as they report to and leave the Command Center.		
13	Direct the Recovery Team Members to log all incoming and outgoing telephone calls at the Command Center, time, parties involved, and results.		
14	Monitor weather and environmental status.		
15	Monitor critical supply deliveries and follow-up.		
5.5	**COMMUNICATIONS**		
1	Maintain regular communications with the Recovery Teams.		
2	Monitor recovery progress frequently. Hourly on the first day and monitor minimally daily thereafter.		
3	Receive daily progress report from the Recovery Teams.		
4	Work with the Logistics Recovery Team to determine and relay appropriate instructions to various personnel not on Recovery Teams.		
5	Request the Logistics Recovery Team to post employee instructions and other information on the internal website (if available).		

#	Guideline Description	Responsible Party	Date/ Time
6	Work with the Public Relations Officer to prepare information releases to inform the news media that the RIDOA will continue to service all its constituents. The Management Recovery Team will have the responsibility to review this information before release. The following information may be needed: ➢ Description of emergency situation ➢ Amount of damage ➢ Approximate status of the recovery ➢ Approximate time frame in which the affected systems will be operating sufficiently to support the business ➢ Instructions to employees ➢ Instructions to suppliers ➢ Assurance that the crisis is under control		
5.6	**LEGAL CONSIDERATIONS**		
1	Work with the Division of Legal Services to advise the Recovery Teams on existing contract terms and conditions: ➢ Computer equipment contracts ➢ Computer software contracts ➢ Other contracts		
2	Advise the Logistics Recovery Team to work with the Division of Purchases and Division of Legal Services to assist the Recovery Teams with the review and approval of new contracts: ➢ Computer equipment contracts ➢ Computer software contracts ➢ Major supplies ➢ Office equipment		
3	Advise the Recovery Teams on legal, statutory, or regulatory requirements that may affect recovery processing schedules or priorities.		
4	Request legal assistance and advice related to liability issues and other matters of legal importance as required.		

#	Guideline Description	Responsible Party	Date/ Time
5.7	**SECURITY ACTIVITIES**		
1	Advise the Logistics Recovery Team to coordinate with local, state, and federal law enforcement, incident commanders and emergency management agencies, as needed.		
2	Advise the Logistics Recovery Team to contact alarm vendors to report impaired alarms and arrange for vendor support to repair alarms.		
3	Advise the Logistics Recovery Team to contact and work with Facilities – Facilities Management to coordinate building repairs and impaired security systems.		
4	Advise the Logistics Recovery Team to coordinate with the Capitol Police and arrange for building security at the affected site(s).		
5.8	**MONITORING RECOVERY ACTIVITIES**		
1	Receive updates from Recovery Teams periodically.		
2	Monitor weather and environmental status.		
3	Monitor personnel activities – hours, stress levels, etc.		
5.9	**STATUS REPORTING**		
1	Prepare a Recovery Progress Report for the Senior Management including: ➢ Progress being made regarding processing using the temporary operating procedures. ➢ Significant issues being encountered by the Recovery Team Managers that requires Management review and approval. ➢ Request for additional expenditures beyond those outlined in the plan. ➢ Requests for additional support as needed.		
2	Submit the Recovery Progress Report to Senior Management.		

#	Guideline Description	Responsible Party	Date/ Time
5.10	**ADMINISTRATION**		
1	Maintain carefully written records throughout the recovery process. Experience has shown thorough and complete records are invaluable in reducing confusion during the recovery and in reconciling material acquisition and expenses.		
2	Maintain well written documentation of any changes or modifications to standard operating procedures. Make sure temporary changes or modifications do not carry over to normal operations following the recovery operation shutdown.		
3	Maintain a record of all personal expenses incurred during the recovery operation (receipts should be attached). Any claims for reimbursement must be filed using the appropriate Expense Forms.		
5.11	**RECONSTITUTION AND TERMINATION**		
1	Plan for the restoration of the permanent facility. Work with damage evaluation personnel, engineers, architects, and building managers. Estimates of the restoration time frames should be obtained early on in this process.		
2	Develop a detailed relocation "Restoration Plan of Action" to return to the restored facility. Then, coordinate the return to the permanent (new or repaired) facility at the conclusion of the business recovery operation.		
3	Conduct a site restoration-planning meeting. The purpose of this meeting will be to discuss the general return strategies. The Management Recovery Team will define and develop the following guidelines: ➢ Date and time each department will be available for return; ➢ Status of support services (e.g. telephone, computer services, etc.); ➢ Any special logistical requirements or support that will be available (e.g. transportation for equipment and records; assistance with packing records, etc.).		

#	Guideline Description	Responsible Party	Date/ Time
4	Conduct a planning session to review and update the disaster recovery procedures to reflect moving back to the permanent facility from the alternate site.		
5	Review each recovery procedural step, modifying it as appropriate to the circumstances. Note that the recovery procedures may be used to provide a contingency plan during the actual move.		
6	Consider adding special backups for all electronic media to reduce chance of information loss.		
7	Identify any open issues, requirements or recommendations from the Recovery Teams.		
8	Develop a final (updated) consolidated Action Plan.		
9	Develop a final approved schedule and review with all participating Recovery Teams.		
10	Implement the modified Business Continuity Plan, returning operations to the permanent site.		
11	Direct all teams to prepare to return to home base according to the restoration schedule at the permanent facility. When the permanent facility is ready for use, the same Recovery Teams will perform similar recovery procedures in reverse. This would include a final backup to move data back to home base.		
12	Each Team will complete the move to home base by transporting materials and Team members based on the schedule from the Management Recovery Team. Normal operations will then be resumed at the permanent facility.		
13	When normal operations at the permanent facility have been running smoothly and the off-site backup rotations have been put into place, the alternate work sites will be cleared of all materials.		
14	Direct the Recovery Teams to inventory and arrange to send tapes back to the permanent facility and/or off-site storage.		
15	Direct the Recovery Teams to check out from the alternate work sites.		

#	Guideline Description	Responsible Party	Date/ Time
16	After all materials have been returned from the alternate work sites and the normal operations have resumed at the permanent facility, an evaluation of the recovery plan should be performed. Each Team will provide a written evaluation of the recovery procedures and the completed Business Continuity logs to the BCP Administrator. The primary purpose of the evaluation is to identify potential weaknesses in the plan, and recommend potential solutions. The BCP Administrator will review the evaluation and work with the BCP Coordinator and other Recovery Team members to formulate appropriate changes.		
17	Replace any supplies used at the alternate site to bring the inventory back to 100 percent.		
5.12	**AD HOC PROCEDURES**		
	It is difficult to plan for all unforeseen disaster events. Therefore, this Section can be used to document additional activities performed during the recovery effort that were unexpected and unplanned.		
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#	Guideline Description	Responsible Party	Date/ Time
	Plan Procedure Documentation Use the "Responsible Party" Column and the "Date/Time" Column at the time of the disaster event to record the activities performed as follows: ➢ "Responsible Party" Column - Document the person responsible for completing the procedure. ➢ "Date/Time" Column - Record the date and time the procedure is completed. Use the Ad-hoc area, located at the end of each Team section, to document additional procedures performed during the recovery efforts that were unexpected and unplanned.		
6.1	**INITIAL PROCEDURES**		
1	Receive notification of disaster from the Management Recovery Team.		
2	Obtain access to or a copy of the Plan.		
3	When notified by the Management Recovery Team that the Plan has been activated, bring your offsite copy of the plan and all materials for recovery that are stored offsite for your Team.		
4	Notify Logistics Recovery Team members and resources assigned to the Team and instruct them to report to the Command Center or the location specified by the Management Recovery Team.		
5	Upon arrival at the Command Center or other location, meet with the Management Recovery Team and obtain a briefing of the situation.		
6	Identify the Management Recovery Team's expectations and time frames for the Logistics Recovery Team.		
7	Upon arrival of the Logistics Recovery Team Members at the team's recovery location, provide a team briefing of the situation. Include the Management Recovery Team's goals, objectives and immediate priorities for recovery. Discuss the recovery expectations and recovery time.		
8	Distribute the recovery materials retrieved from offsite and assign work areas to individual team members.		
9	Activate the other staff and resources as necessary.		

#	Guideline Description	Responsible Party	Date/ Time
10	Use the damage assessment report(s) to initially document the extent of physical damage, as directed by the Management Recovery Team		
11	Assume roles and responsibilities of the team position(s) assigned in the plan. In addition, include other duties and responsibilities assigned at time of incident.		
12	Determine the extent of interruption and damage caused by the event.		
13	Review with the Management Recovery Team the disaster's impact on various Business Units and the feasibility of performing normal business operations in the facility.		
14	Establish communications, if necessary, with emergency organizations and critical external parties.		
15	Retrieve materials stored offsite for the Logistics Recovery Team operations.		
16	Ensure the materials retrieved from offsite for recovery operations include copies of all forms used by the Logistics Recovery Team, such as current contact information, copies of business unit operating policies and procedures.		
17	Consider the time of availability for the computer systems and the recovery time frames and priorities assigned to the team by the Management Recovery Team for Logistics Team Recovery operations. Report any problems to the Management Recovery Team. Revise the Recovery Plans as necessary and advise the Management Recovery Team		
18	Use the Disaster Assessment Report as a tool to determine the extent of physical damage at the facility.		
19	Assist the Management Recovery Team as requested to determine the extent of interruption and damage caused by the event		
20	Coordinate with Facilities – Facilities Management for the repair of the facility.		
21	Request Capitol Police to establish security at the damaged site.		
22	Contact utility carriers, vendors, or contractors to aid in damage assessment.		

#	Guideline Description	Responsible Party	Date/ Time
23	Check for appropriate security credentials to admit these individuals to the disaster site.		
24	Coordinate the facility damage assessment and restoration activities.		
25	Coordinate the equipment damage assessment and salvage activities.		
26	Receive direction from the Management Recovery Team to replace equipment, if necessary. Request the appropriate Recovery Team to salvage equipment, forms, and supplies as necessary. The items should be cleaned, repaired and transported to the appropriate backup sites if immediate need is necessary. Undamaged equipment should be removed from the damaged facility or covered with plastic in order to prevent exposure to water, smoke, soot, or dust.		
27	Order additional materials and supplies for recovery needs that were not anticipated. Document such orders on proper forms.		
28	Assist the Management Recovery Team to prepare the initial Disaster Assessment Report, including: ➢ Date/time disaster reported ➢ Name of person submitting initial alert ➢ General description of the disaster ➢ External support requirements ▪ Damage magnitude, extent of damage to and estimated recovery time for: ▪ Personnel injuries ▪ Building structure ▪ Utilities ▪ Computer hardware ▪ Computer software ▪ Data communications ▪ Voice communications ▪ Vital records ▪ Other resources		

#	Guideline Description	Responsible Party	Date/ Time
6.2	**DISASTER RECOVERY PLAN ACTIVATION**		
1	Assist the Management Recovery Team in the determination as to whether the plan should be activated and the extent of activation.		
2	Tailor the Business Continuity Plan to existing circumstances as directed by the Management Recovery Team.		
3	Use the Team Assignment Forms to verify and monitor status and progress of the notification process.		
4	Arrange for any necessary food, supplies, accommodations and services at the Command Center, as needed, for 24-hour operations as directed by the Management Recovery Team.		
5	Support and monitor the recovery operations for the duration of the situation.		
6	Document problems encountered, corrective actions taken, and variations from plan noted.		
7	Maintain records and receipts of all recovery related costs and expenses incurred by the team.		
8	Report recovery progress to the Management Recovery Team as required.		
9	Advise all Team personnel to log in and out as they report to and leave the Command Center.		
10	Verify the status of all personnel using the Employee Calling List.		
11	Determine the need for relocation by Business Unit.		
12	Analyze the need to use other temporary locations.		
13	Arrange for phone service at all necessary locations.		
14	Evaluate the need to notify outside contacts of alternate site operations.		
15	Instruct all personnel to carry IDs for verification.		
16	Provide directions to the alternate sites to the Recovery Teams.		
17	Determine the status of vital records.		

#	Guideline Description	Responsible Party	Date/ Time
18	Coordinate all salvage efforts related to the facility and equipment, as soon as practicable.		
19	Coordinate the transportation for tapes, office equipment, and supplies, as required. Establish a method to ship on weekends. The shipping cases should be sent with a tracking label. Prior to shipment, the cases should be 1) examined by someone other than the immediate person responsible for shipping preparation; and 2) separately by a second person to ensure the proper labels are securely attached.		
20	Assure that all necessary forms are transported to the appropriate location and/or ordered from vendors. Identify all special forms related to critical systems and establish the source from agencies.		
21	Ensure that all permanent IT records and archives are collected and taken to a suitable site for storage.		
22	Arrange for personnel transportation, any housing and food that are required. Establish a method to secure air travel direct with airlines, if required.		
23	Provide administrative support at alternate sites, including insurance, purchasing, telephones, maintaining time records, personnel activities, and establishing courier service.		
6.3	**NOTIFICATION PROCEDURES**		
1	Following the activation of the BCP, notify the Recovery Team members to report to the Command Center.		

#	Guideline Description	Responsible Party	Date/ Time
2	Provide the following information as appropriate: ➢ Description of the disaster event. ➢ Explanation of the disaster declaration levels: **Most Serious** ✓ Extended loss of facilities ✓ Extended loss of utilities ✓ Significant impact to operations ✓ Event mitigation is expected to require more than 24 hours and will require evacuation and/or relocation to an alternate facility ✓ Full or partial activation of the BCP may be required. **Moderately Serious** ✓ Limited loss of facilities ✓ Limited loss of utilities ✓ Some impact to operations ✓ Event mitigation is expected to require less than 24 hours and will not require evacuation and/or relocation to an alternate facility ✓ Partial or full activation of the BCP may be required **Inconvenient** ✓ Minor loss of facilities ✓ Minor loss of utilities ✓ No significant impact to operations ✓ Event mitigation is expected to require less than 8 hours and will not require evacuation and/or relocation to an alternate facility ✓ Activation of the BCP would not be required		
3	Follow the Team Member Notification Guidelines located in Section 10.		
4	Notify additional support personnel as necessary and have them report to the Command Center.		
5	Assume roles and responsibilities of the team position(s) assigned in the Plan. In addition, include other duties and responsibilities at the time of incident.		

#	Guideline Description	Responsible Party	Date/ Time
6.4	**RECOVERY TEAM SCHEDULING**		
1	Establish a master schedule for staffing the Command Center.		
2	Establish work and rotation schedules based on workload, available resources and available personnel.		
3	Review the employee notification status and assign personnel, based on availability, to participate in recovery activities.		
4	Determine which employees will be required at the Command Center and which ones will be assigned to another location.		
5	Re-assign unscheduled staff to assist with salvage activities and other time sensitive areas.		
6	Monitor re-assignment of unscheduled staff throughout the recovery.		
7	Establish a staff rotation schedule for the Command Center, if overtime or additional shifts are required due to workload or facility constraints.		
8	Schedule the rotation of staff, if split shifts are required.		
9	Relocate staff to other locations, if appropriate.		
10	Provide the following information and direction: ➢ The assigned alternate work site location(s); ➢ Contact information for the Management Recovery Team, alternate work sites, and other relocated staff.		
6.5	**POSTAL AND COURIER SERVICES**		
1	Re-route incoming mail as appropriate.		
2	Assist in setting up temporary mail pickup, delivery schedules, and other operations.		
3	Maintain temporary mail pickup, delivery schedules, and locations for the duration of the recovery operation.		
4	Communicate and distribute mail as appropriate.		

#	Guideline Description	Responsible Party	Date/ Time
5	Contact the local post office and instruct them as to where mail should be delivered or whether mail should be held at the post office facility. Unless otherwise determined, mail should be delivered to the Command Center.		
6	Instruct the mail carrier of any change in the pick-up location for outgoing mail.		
7	Set up required internal mail and delivery systems.		
8	Establish courier services, as needed, for the movement of equipment, material, and supplies to and from the Command Center or alternate work site(s).		
6.6	**FACILITY PROCEDURES**		
1	Obtain all Disaster Assessment Reports.		
2	Arrange for photographing the damage to the building, property, equipment, records, and supplies.		
3	Arrange for retrieval of vital records from the building.		
4	Obtain and retain receipts for replacement supplies and equipment, repairs and all salvage costs.		
5	Provide guidance on how to obtain and document repairs, equipment purchases and rentals in order to be properly compensated by the company.		
6	Obtain a cash advance if needed.		
7	Document recovery operations using the Team Recovery Progress Report. The form includes progress to date and remaining tasks for the property, structure, utilities/services, hardware, software, and personnel.		
8	Work with the Management Recovery Team to determine alternate work site locations to be used by Business Unit personnel. Various staff may have to be temporarily relocated in several different locations depending on space requirements and availability.		
9	Acquire appropriate furniture, equipment, and supplies as needed.		
10	If the facility telephone lines are out of service, request that calls be rerouted to the alternate work site locations.		

#	Guideline Description	Responsible Party	Date/ Time
6.7	**SALVAGE PROCEDURES**		
1	Using the Disaster Assessment Report and the help of equipment salvage vendors if necessary, assess which equipment, supplies, data, and forms are salvageable.		
2	Arrange for the general salvage of any property damaged in the disaster. This includes any equipment, office furniture, record media, supplies, and personal effects remaining after the disaster.		
3	Monitor salvage procedures for vital records, as a result of a disaster. The type of salvage procedures implemented depends upon the record storage media.		
4	Hire outside contractors, where necessary.		
5	Inventory vacant space for use by the Business Units that were impacted by the disaster event.		
6	Implement cleanup and restoration of impacted building, as required, minimizing service disruption.		
7	Contact restoration companies, as necessary.		
8	Coordinate efforts of contracted restoration companies.		
9	Determine recovery supply needs.		
10	Consolidate capital and expense information for the Management Recovery Team.		
6.8	**SECURITY PROCEDURES**		
1	Coordinate with Capitol Police, local/federal law enforcement, and emergency management agencies, as needed.		
2	Assess the facility in the affected area for damage to security systems/other risks.		
3	Identify security issues/risks in affected area.		
4	Coordinate damage assessments with the Management Recovery Team.		
5	Contact alarm vendors in order to report impaired alarms and to arrange for vendors to repair alarms.		

#	Guideline Description	Responsible Party	Date/ Time
6	Obtain guards as needed, or as requested by the Management Recovery Team, from the Capitol Police.		
7	Establish security at the disaster site.		
8	Obtain additional assistance from a security agency or off-duty police officer(s) as necessary.		
9	Establish security at the Command Center and alternate work sites, as required.		
10	Obtain additional external security personnel, as required.		
6.9	**PERSONNEL PROCEDURES**		
1	Advise the Management Recovery Team on all critical personnel matters.		
2	Contact emergency help and/or notify the Management Recovery Team if individuals are injured.		
3	Work with the Office of Personnel Administration to notify closest family members, if necessary.		
4	Work with the Office of Personnel Administration to facilitate the admission and processing of personnel in hospitals.		
5	If needed, work with the service agencies such as the Red Cross, in order to facilitate getting information to the employees' families regarding their status.		
6	If needed, contact the Red Cross to access their Disaster Counselors (volunteers provided by the American Psychological Association).		
7	If a contract worker is seriously injured or killed in the disaster, immediately contact the Management Recovery Team and keep them updated.		
8	Maintain the status of the injured and fatalities.		
9	Report Recovery Team status to the Management Recovery Team.		
10	Coordinate additional staff needs with the Office of Personnel Administration.		
11	Identify secondary personnel for backup positions, as needed.		

#	Guideline Description	Responsible Party	Date/ Time
12	Arrange for personnel to support recovery efforts and the Management Recovery Team.		
13	Work with the Office of Personnel Administration to fill the critical positions identified by the Business Units.		
6.10	**VITAL RECORDS**		
1	Determine the magnitude of the damage: extent of damage to and estimated recovery time for vital records.		
2	Arrange for retrieval of vital records from the facility.		
3	Arrange and monitor salvage activities for vital records as a result of a disaster. The type of salvage activities implemented depends upon the record storage media.		
4	Inform the Management Recovery Team regarding the status of vital records and the results of the salvage efforts.		
6.11	**TRANSPORTATION, LODGING, AND FOOD**		
1	Provide transportation for critical staff to and from the Command Center and alternate work site locations, if necessary.		
2	Coordinate transportation requirements to ensure that all necessary individuals can travel to the alternate work site(s).		
3	Arrange with a moving company or vendor for the relocation of large equipment or sensitive information.		
4	Arrange for meal accommodations, as necessary, for the Recovery Teams.		
6.12	**PERSONAL PREPAREDNESS**		
1	Determine the types of disasters that are most likely to happen at your location.		
2	Determine how you will receive warning and how to prepare for each type of disaster.		

#	Guideline Description	Responsible Party	Date/ Time
3	Determine if schools, work, and other places your staff spends time have emergency plans and how they will communicate with each other during an emergency.		
4	Document the activities you are expected to follow in the event of a disaster.		
5	Keep a copy of the BCP with you. Be aware of your responsibilities as it relates to the Plan.		
6	Keep a list of important telephone numbers and contacts available at all times. Keep an emergency telephone numbers list by every telephone.		
7	Develop emergency evacuation plans and escape routes for areas of your business unit. Discuss and practice these with your staff.		
8	Discuss emergency evacuation plans. Determine a designated rendezvous point to meet outside your building, in the event of a disaster.		
9	Make sure that smoke detectors are in place in your business unit. Test them periodically to ensure that they are functional and in working order.		
10	Examine your business unit for hazards (anything that can move, fall, break or cause a fire) and remove/repair them.		
11	Make an inventory of valuable office items, documenting the dates purchased and prices paid for each item.		
12	Keep the originals of important documents in a safe deposit box.		
13	Learn first aid and CPR.		
14	Prepare a personal preparedness supplies kit. This kit should include: ➢ Water ➢ Food ➢ First aid supplies ➢ Tools ➢ Sanitation supplies ➢ Clothing and bedding ➢ Important documents ➢ Other items Keep the kit in a convenient place in your office.		

#	Guideline Description	Responsible Party	Date/ Time
15	Review the contents of the kit at least once a year – Be certain to replace missing items or those that have become outdated.		
16	Keep the high priority or essential items in a smaller kit, so that it can be moved to a car.		
17	Change the stored water and food supply every 6 months.		
18	Review and practice the Plan at least once a year. This will accommodate any changes and keep everyone up-to-date on the Plan.		
6.13	**EMPLOYEE WELL BEING**		
	Overview It is not uncommon to undergo a period of psychological re-adjustment involving feelings of loss or helplessness in the aftermath of a disaster event. Employees may need support in dealing with the shock and stress of the circumstances.		
	Psychological After-Effects Psychological after-effects usually occur in three distinct stages: ➢ The first 24 hours. - During this period, some employees may feel numb, experience anxiety, or withdraw from contact with others. Other employees may suppress their anxiety in order to deal with the demands of the immediate crisis. ➢ The first week. - After initial reactions wear off, some employees may begin to feel isolated, alienated, anxious about the future, or angry at the situation. They may also become withdrawn or exhibit demanding behavior. ➢ Long-term effects. - Long-term psychological effects depend a great deal on the coping skills of the employees and their feelings about how the company handled the disaster. Employees who feel that the company responded well to both the disaster and their individual needs will show more commitment to the challenges of the recovery process.		

#	Guideline Description	Responsible Party	Date/ Time
	Dependent Care The care of dependents, such as children, can be especially important during a disaster event. There is an increase in the number of one-parent families, the number of families which have both parents working, and the travel requirements of parents. Natural disasters can hinder day-to-day management of childcare and family relationships, straining existing care systems.		
1	Closely monitor employee work schedules, ensuring the "well being" of employees participating in the recovery effort.		
2	Monitor and address personnel concerns: hours, stress levels, etc.		
3	Use the following techniques to allow employees to better accept changes brought about by a disaster: ➢ Providing the most up-to-date information possible about the disaster and recovery. ➢ Empathizing with concerns of employees. ➢ Finding ways to bring employees together to encourage support of the group. ➢ Assigning concrete, specific tasks to employees to provide a sense of order.		
4	During emergency situations, personnel will be required to work extended hours. However, they should be strongly urged to get proper rest to minimize stress and maximize efficiency.		
5	Experience indicates that morale problems frequently arise several days to weeks following a disaster.		
6	The Management Recovery Team will address special compensation issues. Therefore care should be taken to coordinate any special efforts through the Management Recovery Team, since any inequities will exacerbate these problems.		
7	Personnel should wear comfortable clothing, appropriate for weather conditions.		

#	Guideline Description	Responsible Party	Date/ Time
8	Employees are encouraged to create personal "survival kits" as well, to keep at the office. Personal survival kits should include: ➢ Critical medication and personal hygiene items. ➢ Extra clothing, sturdy shoes, warm jacket. ➢ Extra pair of glasses.		
9	In the immediate time after a disaster, the first priority of employees will be to provide for the safety of their loved ones. The more quickly and efficiently that they can accomplish this, the more effective they will be to the recovery efforts. The Red Cross and the Federal Emergency Management Agency (FEMA) can assist employees in developing personal disaster recovery plans.		
10	Communicate the RIDOA's commitment to continuing employee salaries and benefits for a period of time following a disaster.		
6.14	**EMERGENCY PROCUREMENT**		
1	Work with the Management Recovery Team and the Division of Purchases to coordinate purchasing support during the damage assessment, salvage, and restoration phases of the recovery operation.		
2	Work with the Division of Purchases to replace equipment, forms, and computer supplies on an emergency basis during the recovery operation.		
3	Contract for repair services or replacements for damaged furniture or fixtures. Work with the Division of Legal Services on any contract issues. (Check with Union if applicable).		
4	Work with the Management Recovery Team to obtain authorization for paying for emergency related expenses, as required.		
5	Work with the Management Recovery Team and the Division of Purchases to ensure that adequate funds, resources, etc., are available for necessary purchases and expenditures.		
6	Monitor expenses during recovery. Work with the Management Recovery Team to control extra expenses.		

#	Guideline Description	Responsible Party	Date/ Time
6.15	**STATUS REPORTING**		
1	Monitor the recovery progress, frequently (hourly, the first day - minimally daily, thereafter).		
2	Submit verbal and written progress report to the Management Recovery Team, on a daily basis and as required.		
6.16	**ADMINISTRATION**		
1	Maintain carefully written records throughout the recovery process. Experience has shown thorough and complete records are invaluable in reducing confusion during the recovery and in reconciling material acquisition and expenses.		
2	Maintain good written documentation of any changes or modifications to standard operating procedures. Make certain that temporary changes or modifications do not carry over to normal operations, following the recovery operation shutdown.		
3	Collect, review, and approve all completed time sheets. Normal timesheet procedures should be adhered to if possible.		
4	Maintain a record of all personal expenses incurred during the recovery operation. Claims for reimbursement must be filed using Expense Reimbursement Forms (receipts should be attached).		
6.17	**RECONSTITUTION AND TERMINATION**		
1	Participate in a site restoration-planning meeting, conducted by the Management Recovery Team. The purpose of this meeting will be to discuss the general return strategies. The Management Recovery Team will define and develop the following guidelines: ➢ Date and time each office area will be available for return; ➢ Status of support services (e.g. telephone, computer services, etc.); ➢ Any special logistical requirements or support that will be available (e.g. transportation for equipment and records; assistance with packing records, etc.).		

#	Guideline Description	Responsible Party	Date/ Time
2	At the direction of the Management Recovery Team, all Recovery Teams will prepare to return to home base according to the restoration schedule at the permanent facility. When the Logistics Recovery Team declares the permanent facility ready for use, the same Recovery Teams will perform the same recovery activities in reverse. This would include a final backup to move data back to home base.		
3	Each team will complete the move to home base by transporting materials and team members based on the schedule from the Management Recovery Team. Normal operations will then be resumed at the permanent facility.		
4	Migrate and resume normal operations at the primary site as directed by the Management Recovery Team.		
5	At the end of the recovery operation, shut down the Logistics Recovery Team's operations at the alternate location, as directed by the Management Recovery Team.		
6	Participate in post recovery meetings as required by the Management Recovery Team.		
6.18	**AD HOC PROCEDURES**		
	It is difficult to plan for all unforeseen disaster events. Therefore, this Section can be used to document additional procedures performed during the recovery effort that were unexpected and unplanned.		
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#	Guideline Description	Responsible Party	Date/ Time
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#	Guideline Description	Responsible Party	Date/ Time
	Plan Procedure Documentation Use the existing Plan, columns 3 and 4, as a basis for recording the procedures performed as follows: ➢ Column 3 - Document the person responsible for completing the procedure. ➢ Column 4 - Record the date and time the procedure is completed. Use the Ad-hoc area located at the end of each Plan's section to document additional procedures, performed during the recovery efforts, that were unexpected and unplanned.		
7.1	**INITIAL PROCEDURES**		
1	Receive notification of disaster from the Management Recovery Team.		
2	Obtain access to or a copy of the Plan.		
3	When notified by the Management Recovery Team that the Plan has been activated, bring your offsite copy of the plan and all materials for recovery that are stored offsite for your Team.		
4	Report to the Command Center or the alternate location specified by the Management Recovery Team. Relocation will be determined by the status of the organization at the time of disaster – active status or non-active status.		
5	Upon arrival at the Command Center or other location, meet with the Management Recovery Team and obtain a briefing of the situation.		
6	Determine the Management Recovery Team's goals, objectives, and immediate priorities for emergency response and recovery.		
7	Identify the Management Recovery Team's expectations and time frames for the Operation Recovery Team.		
8	Assume roles and responsibilities of the team position/s assigned in the plan. In addition, include other duties and responsibilities assigned at the time of the incident.		
9	Locate, prepare, and organize the alternate site for Recovery Team operations.		

#	Guideline Description	Responsible Party	Date/ Time
10	Consider the time of availability for the telephone and computer systems and the recovery time frames and priorities assigned to the Recovery Team by the Management Recovery Team. Report any problems to the Management Recovery Team. Revise the operations plans as necessary and advise the Management Recovery Team.		
11	Assist the Management Recovery Team, as requested, to determine the extent of interruption and damage caused by the event.		
12	When available, test and insure that the telephone and computer systems are accessible and functioning.		
13	Upon arrival of the Recovery Team Members at the Team's alternate site, provide a team briefing of the situation. Include the Management Recovery Team's goals, objectives, and immediate priorities for recovery. Discuss the recovery expectations and recovery time.		
14	Activate the other Recovery Team members and resources, as necessary.		
15	Order additional materials and supplies for recovery needs that were not anticipated.		
16	Begin recovery operations.		
17	Support and monitor the recovery operations for the duration of the situation.		
18	Document problems encountered, corrective actions taken, and variations from the plan.		
19	Report recovery progress to the Management Recovery Team, as required.		
7.2	**NOTIFICATION PROCEDURES**		
1	Following the activation of the BCP, notify the key staff to report to the Command Center or to the alternate work location.		

#	Guideline Description	Responsible Party	Date/ Time
2	Provide the following information, as appropriate: ➢ Description of the disaster event. ➢ Explanation of the disaster's declaration levels: **Most Serious** ✓ Extended loss of facilities ✓ Extended loss of utilities ✓ Significant impact to operations ✓ Event mitigation is expected to require more than 24 hours and will require evacuation and/or relocation to an alternate facility ✓ Full or partial activation of the BCP may be required. **Moderately Serious** ✓ Limited loss of facilities ✓ Limited loss of utilities ✓ Some impact to operations ✓ Event mitigation is expected to require less than 24 hours and will not require evacuation and/or relocation to an alternate facility ✓ Partial or full activation of the BCP may be required **Inconvenient** ✓ Minor loss of facilities ✓ Minor loss of utilities ✓ No significant impact to operations ✓ Event mitigation is expected to require less than 8 hours and will not require evacuation and/or relocation to an alternate facility ✓ Activation of BCP would not be required		
3	Follow the Team Member Notification Guidelines located in Section 10.		
4	Notify additional support personnel, as necessary, and have them report to the Command Center or to an alternate work site.		
5	Assume roles and responsibilities of the team position(s) assigned in the Plan. In addition, include other duties and responsibilities at the time of incident.		

#	Guideline Description	Responsible Party	Date/ Time
7.3	**COMMUNICATIONS**		
1	Maintain regular communications as needed with: ➢ Management Recovery Team ➢ Recovery Team Managers ➢ Other Business Units ➢ Division of Information Technology ➢ Other parties as needed		
2	Monitor recovery progress frequently (hourly, the first day - minimally daily, thereafter).		
3	Assist the affected with re-establishing communications with all necessary stakeholders.		
4	Report status of the recovery to staff based on information received from the Management Recovery Team.		
7.4	**STAFFING**		
1	Develop plans to assign staff to perform the critical business processes.		
2	Monitor the staffing situation frequently.		
3	Make certain that each functional area has key staff to accomplish the critical business processes.		
4	If an affected functional area is short on key staff, consider assigning staff from another Business Unit to assist it on a short-term basis.		
5	As soon as possible, estimate the length of time the alternate work locations and operations will be required for the Business Units.		
6	Communicate the above estimated time to all staff & Recovery Teams.		
7	Communicate alternative procedures to all staff and Recovery Teams.		
8	Communicate any issues encountered to Management Recovery Team.		
7.5	**BUSINESS UNIT SCHEDULING**		
1	Establish a master schedule for staffing the critical business processes.		
2	Establish work and rotation schedules based on workload, available resources, and available personnel.		

#	Guideline Description	Responsible Party	Date/ Time
3	Review the employee notification status. Assign personnel, based on availability, to participate in recovery activities.		
4	Determine which employees will be assigned to the alternate work site.		
5	Re-assign unscheduled staff to assist with salvage activities and other time sensitive areas.		
6	Monitor the re-assignment of unscheduled staff throughout the recovery.		
7	Establish a staff rotation schedule for the alternate work site, if overtime or additional shifts are required due to workload or facility constraints.		
8	Schedule the rotation of staff, if split shifts are required.		
9	Relocate staff to other locations, if appropriate.		
10	Provide the following information and direction: ➢ The assigned alternate work site location(s); ➢ Contact information for the alternate work sites and other relocated staff.		
7.6	**RELOCATION PROCEDURES**		
1	Make arrangements to relocate staff if conditions warrant the deployment of resources and staff to an alternate work location, in order to recover critical business processes.		
2	Determine transportation needs of staff for the alternate work location.		
3	Make arrangements to provide assistance for the staff to travel to the alternate work location.		
4	Determine which equipment and materials need to be moved to the alternate work location.		
5	Arrange to transport required equipment and materials to the alternate work location.		
6	Coordinate with the Logistics Recovery Team for the repair of the damaged facility.		
7	For damaged materials, order replacement items from the Division of Purchases.		
8	Determine the status of vital records.		

#	Guideline Description	Responsible Party	Date/ Time
9	Mitigate the potential incident impacts by protecting equipment and media from further damage. ***(IMPORTANT NOTE - Personnel health and safety are of primary concern. These activities are only to be performed if they can be done safely!)***		
10	Determine the status of all records and media used by the Business Units such as paper, CDs, and other media.		
11	Coordinate with the Logistics Recovery Team to salvage the critical records and media to the extent possible.		
12	Begin records salvage and reconstruction procedures.		
13	Remove undamaged equipment from the damaged facility or cover it with plastic in order to prevent exposure to water, smoke, soot, or dust.		
14	Move usable and needed equipment and materials to the alternate work location.		
15	Ensure that the alternate work location has the required space and equipment required for relocation.		
16	Order additional resources, as required.		

#	Guideline Description	Responsible Party	Date/ Time
7.7	**BUSINESS UNIT RECOVERY PROCEDURES**		
	EXECUTION OF CRITICAL BUSINESS FUNCTIONS In the event of a disaster, it is important that the RIDOA continues to perform the critical business functions identified in this Business Continuity Plan. The Operations Recovery Team is responsible for ensuring that the staff that performs critical business functions has the necessary resources to continue these functions. The Operations Recovery Team provides direction and monitoring of critical business functions, including the interim operating and restoration procedures. Staff may need to be relocated if a disaster occurs. The Operations Recovery Team will determine if staff needs to be relocated. If the Team has determined that relocation is required, the Logistics Team will use Exhibit 22 – Alternate Work Sites to determine the most appropriate alternate work facility that will be used, based on the existing conditions. The Operations Recovery Team will direct the relocated staff in activating and implementing interim operating procedures. The Operations Recovery Team will also direct staff regarding restoration procedures and returning to normal operations when the primary facilities are restored. The following information contains the interim operating procedures for the critical business functions and tasks that support these processes. The Operations Recovery Team will use this information to ensure that the staff is able to perform the critical business functions in a timely manner.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.1	**BUDGET OFFICE** The goal of the Budget Office is to provide sound staff advice to the Governor with the goal of responsible financial management of state government, including: the evaluation of needed resources; analysis of state programs; priorities; alternatives; and the optimum allocation of resources to meet the policy and management goals, for services to the people of Rhode Island. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Local LAN • E-mail • Microsoft Office Suite • State Enterprise System • Budget Office Internal Applications • Microsoft Access • RIFANS		
1	**Business Function:** • Budget formulation and preparation, including analysis of departmental submissions, means of financing, and incorporation of gubernatorial priorities and decisions. **Interim Operating Procedures:** • None		
2	**Business Function:** • Preparation of fiscal impact analysis on proposed legislation. **Interim Operating Procedures:** • None		

#	Guideline Description	Responsible Party	Date/ Time
3	**Business Function:** • Economic analysis and revenue estimating. **Interim Operating Procedures:** • None		
4	**Business Function:** • Review and approve: purchase orders and expenditures documents. **Interim Operating Procedures:** • Manual approval.		
5	**Business Function:** • Approve the hiring and reclassification of all personnel. **Interim Operating Procedures:** • Manual approval.		
6	**Business Function:** • Prepare documentation for debt issuance (GO bonds, COPS, and TANS). **Interim Operating Procedures:** • None		
7	**Business Function:** • Prepare operating and capital budget instructions for distribution to agencies. **Interim Operating Procedures:** • Work at alternate site with State computer equipment or work at home on personnel computer.		
8	**Business Function:** • Prepare budget targets for agencies. **Interim Operating Procedures:** • None		
9	**Business Function:** • Prepare quarterly reports on state expenditures. **Interim Operating Procedures:** • None		

#	Guideline Description	Responsible Party	Date/ Time
10	**Business Function:** • Provide written and oral financial advice to the Governor and Policy Staff. **Interim Operating Procedures:** • Work with what information is available.		
11	**Business Function - Critical:** • Ensure Treasury makes debt service payments on issued debt (COPS, GO Bonds). **Interim Operating Procedures:** • Contact Treasurer's Office to assure payments are being made, as required by loan agreements.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.2	**BUREAU OF AUDITS** To provide independent and objective assurance on governance, risk management, and control processes that will furnish a reasonable basis to report on the effectiveness and efficiency of state operations, the reliability of financial reporting, compliance with applicable laws, regulations, and contracts. Additional responsibilities include: auditing special purpose funds, providing consulting services and investigations at the request of the Governor or department directors, participating as advisors in policy-making meetings, and providing emergency accounting and auditing services to cities. In the event of a catastrophe, the Bureau of Audits will suspend its normal business operations and deploy its staff to assist those departments and agencies whose critical functions are paramount to public health and safety. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • Microsoft Access • GroupWise • RIFANS • Teammate • Internet		
1	**Business Function:** • Operational Audits **Interim Operating Procedures:** • Revert to Manual Process, using paper, pencils, and calculators.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function:** • Cost Analysis **Interim Operating Procedures:** • Revert to Manual Process, using paper, pencils, and calculators.		
3	**Business Function:** • Fraud Examinations **Interim Operating Procedures:** • Revert to Manual Process, using paper, pencils, and calculators.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.3	**CAPITAL PROJECTS AND PROPERTY MANAGEMENT: PROPERTY MANAGEMENT** The Division of Capital Projects and Property Management was established under Executive Order 04-04 on April 1, 2004. The established division will provide professional construction management services and responsible property management to state departments and agencies. The division will assume direct responsibility for real property inventories, strategic planning, budgeting, construction management, and code enforcement for all capital projects. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • RIFANS		
1	**Business Function:** • Securing office space for State agencies **Interim Operating Procedures:** • Procedures and forms on backup disc/s		
2	**Business Function:** • Oversight of payments to landlords **Interim Operating Procedures:** • None		
3	**Business Function:** • Requisitions and Purchase Orders **Interim Operating Procedures:** • Revert to Manual Process, Purchasing Cards, Processes defined by the Division of Purchases.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.4	**CAPITAL PROJECTS AND PROPERTY MANAGEMENT: CAPITAL PROJECTS** The Division of Capital Projects and Property Management was established under Executive Order 04-04 on April 1, 2004. The established division will provide professional construction management services and responsible property management to state departments and agencies. The division will assume direct responsibility for real property inventories, strategic planning, budgeting, construction management, and code enforcement for all capital projects. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • Adobe • GroupWise • AutoCAD • RIFANS		
1	**Business Function:** • Capital planning for new construction and major renovation. **Interim Operating Procedures:** • Cell phone and laptop computer with wireless connectivity to network.		
2	**Business Function:** • Hiring architects and contractors. **Interim Operating Procedures:** • Cell phone and laptop computer with wireless connectivity to network.		

#	Guideline Description	Responsible Party	Date/ Time
3	**Business Function:** • Managing construction projects **Interim Operating Procedures:** • Cell phone and laptop computer with wireless connectivity to network.		
4	**Business Function:** • Approval and processing of change orders, requisitions, purchase orders, and invoices **Interim Operating Procedures:** • Cell phone and laptop computer with wireless connectivity to network.		
7.7.5	**CAPITAL PROJECTS AND PROPERTY MANAGEMENT: CAPITAL PROJECTS/PASTORE** The Division of Capital Projects and Property Management was established under Executive Order 04-04 on April 1, 2004. The established division will provide professional construction management services and responsible property management to state departments and agencies. The division will assume direct responsibility for real property inventories, strategic planning, budgeting, construction management, and code enforcement for all capital projects. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements: 2 total staff** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • GroupWise • Keyscan • RIFANS		
1	**Business Function:** • Construction Oversight. **Interim Operating Procedures:** • Construction on Hold until cleared formally by State Government.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function:** • Proximity Access System. **Interim Operating Procedures:** • Manual operated.		
3	**Business Function:** • Construction Payment. Requisitions, Purchase orders, **Interim Operating Procedures:** • Manual, Purchasing Card, Process defined by the Division of Purchases.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.6	**CAPITAL PROJECTS AND PROPERTY MANAGEMENT: CONTRACTOR REGISTRATION BOARD** The Contractor Registration Board was established July 1, 1990 under RI General Laws 5-65. The Contractor Registration Board is responsible for enforcing this General Law. The department is responsible for registering all contractors who do residential work and also the registration of commercial roofers; the commercial roofers have been registering since 1999. The Contractors' Registration Board collects registration fees on a biennial basis and assesses fines. The Board conducts hearings for homeowners who file complaints against contractors. Additionally, the Board has a broader responsibility in emergency situations, such as natural disasters, to assist the RI State Building Commission in conducting inspections and investigations throughout the state. Each type of disaster might require different approaches and staffing. Additionally, the tools required might vary depending on the conditions in such emergencies, which are not the everyday function of the Board, but is its emergency responsibility when dealing with such events in the state in order to protect the health, safety and welfare, of the people in Rhode Island. Contractors are required to obtain personnel injury and property damage insurance in the amount of $500,000. Insurance requirements for registrants must be maintained as a condition of their license. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Business Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Business Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Computer Software Program • RIFANS		
1	**Business Function:** • Register Contractors. **Interim Operating Procedures:** • Laptop with the saved computer information stored off campus could be accessed in order to register contractors.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function:** • Administrative Hearings Claims. **Interim Operating Procedures:** • Laptop with the saved computer information stored off campus could be accessed in order to register contractors.		
3	**Business Function:** • Administrative Hearings Violations. **Interim Operating Procedures:** • Laptop with the saved computer information stored off campus could be accessed in order to register contractors.		
4	**Business Function:** • Investigations and Enforcement. **Interim Operating Procedures:** Laptop with the saved computer information could be used to access records of contractors.		
5	**Business Function:** • Requisitions and Purchase Orders **Interim Operating Procedures:** • Revert to Manual Process, Purchasing Cards, Processes defined by the Division of Purchases.		
6	**Critical Business Function:** • **Assist various cities or towns in dealing with situations from a disaster**		

#	Guideline Description	Responsible Party	Date/ Time
7.7.7	**CAPITAL PROJECTS AND PROPERTY MANAGEMENT: STATE BUILDING CODE COMMISSION** The Office of the State Building Code Commission performs three statutory functions: 1) State Building Code enforcement of state properties; 2) Amusement Ride Safety Inspections; and, 3) Contractors' Registration Program. The General Assembly authorized creation of a statewide uniform mandatory building code, effective July 1, 1977. The Amusement Ride Safety Inspection Program provides for annual tear down inspections of all amusement rides used in the state. The General Assembly delegated this responsibility to this office in 1998. In addition, this office provides support staff to the three Boards responsible for creating these rules and regulations. The office also administers a mandatory Continuing Education Program for all local and state building code officials. This program was created statutorily in 1992. This office arranges for instructors, approves courses, and maintains records for over 200 active and inactive code enforcement officials. The office generally provides assistance to the general public on code related questions and refers citizens to other departments for additional assistance and deals with various situations arising from a disaster. The emergency responsibility of dealing with such events to protect the health, safety, and welfare of the people in Rhode Island is not the everyday function of the Commission. The code regulatory program receives income from permit fees on state projects and surcharges on local permit fees. The Amusement Ride Program collects fees from amusement ride operators on an annual basis. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Boomer • RIFANS		

#	Guideline Description	Responsible Party	Date/ Time
1	**Business Function:** • Plan reviews. **Interim Operating Procedures:** • Home office.		
2	**Business Function:** • Permit issuance. **Interim Operating Procedures:** • Home office.		
3	**Business Function:** • Permit fee collection. **Interim Operating Procedures:** • Home office.		
4	**Business Function:** • Site inspections. **Interim Operating Procedures:** • Vehicle/Home office.		
5	**Business Function:** • Code inquiries. **Interim Operating Procedures:** • Home office.		
6	**Business Function:** • Continuing education programs. **Interim Operating Procedures:** • Manual, schedule, record, home office.		
7	**Business Function:** • Amusement ride inspections. **Interim Operating Procedures:** • Suspend – self-certify.		
8	**Business Function:** • Code updates. **Interim Operating Procedures:** • Suspend.		

#	Guideline Description	Responsible Party	Date/ Time
9	**Business Function:** • Requisitions and Purchase Orders **Interim Operating Procedures:** • Revert to Manual Process, Purchasing Cards, Process defined by Division of Purchases.		
10	**Business Function: Critical** • **Assist various cities and towns deal with situations arising from a disaster & the different tools/approaches required to handle each one.**		
7.7.8	**CAPITAL PROJECTS AND PROPERTY MANAGEMENT: STATE PROPERTIES COMMITTEE** The Division of Capital Projects and Property Management was established under Executive Order 04-04 on April 1, 2004. The established division will provide professional construction management services and responsible property management to state departments and agencies. The division will assume direct responsibility for real property inventories, strategic planning, budgeting, construction management, and code enforcement for all capital projects. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • GroupWise • Internet • RIFANS		
1	**Business Function:** • Create the agenda for State Properties Committee's meetings. **Interim Operating Procedures:** • Typewriter.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function:** • Post agenda on the Secretary of States website. **Interim Operating Procedures:** • None.		
3	**Business Function:** • Transcribe minutes of the State Properties Committee's meetings. **Interim Operating Procedures:** • Typewriter.		
4	**Business Function:** • Post minutes of the State Properties Committee's meetings on the State Properties Committee website. **Interim Operating Procedures:** • None.		
5	**Business Function:** • Forward Letters of Approval to State agencies relative to agenda items approved at the State Properties Committee's meetings. **Interim Operating Procedures:** • Typewriter.		
6	**Business Function:** • Notify State agencies of an agency's intention to dispose of surplus property. • **Interim Operating Procedures:** • Typewriter.		
7	**Business Function:** • Maintain records. **Interim Operating Procedures:** • None.		
8	**Business Function:** • Requisitions and purchase orders **Interim Operating Procedures:** • Revert to manual process, purchasing cards, process defined by Division of Purchases.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.9	**RHODE ISLAND CAPITOL POLICE** The Rhode Island Capitol Police was formed in 1974 so that the Rhode Island State House would have a police force unique to itself and trained to deal with its specific needs. Soon after, the court system and other state facilities adopted it as the first line of defense. The primary duty of the Rhode Island Capitol Police is to: protect life, liberty, and property; enforce all laws and ordinances; preserve the peace and public order; prevent and repress crime; detect violations of the law; apprehend violators; and, prosecute those apprehended. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • GroupWise • Outsourced application from Security Concepts		
1	**Business Function - Critical:** • Visitor log books (RICP) **Interim Operating Procedures:** • By hand.		
2	**Business Function - Critical:** • Weekly time sheets (RICP) **Interim Operating Procedures:** • By hand.		
3	**Business Function - Critical:** • Reports (RICP) **Interim Operating Procedures:** • By hand.		

#	Guideline Description	Responsible Party	Date/ Time
4	**Business Function - Critical:** • Emails - 2 accounts (Ex., Admin. Asst.) **Interim Operating Procedures:** • Fax/Telephone.		
5	**Business Function - Critical:** • Worksheet schedules (Ex., Adm. Asst.) **Interim Operating Procedures:** • By hand.		
6	**Business Function - Critical:** • Letters, memos, forms, etc. (Ex., Adm. Asst.) **Interim Operating Procedures:** • None.		
7	**Business Function - Critical:** • Payroll (Ex., Adm. Asst.) **Interim Operating Procedures:** • By hand.		
8	**Business Function - Critical:** • Vacation scheduling (Ex., Adm. Asst.) **Interim Operating Procedures:** • By hand.		
9	**Business Function - Critical:** • Security Card Access System **Interim Operating Procedures:** • Manual screening		

#	Guideline Description	Responsible Party	Date/ Time
7.7.10	**CENTRAL BUSINESS OFFICE** The Central Business Office provides financial and procurement support to all divisions within the Department of Administration and designated smaller executive agencies. All functions require input from divisions in order to perform the required outcome. The Central Business Office prepares the Budget for the Department and monitors the expenditures to ensure that the Department does not exceed its appropriation. Reports are generated, providing the financial picture of the department and the small agencies under its umbrella of operations. Many of its needs are available at other locations in the State. Being functional after a disaster would depend on access to the software necessary to process the bulk of its routine work, purchase orders, and payments to the vendors. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A - Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Oracle • Microsoft Office Suite • VTAM • RIFANS • Internet • Personnel Mainframe • Smartterm • Email • VPN		
1	**Business Function:** • Procurements for the Department of Administration and Revenue. **Interim Operating Procedures:** • Type PO's on state letterhead and use purchase cards with higher limits.		
2	**Business Function:** • Deposit and receipt of funds. **Interim Operating Procedures:** • Create ledger, listing deposits.		

#	Guideline Description	Responsible Party	Date/ Time
3	**Business Function:** • Requisitions for items requiring a bid process, for a few agencies **Interim Operating Procedures:** • Have purchasing use letterhead.		
4	**Business Function:** • Advise agencies on fiscal matters. **Interim Operating Procedures:** • Not applicable.		
5	**Business Function:** • Prepare State quarterly financial reports. **Interim Operating Procedures:** • Would delay until after the disaster		
6	**Business Function:** • Prepare Federal reports. **Interim Operating Procedures:** • Type reports. Delay until after the disaster		
7	**Business Function:** • Request Federal funds. **Interim Operating Procedures:** • Would delay until after the disaster.		
8	**Business Function:** • Process refunds on deposits. **Interim Operating Procedures:** • Not a priority.		
9	**Business Function:** • Conduct audits of municipalities and non-profits. **Interim Operating Procedures:** • Ledger sheets. Would not do during a disaster.		
10	**Business Function:** • Review and process grant payments. **Interim Operating Procedures:** • Authorize the Treasurer to type checks.		

#	Guideline Description	Responsible Party	Date/ Time
11	**Business Function:** • Prepare departmental budget. **Interim Operating Procedures:** • Would delay until after the disaster		
12	**Business Function:** • Prepare departmental budget presentation for the Departments of Administration and Revenue. **Interim Operating Procedures:** • Have Executive Directors present at hearing to speak on program needs. This would be postponed		
13	**Business Function:** • Prepare monthly financial reports. **Interim Operating Procedures:** • Delay until after the disaster, as the numbers would change		
14	**Business Function:** • Prepare quarterly disclosure reports. **Interim Operating Procedures:** • Review files and type reports.		
15	**Business Function:** • Administer grants awarded by other agencies. **Interim Operating Procedures:** • Ledger sheets.		
16	**Business Function:** • Monitor/grant recipients. **Interim Operating Procedures:** • Ledger sheets.		
17	**Business Function:** • Reconcile accounts. **Interim Operating Procedures:** • Use file copies.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.11	**DIVISION OF INFORMATION TECHNOLOGY** The Division of Information Technology is the driving force transforming government services through innovative solutions. We are a cohesive organization of talented and skilled information technology professionals dedicated to meeting or exceeding our customer's expectations. We enable the state to meet its goals effectively and efficiently by providing leadership in the application of information technology within state government; and delivering secure, innovative, and reliable technology solutions in the most responsive and effective manner. Our customers are government agencies, businesses, and the general public. We are accountable for the value the state receives from its investments in information technology. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Java • .net • Powerbuilder • COBOL • Oracle • Sybase • 4GL • SQL • Informix • PMS • Microsoft Office Suite • Microsoft Access • OS2/MVS • DOS/VSE • UNIX (various flavors) • Citrix • VM ware • OS400 • P-B Accutrack • RIFANS • StorServer • Tivoli Storage Manager • MS SQL Server 2005 • MS Windows • VM Ware Esx Server • z/OS for MVS, VSE & VM		

#	Guideline Description	Responsible Party	Date/ Time
1	**Business Function:** • Application Development. **Interim Operating Procedures:** • Hot Site + login from alternate sites.		
2	**Business Function - Critical:** • Technical Support/Service Desk. **Interim Operating Procedures:** • At DOA, emergency response team; at other departments, telephone response with ad hoc triage and travel to onsite remediation of critical problems.	On-Site ITDRP Team w/ SLL/VPN access to Network & Critical Apps	
3	**Business Function - Critical:** • Wide Area Network/Internet. **Interim Operating Procedures:** • SONET; invoke TSP (no backup for central network switches, modem bank, etc.)	Off-Site ITDRP Team & SunGard Restoration Services	
4	**Business Function:** • Project Management. **Interim Operating Procedures:** • Paper system.	Performed by the Project Review Committee	
5	**Business Function - Critical:** • Emergency Management Communications ESF-2. **Interim Operating Procedures:** • None.		
6	**Business Function - Critical:** • Data Center. **Interim Operating Procedures:** • Hotsite – Restoration of all Critical Applications/Servers as defined in 14A.	Off-Site ITDRP Team & SunGard Restoration Services.	

#	Guideline Description	Responsible Party	Date/ Time
7	**Business Function:** • Central Mail Facility. **Interim Operating Procedures:** • Verizon restore services according to the TSP. • Avaya (or business partner) provide restoration assistance for locations supported by PBX. • For extended PBX outages, Avaya IP Office installed for key staff at specific locations.	On-Site ITDRP Team	
8	**Business Function - Critical:** • Directory Services (22-2000) **Interim Operating Procedures:** • Network –in-a-box (VOIP) at alternate location.	On-Site ITDRP Team	
9	**Business Function:** • CMF Messenger service **Interim Operating Procedures:** • Operate from alternate location.	On-Site ITDRP Team	
10	**Business Function - Critical:** • Central mail processing **Interim Operating Procedures:** • Outsource in a location close to the Hotsite.	Off-Site ITDRP Team	

#	Guideline Description	Responsible Party	Date/ Time
7.7.12	**DIVISION OF LEGAL SERVICES** The Legal Services of the Department of Administration ("Legal") provides legal support to the Divisions of the Department of Administration, and under certain circumstances, to agencies of state government in the areas of labor and employment issues, administrative hearings, procurement, litigation, legislation, APRA, real estate, corporate, commercial, and general law. The DOA Assistant Director (Legal Services) is a member of the Management Recovery Team of the Business Continuity Plan. The Assistant Director is in charge of implementing Executive Order 04-09, which established the Division of Legal Services within the Department of Administration. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Intranet • Internet • Microsoft Office Suite • Westlaw • Case Management Databases • Shared Drive - J • Arbitration Database • Grievance Database		
1	**Business Function:** • Labor and employment practice, administrative hearings, procurement, litigation, legislation, APRA, real estate, corporate, commercial, and general law. **Interim Operating Procedures:** • Handwritten documents and forms.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function:** • Administrative hearing practice. **Interim Operating Procedures:** • Handwritten documents and forms.		
3	**Business Function:** • Legislative and legal support practice. **Interim Operating Procedures:** • Handwritten documents and forms.		
4	**Business Function:** • Labor and employment practice. **Interim Operating Procedures:** • Handwritten documents and forms.		
5	**Business Function:** • Procurement, APRA, Real Estate, and Commercial & General Law **Interim Operating Procedures:** • Handwritten documents and forms.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.13	**DIVISION OF MOTOR VEHICLES** **NO LONGER PART OF DOA** The Division of Motor Vehicles is responsible for administering and enforcing all laws pertaining to the operation and registration of all motor vehicles, issuance of licenses, suspension and revocation of motor vehicle registrations and licenses, inspection of motor vehicles, and the study of motor vehicle accidents. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • UNIX • Viisage		
1	**Business Function:** • Driver licenses. **Interim Operating Procedures:** • Not applicable.		
2	**Business Function:** • Registration section. **Interim Operating Procedures:** • Not applicable.		
3	**Business Function:** • Title. **Interim Operating Procedures:** • Not applicable.		
4	**Business Function:** • Overweight permits. **Interim Operating Procedures:** • Not applicable.		

#	Guideline Description	Responsible Party	Date/ Time
5	**Business Function:** NO LONGER PART OF DOA • Financial responsibility. **Interim Operating Procedures:** • Not applicable.		
6	**Business Function:** • Data control section. **Interim Operating Procedures:** • Not applicable.		
7	**Business Function:** • International registration plan. **Interim Operating Procedures:** • Not applicable.		
8	**Business Function:** • Fleet registration. **Interim Operating Procedures:** • Not applicable.		
9	**Business Function:** • Operator control. **Interim Operating Procedures:** • Not applicable.		
10	**Business Function:** • Safety & emission control. **Interim Operating Procedures:** • Not applicable.		
11	**Business Function:** • Enforcement. **Interim Operating Procedures:** • Not applicable.		
12	**Business Function:** • Safety responsibility. **Interim Operating Procedures:** • Not applicable.		

#	Guideline Description	Responsible Party	Date/ Time
13	**Business Function:** • Dealer licensing. **Interim Operating Procedures:** • Not applicable.		
14	**Business Function:** • Dealer regulation. **Interim Operating Procedures:** • Not applicable.		
15	**Business Function:** • Motor carrier & school bus safety. **Interim Operating Procedures:** • Not applicable.		
16	**Business Function:** • Disability parking placard. **Interim Operating Procedures:** • Not applicable.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.14	**DIVISION OF PURCHASES** The mission of the Division of Purchases is to obtain goods and services for public purposes, in the most cost-effective manner possible. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • RIFANS • RIVIP • Buyspeed/Oracle • Microsoft Office Suite		
1	**Business Function:** • Registration, Bidding, Rhoda Island Vendor Information Programs (RIVIP) **Interim Operating Procedures:** • None must be electronic filing.		
2	**Business Function:** • Agreements and Contracts. **Interim Operating Procedures:** • Manual forms.		
3	**Business Function:** • Architects, Engineers & Consultant Committee (A&E Committee) **Interim Operating Procedures:** • Manual forms.		
4	**Business Function:** • Awarding Contracts. **Interim Operating Procedures:** • Manual forms.		

#	Guideline Description	Responsible Party	Date/ Time
5	**Business Function:** • Bids (competitive bidding). **Interim Operating Procedures:** • Manual forms.		
6	**Business Function:** • Bid advertisement and posting. **Interim Operating Procedures:** • Newspaper.		
7	**Business Function:** • Mini-Bid. **Interim Operating Procedures:** • Manual forms.		
8	**Business Function:** • Bid bonds. **Interim Operating Procedures:** • Hard copy.		
9	**Business Function:** • Bid opening. **Interim Operating Procedures:** • Manual forms.		
10	**Business Function:** • Bid tabulation. **Interim Operating Procedures:** • Typewriter.		
11	**Business Function:** • Change order. **Interim Operating Procedures:** • Manual forms.		
12	**Business Function:** • Direct purchase orders. **Interim Operating Procedures:** • Work with Accounts and Control.		

#	Guideline Description	Responsible Party	Date/ Time
13	**Business Function - Critical:** • Emergency purchases. **Interim Operating Procedures:** • Manual forms.		
14	**Business Function:** • Evaluation of bids or Technical Evaluation Committee. **Interim Operating Procedures:** • Manual forms.		
15	**Business Function:** • Fixed assets. **Interim Operating Procedures:** • Manual forms.		
16	**Business Function:** • General Terms and Conditions. **Interim Operating Procedures:** • Manual forms.		
17	**Business Function:** • Grants. **Interim Operating Procedures:** • Manual forms.		
18	**Business Function:** • Lease. **Interim Operating Procedures:** • Manual forms.		
19	**Business Function:** • Legal Request (Request for Legal Services) RLC. **Interim Operating Procedures:** • Manual forms.		
20	**Business Function:** • Master Price Agreements and Agency Price Agreements. **Interim Operating Procedures:** • Manual forms.		

#	Guideline Description	Responsible Party	Date/ Time
21	**Business Function:** • Minority Business Enterprise. **Interim Operating Procedures:** • Manual forms.		
22	**Business Function:** • Women-owned Business Enterprise. **Interim Operating Procedures:** • Manual forms.		
23	**Business Function:** • Negotiation. **Interim Operating Procedures:** • Manual forms.		
24	**Business Function:** • Performance Bond. **Interim Operating Procedures:** • Hard copy.		
25	**Business Function:** • Piggybacking Bid. **Interim Operating Procedures:** • Manual forms.		
26	**Business Function:** • Prebid Conference. **Interim Operating Procedures:** • Manual forms.		
27	**Business Function:** • Prevailing Wages. **Interim Operating Procedures:** • Manual forms.		
28	**Business Function:** • Protest. **Interim Operating Procedures:** • Manual forms.		

#	Guideline Description	Responsible Party	Date/ Time
29	**Business Function:** • Public access to records. **Interim Operating Procedures:** • Manual forms.		
30	**Business Function:** • Purchase order. **Interim Operating Procedures:** • Manual forms.		
31	**Business Function:** • Releases. **Interim Operating Procedures:** • Manual forms.		
32	**Business Function:** • Renewal of contracts. **Interim Operating Procedures:** • Manual forms.		
33	**Business Function:** • Request for Information (RFI) or Letter of Interest (LOI). **Interim Operating Procedures:** • Manual forms.		
34	**Business Function:** • Request for Quotation (RFQ). **Interim Operating Procedures:** • Manual forms.		
35	**Business Function:** • Request for Proposals. **Interim Operating Procedures:** • Manual forms.		
36	**Business Function:** • Requisition and Requisition Tracking System. **Interim Operating Procedures:** • Manual forms.		

#	Guideline Description	Responsible Party	Date/ Time
37	**Business Function:** • Services. **Interim Operating Procedures:** • Manual forms.		
38	**Business Function:** • Single Source. **Interim Operating Procedures:** • Manual forms.		
39	**Business Function:** • Sole Source. **Interim Operating Procedures:** • Manual forms.		
40	**Business Function:** • Solicitation. **Interim Operating Procedures:** • Manual forms.		
41	**Business Function:** • Specifications and Standards. **Interim Operating Procedures:** • Manual forms.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.15	**DIVISION OF TAXATION** To assess and collect all revenue that the legislature places under the control of the Tax Administrator, in the most efficient and cost effective manner, and to foster voluntary compliance with the tax laws by instilling public confidence through professional, impartial, and ethical conduct. **Special Forms, documentation, equipment and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Internet • BA Direct • BIM • Pervasive DB • RPC • Powerbuilder • J&B Mail Processing Software • Microsoft Office Suite • FTP • • RIFANS • Microsoft Outlook • Adobe • Aliant		
1	**Business Function - Critical:** • Receive and open mail. **Interim Operating Procedures:** • Not applicable.		
2	**Business Function:** • Download EFT files. **Interim Operating Procedures:** • None.		
3	**Business Function:** • EFT file error correction. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
4	**Business Function:** • File uploads to mainframe. **Interim Operating Procedures:** • None.		
5	**Business Function:** • Scan and process all OCR forms. **Interim Operating Procedures:** • None.		
6	**Business Function - Critical:** • Prepare bank deposit of checks & cash. **Interim Operating Procedures:** • None.		
7	**Business Function:** • Post and reconcile all receipts/payments/adjustments. **Interim Operating Procedures:** • None.		
8	**Business Function:** • Prepare assessments and billings. **Interim Operating Procedures:** • None.		
9	**Business Function:** • Process refunds/transfers. **Interim Operating Procedures:** • None.		
10	**Business Function:** • IFTA return processing through RPC **Interim Operating Procedures:** • None.		
11	**Business Function:** • Assist taxpayers in person. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
12	**Business Function:** • Answer telephone and email inquiries. **Interim Operating Procedures:** • None.		
13	**Business Function:** • Respond to correspondence. **Interim Operating Procedures:** • None.		
14	**Business Function:** • Fulfill requests for forms. **Interim Operating Procedures:** • None.		
15	**Business Function:** • Permit and license registration. **Interim Operating Procedures:** • None.		
16	**Business Function:** • Prepare batches for data entry. **Interim Operating Procedures:** • None.		
17	**Business Function:** • Scan 2-D returns. **Interim Operating Procedures:** • None.		
18	**Business Function:** • Data entry of all non-scannable returns. **Interim Operating Procedures:** • None.		
19	**Business Function:** • Return proofing and correction functions. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
20	**Business Function:** • Print and mail offline tax forms. **Interim Operating Procedures:** • None.		
21	**Business Function:** • Issue Letters of Good Standing. **Interim Operating Procedures:** • None.		
22	**Business Function:** • Hold preliminary reviews of contested assessments. **Interim Operating Procedures:** • None.		
23	**Business Function:** • Maintain databases of taxpayer records. **Interim Operating Procedures:** • None.		
24	**Business Function:** • Permit and license renewals. **Interim Operating Procedures:** • None.		
25	**Business Function:** • Collection of NSF checks. **Interim Operating Procedures:** • None.		
26	**Business Function:** • Collection programs – levy/lien/vendor offsets/time payment. **Interim Operating Procedures:** • None.		
27	**Business Function:** • Telephone collection activities. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
28	**Business Function:** • Road (outside) collections. **Interim Operating Procedures:** • None.		
29	**Business Function:** • Bankruptcies and Receiverships. **Interim Operating Procedures:** • None.		
30	**Business Function:** • Office audits. **Interim Operating Procedures:** • None.		
31	**Business Function:** • Field audits. **Interim Operating Procedures:** • None.		
32	**Business Function:** • Field enforcement. **Interim Operating Procedures:** • None.		
33	**Business Function:** • In house technical support. **Interim Operating Procedures:** • None.		
34	**Business Function:** • Requisitions and purchase orders **Interim Operating Procedures:** • Revert to manual process, purchasing cards, process defined by the Division of Purchases.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.16	**ENERGY OFFICE** The Rhode Island State Energy Office administers a variety of federal and state program grants which provide a broad spectrum of energy assistance, energy and water conservation, and weatherization services to the people of Rhode Island. The primary mission of the Energy Office is to maintain a healthy economy, foster economic development, and ensure the health, safety, and welfare of the people of Rhode Island. As a self-sufficient division, the office ensures that Rhode Island's energy resources are efficiently and economically managed, and consistent with sound environmental practices for the benefit of future generations. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Internet • GroupWise • Microsoft Office Suite • Microsoft Access • SIMMS		
1	**Business Function:** • Monitoring fuel prices. **Interim Operating Procedures:** • Telephone and manual.		
2	**Business Function:** • Media relations. **Interim Operating Procedures:** • Telephone and manual.		
3	**Business Function:** • Intergovernmental relations. **Interim Operating Procedures:** • Telephone and manual.		

#	Guideline Description	Responsible Party	Date/ Time
4	**Business Function:** • LIHEAP grants. **Interim Operating Procedures:** • Agencies and off-site.		
5	**Business Function:** • Emergency fuel. **Interim Operating Procedures:** • Telephone and manual.		
6	**Business Function:** • Weatherization assistance program. **Interim Operating Procedures:** • Agencies and off-site.		
7	**Business Function:** • Appliance management. **Interim Operating Procedures:** • Agencies and off-site.		
8	**Business Function:** • RIREF/Renewables. **Interim Operating Procedures:** • Telephone and manual.		
9	**Business Function:** • State fuel procurement. **Interim Operating Procedures:** • Telephone and manual.		
10	**Business Function:** • Education and outreach. **Interim Operating Procedures:** • Telephone and manual.		
11	**Business Function:** • State buildings – energy usage data. **Interim Operating Procedures:** • Telephone and manual.		

#	Guideline Description	Responsible Party	Date/ Time
12	**Business Function:** • Performance contracting for State buildings. **Interim Operating Procedures:** • Telephone and manual.		
13	**Business Function:** • Residential/commercial rebate program. **Interim Operating Procedures:** • Telephone and manual.		
14	**Business Function:** • Biomass program. **Interim Operating Procedures:** • Telephone and manual.		
15	**Business Function:** • Revolving loan fund. **Interim Operating Procedures:** • Telephone and manual.		
16	**Business Function:** • Transportation/alternate fuels. **Interim Operating Procedures:** • Telephone and manual.		
17	**Business Function:** • Training. **Interim Operating Procedures:** • Telephone and manual.		
18	**Business Function:** • Regulatory support/docket intervention. **Interim Operating Procedures:** • Telephone and manual.		
19	**Business Function - Critical:** • Emergency management – ESF 12/ISO. **Interim Operating Procedures:** • Telephone and manual.		

#	Guideline Description	Responsible Party	Date/ Time
20	**Business Function:** • Legislation. **Interim Operating Procedures:** • Telephone and manual.		
21	**Business Function:** • Energy Efficiency standards. **Interim Operating Procedures:** • Telephone and manual.		
22	**Business Function:** • Building Codes/ NEEP/ Model Energy Code. **Interim Operating Procedures:** • Telephone and manual.		
23	**Business Function:** • Policy development. **Interim Operating Procedures:** • Telephone and manual.		
24	**Business Function:** • Heating system replacement. **Interim Operating Procedures:** • Telephone and manual.		
25	**Business Function:** • Monitoring terminal supply. **Interim Operating Procedures:** • Telephone and manual.		
26	**Business Function:** • Monitoring oil dealers. **Interim Operating Procedures:** • Telephone and manual.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.17	**FACILITIES: HVAC** The Facilities Management Division ensures that all state buildings and grounds are in condition to be maximally utilized for their designated purposes. The HVAC department oversees purchasing, maintenance, repair, and control of HVAC facilities statewide. Fleet Department oversees all aspects of state vehicles, including: procurement, insurance maintenance, repair fuel supply, and disposal of state vehicles. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Siemans • Johnson Controls		
1	**Business Function:** • HVAC control – Siemans (2 buildings). **Interim Operating Procedures:** • Remote access for HVAC operation via Ethernet and modem to individual building controllers. • Personnel will stay in contact with Facilities and Buildings using Blackberry & additional cellular communications.		
2	**Business Function:** • NVAC control – Johnson (7 buildings). **Interim Operating Procedures:** • Manual HVAC operations at each building. • Personnel will stay in contact with Facilities & Buildings using Blackberry & additional cellular communications.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.18	**FACILITIES: FACILITIES MANAGEMENT** To deliver customer service in a professional and cost effective manner to the State buildings under our jurisdiction. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • None.		
1	**Business Function:** • Building maintenance as the need arises. **Interim Operating Procedures:** • Telephone, paper, and pencil.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.19	**FACILITIES: STATE FLEET OPERATIONS** The State Fleet Operations provides for the administration and fiscal management of state-owned vehicles and operates several fuel depots throughout the state. This program oversees the procurement, maintenance, and allocation of 2,600 vehicles, including heavy-duty vehicles, trailers, and maintenance equipment. **Special Forms, documentation, equipment and supplies:** • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14B – Non-Critical Processes **Applications Required:** • Internet • Email • RIFANS • State Fleet Mainframe • TRAK system		
1	**Business Function:** • Vehicle procurement/barcode assigns. **Interim Operating Procedures:** • Paper and telephone requests.		
2	**Business Function:** • Surplus vehicle allocation, disposal. **Interim Operating Procedures:** • Discontinue temporarily.		
3	**Business Function:** • Vehicle registration. **Interim Operating Procedures:** • Manual recording and hand deliver to appropriate site.		
4	**Business Function:** • Accident management. **Interim Operating Procedures:** • Manual recording and hand deliver to appropriate site.		

#	Guideline Description	Responsible Party	Date/ Time
5	**Business Function:** • Liability insurance payment. **Interim Operating Procedures:** • Manual recording and telephone contact with carrier.		
6	**Business Function:** • USDOE reporting. **Interim Operating Procedures:** • USDOE mandate.		
7	**Business Function:** • Legislative reporting. **Interim Operating Procedures:** • Too much data, request extension.		
8	**Business Function:** • Vehicle inventory. **Interim Operating Procedures:** • Manually record.		
9	**Business Function:** • Establish repair vendor network. **Interim Operating Procedures:** • Use current vendors, state police, and state of emergency vendors.		
10	**Business Function:** • Issue work order for repairs. **Interim Operating Procedures:** • Telephone requests and manually recorded.		
11	**Business Function:** • Preaudit invoicing. **Interim Operating Procedures:** • Discontinue temporarily.		
12	**Business Function:** • Process payment to vendors. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
13	**Business Function:** • Agency billing. **Interim Operating Procedures:** • Discontinue temporarily.		
14	**Business Function:** • Gas cards. **Interim Operating Procedures:** • Replacement Cards could be made temporarily by TRAK		
15	**Business Function:** • Provide/bill out of state credit cards. **Interim Operating Procedures:** • Contact major oil companies for replacement cards.		
16	**Business Function:** • Provides fueling to certain towns, quasis. **Interim Operating Procedures:** • Use laptops to communicate with each TRAK Sentry, at each site.		
17	**Business Function:** • Operates “misuse” complaint program. **Interim Operating Procedures:** • Manually by telephone.		
18	**Business Function:** • Review/approve request for commuting. **Interim Operating Procedures:** • Manually by telephone.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.20	**OFFICE OF ACCOUNTS & CONTROL** The Primary mission of the Office of Accounts and Control is to promote the financial integrity and accountability of state government through sound administrative and accounting controls and procedures. The major activities of this office include: the administration of the comprehensive accounting and recording system which classifies transactions of the departments and agencies in accordance with the budget plan; the maintenance of control accounts of assets for all departments and agencies; the operation of financial accounting and cost systems for all departments and agencies; the audit of all state receipts and expenditures; the approval of vouchers drawn on the General Treasurer; and the preparation of financial statements required by departments and agencies, the Governor, or the General Assembly. This office is also responsible for the preparation and/or coordination of several publications, including the Comprehensive Annual Financial Report, Condensed State Financial Report, State Payroll Manual, Chart of Appropriation Accounts, Chart of Receipt Accounts, Procedural Handbook of the Department of Administration, and the Consolidated Statewide Cost Allocation Plan. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Payroll mainframe application • Microsoft Office Suite • Buyspeed/Oracle • Email • RIFANS		
1	**Business Function - Critical:** • Payroll processing – Payroll. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function:** • Garnishments. **Interim Operating Procedures:** • Manual process.		
3	**Business Function:** • Vendor payment processing – Non-Essential. **Interim Operating Procedures:** • None.		
4	**Business Function - Critical:** • Vendor payment processing – Essential. **Interim Operating Procedures:** • Manual process of payments.		
5	**Business Function:** • Check processing – Non-Essential. **Interim Operating Procedures:** • None.		
6	**Business Function - Critical:** • Check processing – Essential. **Interim Operating Procedures:** • Manual process or payments.		
7	**Business Function:** • Expenditure Adjustments. **Interim Operating Procedures:** • None.		
8	**Business Function:** • Journal entries. **Interim Operating Procedures:** • None.		
9	**Business Function:** • System administration **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
10	**Business Function:** • Prepare ADI spreadsheets. **Interim Operating Procedures:** • None.		
11	**Business Function:** • Process Rotary Batch imports. **Interim Operating Procedures:** • None.		
12	**Business Function:** • Create/approve new RIFAN accounts/linkage **Interim Operating Procedures:** • None.		
13	**Business Function - Critical:** • Process ARB requests. **Interim Operating Procedures:** • None.		
14	**Business Function:** • Analyze and process health insurance fund transactions. **Interim Operating Procedures:** • None.		
15	**Business Function - Critical:** • Payroll direct payments and batch imports. **Interim Operating Procedures:** • Manual process.		
16	**Business Function - Critical:** • “Union” payment batch imports. **Interim Operating Procedures:** • None.		
17	**Business Function - Critical:** • Process regular payroll – accounting allocations. **Interim Operating Procedures:** • Manual process.		

#	Guideline Description	Responsible Party	Date/ Time
18	**Business Function:** • Transfers of general fund appropriations to university-college fund. **Interim Operating Procedures:** • Manual process.		
19	**Business Function:** • Reconciliation of YTD payroll register. **Interim Operating Procedures:** • Manual process.		
20	**Business Function:** • Journal entries month ending procedures. **Interim Operating Procedures:** • None.		
21	**Business Function:** • Process monthly bond proceeds transfers. **Interim Operating Procedures:** • None.		
22	**Business Function:** • Monitor university-college fund accounts. **Interim Operating Procedures:** • None.		
23	**Business Function - critical:** • Process pension payroll. **Interim Operating Procedures:** • Manual process.		
24	**Business Function:** • DEM restricted account interest. **Interim Operating Procedures:** • None.		
25	**Business Function:** • Custodial account interest allocation. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
26	**Business Function:** • Touro Synagogue postings. **Interim Operating Procedures:** • None.		
27	**Business Function:** • Transfer of ISTEA, bond capital, and bond proceeds interest earnings to general fund. **Interim Operating Procedures:** • Manual process.		
28	**Business Function:** • Generate and reconcile revenue report. **Interim Operating Procedures:** • None.		
29	**Business Function:** • Preparation of due to/due from journal entry. **Interim Operating Procedures:** • None.		
30	**Business Function:** • Update year-to-date payroll information and reconcile federal and FICA withholdings spreadsheet with YTD payroll register. **Interim Operating Procedures:** • Manual process.		
31	**Business Function:** • Post-audit of health insurance fund transactions. **Interim Operating Procedures:** • None.		
32	**Business Function:** • Preparation and filing of Form 941. **Interim Operating Procedures:** • Manual process.		

#	Guideline Description	Responsible Party	Date/ Time
33	**Business Function:** • Reconciliation or liability accounts. **Interim Operating Procedures:** • None.		
34	**Business Function:** • Reconciliation of investments. **Interim Operating Procedures:** • None.		
35	**Business Function:** • Administer W-2 process. **Interim Operating Procedures:** • None.		
36	**Business Function:** • Maintenance of accounts receivable spreadsheets for billings, collections, and write-offs. **Interim Operating Procedures:** • Manual process.		
37	**Business Function:** • Review retiree's medical insurance rates. **Interim Operating Procedures:** • None.		
38	**Business Function:** • Bond issuance procedures **Interim Operating Procedures:** • None		
39	**Business Function:** • Payroll check change processing. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
40	**Business Function:** • Cash advances/transfers. **Interim Operating Procedures:** • Manual process (Done with phone call, verified with bank and Treasury).		
41	**Business Function:** • Liaison with IRS and Social Security Admin. **Interim Operating Procedures:** • None.		
42	**Business Function:** • Consolidated Annual Financial Report (CAFR). **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.21	**OFFICE OF LIBRARY AND INFORMATION SERVICES** The Office of Library and Information Services (OLIS) takes as its mission the maintenance and improvement of library and information services to state government and to the residents of the state. OLIS pursues this mission primarily through services and grants to over 500 public, school, academic, and independent libraries of Rhode Island. OLIS also operates a public library within the Department of Administration and a Library for the Blind and Physically Handicapped, Talking Books Plus which serves all Rhode Islanders. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Keystone Library Automated System – KLAS (outsourced Perkins School for the Blind) • DOIT Enterprise Server • III Milennium (outsourced Ocean State Libraries) • Bibliostat (outsourced Baker & Taylor, Inc.) • OCLC, Inc. (outsourced OCLC, Inc) • Wright Logistics (outsourced Now Delivery) • RIFANS		
1	**Business Function:** • Talking Books Plus. **Interim Operating Procedures:** • If Perkins School for the Blind in Watertown, MA, is not affected, their staff could maintain some services for a period of time via telephone contact with OLIS staff. If they are disabled, there is no way to provide the service.		
2	**Business Function:** • LORI & INFO websites. **Interim Operating Procedures:** • None beyond what DoIT can provide.		

#	Guideline Description	Responsible Party	Date/ Time
3	**Business Function:** • Public access to online resources. **Interim Operating Procedures:** • None.		
4	**Business Function:** • OLIS Library. **Interim Operating Procedures:** • Manual, paper files.		
5	**Business Function:** • Grants to libraries. **Interim Operating Procedures:** • Already paper based.		
6	**Business Function:** • Construction aid to municipalities. **Interim Operating Procedures:** • Already paper based.		
7	**Business Function:** • Annual statistical reports. **Interim Operating Procedures:** • Manual, paper files.		
8	**Business Function:** • Interlibrary loans. **Interim Operating Procedures:** • None.		
9	**Business Function:** • Interlibrary deliveries. **Interim Operating Procedures:** • Access from LORI network libraries.		
10	**Business Function:** • Technical assistance to RI public libraries. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
11	**Business Function:** • Technical assistance to RI libraries. **Interim Operating Procedures:** • None.		
12	**Business Function:** • Library staff email. **Interim Operating Procedures:** • Not applicable.		
7.7.22	**OFFICE OF THE DIRECTOR** The mission of the Director's Office is to direct, monitor, and hold accountable the divisions of the Department of Administration and other agencies of the state government in order to ensure that citizens, businesses, and visitors to the state, experience the best of government services and the highest level of customer service. In addition to the inward focus on state agencies, the Director's Office also acts as the public voice of the Department of Administration and of the state government's executive branch, generally in its relations with the other branches of government and with the public. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite		
1	**Business Function:** • Strategic planning. **Interim Operating Procedures:** • Backup communications.		
2	**Business Function:** • Functional management. **Interim Operating Procedures:** • Backup communications.		

#	Guideline Description	Responsible Party	Date/ Time
3	**Business Function:** • Project management. **Interim Operating Procedures:** • Backup communications.		
4	**Business Function:** • Statewide policy development. **Interim Operating Procedures:** • Backup communications.		
5	**Business Function:** • Inter-governmental relations. **Interim Operating Procedures:** • Backup communications.		
6	**Business Function - Critical:** • Executive management and approvals. **Interim Operating Procedures:** • Backup communications.		
7	**Business Function - Critical:** • Press/public relations. **Interim Operating Procedures:** • Backup communications.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.23	**OFFICE OF PERSONNEL ADMINISTRATION** The Office of Personnel Administration is charged with the recruitment, retention, and motivation of qualified employees within state government, as well as providing all citizens with a fair and reasonable opportunity for public service. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • HR Personnel Database • COBRA – OPA UNIX System • Payroll Database • Internet Bases • RIFANS		
1	**Business Function - Critical:** • **ADMINISTRATIVE SERVICES UNIT PROGRAM A Key Program in Emergency:** Responsible for all personnel transactions statewide - Particularly, transactions including: new hires, emergency appointments, terminations, employee records documenting activity during the emergency for payroll purposes - See above for definition of full scope of its activity **Interim Operating Procedures:** • Manual writing of the CS-3 form for all personnel transactions including terminations. • CS-16 Emergency Appointment Procedure only for all employment transactions. • Suspend normal hiring procedure.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function - Critical:** • **EMPLOYEE BENEFITS ADMINISTRATION PROGRAM Key program in emergency**: Responsible for coordinating Health/Medical benefits for employees, Employee Assistance Program, and the COBRA Program **Interim Operating Procedures:** • Online enrollment services for medical, dental, and vision		
3	**Business Function:** • Merit Selection Civil Service Examination Program **Interim Operating Procedures:** • None. Non-essential in time of emergency.		
4	**Business Function:** • Classification/Compensation Program **Interim Operating Procedures:** • None. Non-essential in time of emergency.		
5	**Business Function:** • Diversity Program **Interim Operating Procedures:** • None. Non-essential in time of emergency.		
6	**Business Function:** • Equal Employment Opportunity Program **Interim Operating Procedures:** None. Non-essential in time of emergency.		
7	**Business Function:** • Training Program **Interim Operating Procedures:** None. Non-essential in time of emergency.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.24	**DIVISION OF PLANNING** The Division of Planning is composed of the Statewide Planning Program, as well as the Offices of Housing and Community Development, Local Government Assistance, and Strategic Planning. The Division is charged with preparing and maintaining plans for the physical, economic, and social development of the State, encouraging their implementation, and coordinating the actions of state, local and federal agencies in addition to private individuals, within the framework of the State's development goals and policies. The Division provides staff to the State Planning Council, which is designated by the federal government as the single statewide Metropolitan Planning Organization for transportation planning and as the Comprehensive Economic Development Strategy Committee for economic development planning. The Office of Housing and Community Development within the Division is organized to provide housing opportunities, to improve the quality of housing, and to expand economic development, principally for Rhode Islanders of low and moderate income. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • ARCINFO • Homeless Management Information System		
1	**Business Function: None of these would be required under** • Prepare and maintain plans. Minimum Staffing **Interim Operating Procedures:** • Off-site workstation using backup files.		
2	**Business Function:** • Conduct intergovernmental review process. **Interim Operating Procedures:** • Off-site workstation using backup files.		

#	Guideline Description	Responsible Party	Date/ Time
3	**Business Function:** • Conduct EDC project consistency reviews. **Interim Operating Procedures:** • Off-site workstation using backup files.		
4	**Business Function:** • Conduct energy facility sitting reviews. **Interim Operating Procedures:** • Off-site workstation using backup files.		
5	**Business Function:** • Review local comprehensive plans. **Interim Operating Procedures:** • Off-site workstation using backup files.		
6	**Business Function:** • Coordinate Transportation Improvement Program (TIP). **Interim Operating Procedures:** • Off-site workstation using backup files.	Not required under minimum staffing.	
7	**Business Function:** • Conduct project solicitation for CEDS. **Interim Operating Procedures:** • Off-site workstation using backup files.	Not required under minimum staffing.	
8	**Business Function:** • Provide graphics support/maintain Geographic Information System (GIS). **Interim Operating Procedures:** • None.	Not required under minimum staffing.	
9	**Business Function:** • Serve on boards and commissions. **Interim Operating Procedures:** • Off-site workstation using backup files.	Not required under minimum staffing.	

#	Guideline Description	Responsible Party	Date/ Time
10	**Business Function:** • Publish newsletter/maintain website. **Interim Operating Procedures:** • Off-site workstation using backup files.	Not required under minimum staffing.	
11	**Business Function:** • Maintain socioeconomic database. **Interim Operating Procedures:** • Off-site workstation using backup files.		
12	**Business Function:** • Analyze and advise on policy. **Interim Operating Procedures:** • Off-site workstation using backup files with assumption phone number would be available.		
13	**Business Function:** • Distribute and operate Community Development Block Grant (CDBG) program. **Interim Operating Procedures:** • None.		
14	**Business Function:** • Distribute and operate Emergency Shelter Grants (ESG) program. **Interim Operating Procedures:** • None.		
15	**Business Function:** • Distribute and operate Neighborhood Opportunities Program (NOP). **Interim Operating Procedures:** • Use facilities at RI Housing.		
16	**Business Function: Required under minimum staffing** • Manage and coordinate homeless system. **Interim Operating Procedures:** • None.		

#	Guideline Description	Responsible Party	Date/ Time
17	**Business Function - Critical:** • Fund and coordinate homeless system. **Interim Operating Procedures:** • None.		
18	**Business Function:** • Prepare performance measures for budget documents **Interim Operating Procedures:** • Offsite workstations using backup files if disruption occurs in the last 5 days prior to sending budget documents to printer		

#	Guideline Description	Responsible Party	Date/ Time
7.7.25	**RISK MANAGEMENT** The Risk Management Unit is responsible for identifying exposures faced by State Agencies and to offer loss control and risk financing techniques in order to reduce the frequency and severity of risks identified. Obtain insurance for infrequent, potentially severe exposures. Oversee the resolution of claims handled by insurance carriers. Receive, record, and report third party claims to the Civil Division of the Attorney General's Office and the Joint Legislative Committee of Accounts and Claims. Administer the property issuance recovery fund. The objective of the Risk Management Unit is to provide a carefully planned and executed "step by step" process of risk identification, measurement, minimization, assumption/transfer, and loss adjustment which will be aimed at protecting the assets and revenues of the State of Rhode Island against loss. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • Email		
1	**Business Function:** • Loss control survey. **Interim Operating Procedures:** • Conventional mail for reports.		
2	**Business Function:** • Loss control educational programs. **Interim Operating Procedures:** • Training would be postponed.		
3	**Business Function:** • Loss control pattern and trend analysis. **Interim Operating Procedures:** • Postpone until resources are available.		

#	Guideline Description	Responsible Party	Date/ Time
4	**Business Function:** • Loss control and risk management meetings. **Interim Operating Procedures:** • Postpone until resources are available.		
5	**Business Function:** • Dissemination of loss control articles. **Interim Operating Procedures:** • Postpone until resources are available.		
6	**Business Function:** • Risk financing insurance proposals. **Interim Operating Procedures:** • Conventional mail for policies.		
7	**Business Function:** • Risk financing insurance renewals. **Interim Operating Procedures:** • Conventional mail for renewal quotes.		
8	**Business Function:** • Risk financing review of policy terms and conditions. **Interim Operating Procedures:** • Postpone until resources are available.		
9	**Business Function:** • Risk financing processing of insurance bills for payment. **Interim Operating Procedures:** • Hard copies of bills and invoices.		
10	**Business Function:** • Risk financing endorsements to policies to reflect changes in agency exposure. **Interim Operating Procedures:** • Submit information via fax or hand deliver.		

#	Guideline Description	Responsible Party	Date/ Time
11	**Business Function:** • Preparation of insurance budget for state agencies. **Interim Operating Procedures:** • Postpone until resources are available.		
12	**Business Function:** • Review of third party contracts with state agencies. **Interim Operating Procedures:** • Postpone until resources are available.		
13	**Business Function:** • Claims handling notices to carriers. **Interim Operating Procedures:** • Submit information via fax or hand deliver.		
14	**Business Function:** • Claims handling recording to claims. **Interim Operating Procedures:** • Paper records.		
15	**Business Function:** • Claims handling notice to AG & Joint Legislative Committee. **Interim Operating Procedures:** • Paper records.		
16	**Business Function:** • Negotiate claim settlements with adjuster. **Interim Operating Procedures:** • Continue to do it through personal contact or via telephone.		
17	**Business Function:** • Maintain insurance schedule. **Interim Operating Procedures:** • Paper records.		
18	**Business Function:** • Maintain list of insured property. **Interim Operating Procedures:** • Paper records.		

#	Guideline Description	Responsible Party	Date/ Time
19	**Business Function - Critical:** • Visit site of loss to determine extent of damages. **Interim Operating Procedures:** • Process unchanged by disaster.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.26	**SHERIFF'S** Provide court facility, courtroom, and judicial security. Transport inmates from the Department of Corrections to all state court facilities for scheduled court appearances. Receive police prisoners into court facility cellblocks for arraignments and court proceedings. Operate court facility cell blocks. Move inmates and police prisoners from cell blocks to assigned court rooms. Serve writs and other civil process as directed by the courts. Perform interstate prisoner extraditions. Perform intrastate and interstate inmate transfers. Execute civil body attachments and arrest warrants as needed. - Mission Statement: It is the mission of the RI State Sheriffs to provide the highest level of services to the RI Judiciary and RI Criminal Justice System while maintaining the greatest degree of integrity, impartiality, and confidentiality; to treat all individuals with the utmost respect, dignity and fairness; to work with the Department of Corrections, the Rhode Island State Police, the Rhode Island Capitol Police, and all law enforcement agencies in a spirit of cooperation; to protect and provide security for all who enter the Rhode Island Courts while maintaining the highest degree of professionalism and decorum. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Microsoft Office Suite • DOC System • GroupWise • Family Court System		
1	**Business Function - Critical:** • Court security (facility/room/judge) **Interim Operating Procedures:** • Hire off-duty police officers/private security officers.		

#	Guideline Description	Responsible Party	Date/ Time
2	**Business Function - Critical:** • Inmate transportation **Interim Operating Procedures:** • DOC personnel/conduct hearings at DOC.		
3	**Business Function - Critical:** • Receive police prisoners into cellblock **Interim Operating Procedures:** • Conduct arraignments at PD or DOC.		
4	**Business Function - Critical:** • Operate court facility cellblocks **Interim Operating Procedures:** • Conduct hearings at DOC.		
5	**Business Function - Critical:** • Move inmates/prisoners to courtrooms **Interim Operating Procedures:** • Utilize DOC personnel / police.		
6	**Business Function:** • Serve/execute civil process **Interim Operating Procedures:** • Utilize private constables.		
7	**Business Function:** • Interstate prisoner extraditions **Interim Operating Procedures:** • Utilize private contractor/police.		
8	**Business Function:** • Intrastate/interstate inmate transfers **Interim Operating Procedures:** • Utilize private contractor/DOC.		
9	**Business Function:** • Execute body attachments/arrest warrants **Interim Operating Procedures:** • Utilize private constables.		

#	Guideline Description	Responsible Party	Date/ Time
7.7.27	**STATE EMPLOYEES WORKERS' COMPENSATION** Pursuant to Chapter 31 of Title 28 of the Rhode Island General Laws, as amended, the Office of State Employees Workers' Compensation is responsible for the handling of claims, including case management, risk management, and dispute resolution submitted by employees of all branches of state government. Members of this unit include administrators, managers, claims examiners, attorneys, and clerical support. **Special Forms, documentation, equipment, and supplies:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Minimum Staffing Requirements:** • Exhibit 14A – Critical Processes • Exhibit 14B – Non-Critical Processes **Applications Required:** • Proprietary System • Microsoft Office Suite • Internet • GroupWise • RIFANS		
1	**Business Function – Critical:** • Weekly payroll. **Interim Operating Procedures:** • Use prior week's payroll & adjust.		
2	**Business Function - Critical:** • Vouchering of Indemnity payments. **Interim Operating Procedures:** • Access to RIFANS.		
3	**Business Function:** • Process claims. **Interim Operating Procedures:** • Use DLT paper forms/handwritten notes.		

#	Guideline Description	Responsible Party	Date/ Time
4	**Business Function:** • Payment of claims. **Interim Operating Procedures:** • None.		
5	**Business Function:** • Vouchering of payments to providers. **Interim Operating Procedures:** • Access to RIFANS.		
6	**Business Function:** • Receive claims. **Interim Operating Procedures:** • Manually log entries.		
7	**Business Function:** • Customer service. **Interim Operating Procedures:** • Other physical location.		
8	**Business Function:** • Litigation. **Interim Operating Procedures:** • Manually log entries.		
9	**Business Function:** • Schedule medical examinations. **Interim Operating Procedures:** • Manually log entries.		

#	Guideline Description	Responsible Party	Date/ Time
7.8	**STATUS REPORTING**		
1	Monitor recovery progress frequently (Hourly, the first day – As required, thereafter).		
2	Prepare a Recovery Progress Report (Refer to Exhibit 19), including: ➢ Progress being made regarding recovery process. ➢ Significant issues being encountered that requires senior management review and approval. ➢ Request for additional expenditures beyond those outlined in the plan. ➢ Requests for additional support as needed. ➢ Other important information		
3	Submit verbal and written progress reports to the Management Recovery Team on a daily basis and as required (Refer to Exhibit 19).		
7.9	**ADMINISTRATION**		
1	Maintain careful written records throughout the recovery process. Experience shows thorough and complete records are invaluable in reducing confusion during the recovery and in reconciling material acquisition and expenses.		
2	Maintain good written documentation of any changes or modifications to standard operating procedures. Make certain that temporary changes or modifications do not carry over to normal operations following the recovery operation shutdown.		
3	Direct all Recovery Team Members to collect, review, and approve all completed time sheets. Adhere to normal timesheet procedures and guidelines identified by the organization.		
4	Maintain a record of all personal expenses incurred during the recovery operation. (Receipts should be attached)		

#	Guideline Description	Responsible Party	Date/ Time
7.10	**RECONSTITUTION AND TERMINATION**		
1	Migrate and resume normal operations at the primary site, as directed by the Management Recovery Team.		
2	Assist bureaus in shutting down and moving from the alternate work site to the regular work location.		
3	Use restoration procedures for each department to bring alternate/manual processing for critical business processes back on line.		
4	Evaluate restoration process and make adjustments as needed.		
5	At the end of the recovery operation, shut down the Operations Recovery Team's operations at the alternate location, as directed by the Management Recovery Team.		
6	Participate in post recovery meetings as required by the Management Recovery Team.		
7	Update the Operations Recovery Team plan and materials to reflect needs encountered during disaster.		
8	Modify the BCP to reflect any alterations used in restoration procedures.		
9	Notify Management Recovery Team of resumption of normal operations by the functional area.		
7.11	**AD HOC PROCEDURES**		
	It is difficult to plan for all unforeseen disaster events. Therefore, this Section can be used to document additional activities performed during the recovery effort that were unexpected and unplanned.		
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#	Guideline Description	Responsible Party	Date/Time
	Terminology used: ➢ Recovery Center – This will be the site used for the recovery of the Network and critical servers (*aka Hotsite*). ➢ Command Center – The location where the Recovery Teams will initially report to coordinate the recovery effort. **Assumptions used:** ➢ The necessary server and network equipment is available at the Recovery Center. ➢ Communications providers are unaffected and continue to provide communication services. ➢ Tape drives available on systems at the Recovery Center are compatible with tape media used to backup the original systems. ➢ Backup tapes for critical systems are current and available to be shipped to the Recovery Center.		
	Plan Procedure Documentation Use the "Responsible Parties" Column and the "Date/Time" Column at the time of the disaster event to record the activities performed as follows: ➢ "Responsible Parties" Column - Document the person responsible for completing the procedure. ➢ "Date/Time" Column - Record the date and time the procedure is completed. Use the Ad-hoc procedures, located at the end of each Team section to document additional procedures performed during the recovery effort that were unexpected and unplanned.		
8.1	**INITIAL PROCEDURES**		
1	Depending on the specific situation, the Technology Recovery Team may receive notification of the disaster event from the Management Recovery Team.		
2	Obtain access to or a copy of the Plan.		
3	Report to the Command Center or to the Recovery Center as directed by the Management Recovery Team.		

#	Guideline Description	Responsible Party	Date/Time
4	Use the Team Assignment Forms to contact team members (Refer to Exhibits 1 – 4).		
5	Log the status of each call on the Team Assignment Forms.		
6	Notify technical support personnel as necessary and have them report to the Recovery Center.		
7	The Team Manager will brief the team members regarding the disaster event and estimated damages.		
8	Determine the most appropriate actions to be taken regarding the implementation of the specific procedures outlined in the Plan concerning the size and extent of the disaster event. This may involve a decision of which teams to contact and activate etc.		
9	Document all activities as they occur.		
10	Establish regular communications with the Management Recovery Team.		
11	At the request of the Management Recovery Team, travel to the designated Recovery Center.		
12	Make arrangements for travel to the Recovery Center if necessary.		
13	Coordinate advanced preparation of the Recovery Center.		
8.2	**MEDIA AND EQUIPMENT PROTECTION**		
1	Determine the status of vital records.		
2	If possible mitigate the potential incident impacts by protecting computer equipment and media from further damage. However **personnel health and safety are of primary concern. These procedures are only to be performed if they can be done safely.**		
3	Perform a full data backup of all servers and send off site, if time and circumstances permit.		

#	Guideline Description	Responsible Party	Date/Time
4	Instruct team members to begin records salvage and reconstruction procedures.		
5	Remove undamaged equipment from the damaged facility or cover it with plastic to prevent exposure to water, smoke, soot, or dust. (Logistics Recovery Team)		
8.3	**CURRENT SYSTEM AND APPLICATION STATUS**		
1	Determine the status of work in process at the time of the interruption, as well as the expected status following any required data restoration.		
2	Determine whether applications will be restored from: ➢ On site backup tapes ➢ Off site backup tapes		
3	Dispatch the designated Recovery Team Members to retrieve tapes, documentation, and other materials from the off-site storage facility if on-site back-up media is damaged or unusable, using the Offsite Storage Inventory as a checklist to ensure all critical data is present for transport to the Recovery Center.		
4	Ensure that the most recent full weekly database backup tapes are retrieved.		
5	Ensure that all daily backup tapes since the last full weekly database backups are retrieved.		
6	Determine the criticality of damaged or destroyed items within the facility and provide a list to be reviewed with the Management Recovery Team.		
7	Review and update the Disaster Assessment Report.		
8	Review and update the salvage priorities, identifying records and equipment, which need to be salvaged first due to business priorities.		
9	Review and update the critical and essential applications priorities if necessary, identifying records and equipment which are needed for recovery activities and could be operationally restored quickly.		
10	Communicate any required changes to the above to the Management Recovery Team.		

#	Guideline Description	Responsible Party	Date/Time
11	Verify tapes prior to shipment of the tapes.		
12	Compare to the backup tape listing and validate contents.		
13	Confirm that backup media includes operating software, application software, data files, and scratch tapes (Refer to Offsite Storage Inventory) to ensure that all items are present prior to transporting them to the Recovery Center.		
14	Determine and ensure the proper release levels are transported to the Recovery Center to expedite the restoration process.		
15	Confirm that all necessary documentation, including operations manuals and technical reference manuals, are transported to the Recovery Center. These will primarily be all specialized product reference manuals, which are not already present and available at the Recovery Center.		
16	Inventory and confirm that all magnetic and optical (CD/DVD) media, hard copy documentation, and forms are present.		
8.4	**MEDIA RETRIEVAL PROCEDURES**		
1	Coordinate the retrieval of backup data.		
2	In the event that the data stored on-site is unusable, contact the off-site storage location. Advise the facility of the need to retrieve the backup tapes.		
3	Coordinate with the other recovery teams to determine which backups need to be retrieved.		
4	Provide a list of authorized personnel to the off-site storage facility, detailing who may enter and retrieve data backups.		
5	Ascertain that only authorized personnel are allowed to access backup data.		
6	Confirm the status of retrieved media.		
7	Verify that the retrieved media are correct.		
8	If errors are found, report to the off-site location and attempt to retrieve missing or correct media.		

#	Guideline Description	Responsible Party	Date/Time
9	Prepare media for shipping to the Recovery Center by packing in protective containers labeled with the destination, address, return address, and contents.		
8.5	**RECOVERY CENTER STARTUP**		
1	Coordinate activities for the recovery operation.		
2	Verify that all hardware/software and related aspects of any contracts with the recovery services provider are up-to-date.		
3	Ensure all resources are available and accessible.		
4	Assign and organize recovery center work areas.		
5	Verify all necessary devices are on-line, accessible and initialized to pre-defined volume assignments.		
6	Verify disk addresses, printer addresses, and run diagnostics.		
7	Review the server's configurations against those available at the Recovery Center.		
8	Ensure that all resources are available and accessible.		
9	Acquire and install any additional equipment required for recovery operations.		
10	Recover production at the Recovery Center.		
11	Focus initial priority on restoring the operating systems, service packs, patches, and database software on replacement servers, then on supporting restoration of the data and networks.		
12	Ensure that the proper release versions of the operating system and databases, along with service pack and patch levels, are running on the Recovery Center servers in advance of the data restore process.		
13	If not, install the appropriate version of the base operating system then apply the appropriate level of service pack and patch, then install the appropriate database system.		

#	Guideline Description	Responsible Party	Date/Time
14	Configure the appropriate IP address of the server as well as: ➢ Subnet mask ➢ Default gateway ➢ Preferred DNS server ➢ Alternate DNS server ➢ Test the network configuration of the server.		
15	Apply necessary modifications to the environmental software and configurations.		
16	Consider changes in server security, if any, that might be necessary to temporarily operate in an emergency mode. (Assure that the procedures in the Security section for this team are followed).		
17	Bring the replacement servers up.		
8.6	**SERVER INSTALLATION AND CONFIGURATION**		
1	Configure/restore hardware according to the server installation procedures.		
2	If necessary, obtain the media keys and/or serial numbers for the installation of operating system/s.		
3	Call the vendor, if necessary, to obtain any special permission regarding the installation of the operating system/s on a different system.		
4	Restore operating system/s according to the server installation procedures.		
5	Install appropriate service packs and patches according to the vendor's instructions.		
6	Restore print functions according to server installation procedures.		
7	Defer non-critical IT functions (i.e., program upgrades, maintenance, etc.) until the systems are restored.		

#	Guideline Description	Responsible Party	Date/Time
8	Provide regular recovery updates to the Management Recovery Team using the Team Recovery Progress Report (Refer to Exhibit 19). The report includes progress to date and remaining tasks for the property, structure, utilities/services, hardware, software, and personnel.		
9	Assure that data communications are in place.		
10	Purchase additional hardware required. **		
11	Communicate procedural changes to the general employee population.		
**	To be done when & if needed.		
8.7	**DATA COMMUNICATIONS CIRCUITS RESTORATION**		
1	Assess damage to the data communications network using the Disaster Assessment Report.		
2	Request the communications vendor to switch the data communications circuits/connections from the damaged facility to the Recovery Center.		
3	Activate the switched connections, as necessary.		
4	Call communications vendor, using the Emergency Contact List.		
5	Provide the communications vendor with a list of all data and circuit numbers.		
6	Request that they schedule these circuits as soon as possible, and request a call back when activated.		
7	Record the ticket reservation number.		
8	Call back every hour for status until switched.		
9	Perform a loop back test on the circuit as soon as it is active. If clean, activate the circuit.		
10	Verify and adjust the configuration of the router at the Recovery Center.		
11	Bring up interfaces at the Recovery Center.		
12	Verify that the circuits are operational.		
13	Conduct a stress test.		

#	Guideline Description	Responsible Party	Date/Time
8.8	**NETWORK EQUIPMENT RESTORATION**		
1	Determine the status of the following items at the time of the interruption, as well as the expected status following any required data restoration. ➢ Communications Infrastructure: ▪ Routers ▪ Switches ➢ Infrastructure Functions ▪ E-mail Systems ▪ DNS servers ▪ WINS servers ▪ Website servers and Website support application servers ▪ Firewalls ▪ Network management and monitoring applications		
2	Contact appropriate vendors in order to initiate appropriate infrastructure repair and replacement.		
3	For infrastructure functions, determine whether functions will be restored from: ➢ On-site backup tapes, or ➢ Off-site backup tapes.		
4	If off-site backup tapes will be used, retrieve backup tapes from the off-site storage location.		
5	Assess the availability of each system to determine its accessibility from the Recovery Center and provide a list to be reviewed with the Management Recovery Team.		
6	Review and update the Disaster Assessment Report.		
7	Review and update the salvage priorities, if necessary, identifying records and equipment which need to be salvaged first, due to business priorities.		
8	Review and update the critical and essential functions priorities, if necessary, identifying records and equipment which are needed for recovery activities and could be operationally restored quickly.		

#	Guideline Description	Responsible Party	Date/Time
9	When received from off-site, confirm the inventory of all media, hard copy documentation, and forms to ensure that the necessary items are present.		
10	Coordinate advance preparation of data communications connections at the Recovery Center.		
11	Communicate status to the Management Recovery Team.		
8.9	**APPLICATION AND DATABASE RESTORATION**		
1	Work with Recovery Team members to restore applications and databases.		
2	Use the most recent backup tape/media obtained from off-site storage to restore applications and databases.		
3	Verify that all applications and databases have been restored.		
8.10	**APPLICATION AND DATABASE VERIFICATION**		
1	Work with Recovery Team members to test restored applications and associated databases.		
2	Verify that all applications and databases have been restored.		
3	Contact users to assist with application and database verification.		
4	Assist users to access their applications and databases.		
5	Assist users to determine if information has been lost and if it can be restored.		
6	Receive verification from users that applications and data are properly restored and the application(s) are functioning as normal.		
7	Assist users to determine the sequence and timing for entering data that was processed manually or backlogged during the outage.		
8	Receive verification from users that manually processed data or backlogged data has been entered into the system.		

#	Guideline Description	Responsible Party	Date/Time
8.11	**RECOVERY CENTER PROCESSING & OPERATIONS**		
1	Perform critical production activities.		
2	Commence critical operations once systems are restored.		
3	Monitor the communication network and the on-line applications installed at the Recovery Center in order to ensure adequate performance.		
4	Backup files processed at the Recovery Center using standard operating procedures.		
5	Prepare backup tapes to be transported from the Recovery Center to an off-site facility.		
6	Log and transport the tapes to an off-site storage location.		
7	Monitor and log receipt of various equipment, materials, forms, and supplies at the Recovery Center.		
8	Establish procedures to communicate, prioritize, and resolve reported user problems relative to the Recovery Center.		
9	Restore the documentation library from data backups.		
8.12	**DESKTOP RESTORATION**		
1	Verify status of PCs, printers, and user hardware and software at the damaged facility.		
2	Determine the need for PCs, printers, and user hardware and software at the recovery location and alternate user work sites.		
3	Obtain master PC image restoration media, from off-site storage location/s.		
4	Request assistance from hardware and software vendors, if necessary (Refer to Exhibit 8 Vendor Calling List).		
5	Submit supply requests to the Management Recovery Team.		

#	Guideline Description	Responsible Party	Date/Time
8.13	**HELP DESK AND USER SUPPORT**		
1	Establish a Help-Desk function at the Recovery Center.		
2	Request additional personnel as required to assist in Help Desk functions. (Note: The volume of calls to the Help Desk could be significantly higher in a disaster scenario).		
3	Communicate, prioritize, and resolve reported user problems.		
4	Establish procedures and schedule coverage for production problems.		
5	Identify Help Desk calls or support issues that were in process at the time of disaster.		
6	Obtain a hardcopy list of PC hardware to use as a guide to replace hardware.		
7	Log user problems manually, until an automated problem tracking system is restored.		
8	Work with communications specialists to address data and remote access for users.		
9	Work with recovery team members to restore access, printing, and communication services for users.		
10	Notify the Management Recovery Team of procedural changes to communicate to the general employee population.		
11	Work with recovery team members to test restored applications and user services.		
12	Restore PC configurations for replacement or damaged machines.		
8.14	**SECURITY**		
1	Monitor security and control policies and procedures. **Experience indicates that organizations are particularly vulnerable to fraud and sabotage during times of disruption.**		

#	Guideline Description	Responsible Party	Date/Time
2	Obtain, from the Management Recovery Team, approvals for any changes to standard control policies.		
8.15	**ADMINISTRATION**		
1	Maintain carefully written records throughout the recovery process. Experience has shown that thorough and complete records are invaluable in reducing confusion during the recovery and in reconciling material acquisitions and expenses.		
2	Maintain well written documentation of any changes or modifications to standard operating procedures. Make certain that temporary changes or modifications do not carry over to normal operations, following the recovery operation shutdown.		
3	Collect, review, and approve all completed time sheets.		
4	Maintain a record of all personal expenses incurred during the recovery operation (receipts should be attached). Any claims for reimbursement must be filed using an Individual Reimbursement Form or Travel Form.		
8.16	**RECONSTITUTION AND TERMINATION**		
1	Participate in a site restoration-planning meeting, conducted by the Management Recovery Team. The purpose of this meeting will be to discuss the general return strategies. The Management Recovery Team will define and develop the following guidelines: ➢ Date and time each Recovery Team's area will be available for return; ➢ Status of support services (e.g., telephone, computer services, etc.); ➢ Any special logistical requirements or support that will be available to the Recovery Teams (e.g., transportation for equipment and records; assistance with packing records, etc.).		

#	Guideline Description	Responsible Party	Date/Time
2	Attend a Recovery Team Manager planning session to review and update the recovery procedures to reflect moving back to the permanent facility from the alternate site.		
3	Review each recovery procedural step, modifying it as appropriate to the circumstances. Note that the recovery procedures may be used to provide a contingency plan during the actual move.		
4	Consider adding special backups for all electronic media to reduce changes of information loss.		
5	Identify any open issues, requirements or recommendations for the Management Recovery Team.		
6	Provide this input back to the Management Recovery Team with which to develop a final updated Consolidated Action Plan.		
7	Review a final approved schedule and review with all participating Recovery Teams.		
8	Implement the modified Business Continuity Plan, returning operations to the permanent site.		
9	If the replacement servers are not going to be used at the permanent site perform the following: ➢ Shutdown servers ➢ Reformat server drives		
10	If the replacement servers are going to be used at the permanent site move the server to the permanent site, at the appropriate time.		
11	Inventory and arrange to send tapes and documentation back to offsite storage		
12	Send tapes and documentation back to offsite storage		
13	Contact the Recovery Center and discontinue operations. Inform the Recovery Center to send the most recent system backup tapes to the permanent facility.		
8.17	**AD HOC PROCEDURES**		

#	Guideline Description	Responsible Party	Date/Time
	It is difficult to plan for all unforeseen disaster events. Therefore, this Section can be used to document additional procedures performed during the recovery effort that were unexpected and unplanned.		
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#	Procedure Description	Responsible Party	Date/ Time
9.1	PLAN DISTRIBUTION		
9.1.1	Overview To facilitate maintenance, it is important to monitor and track each copy of the plan. The Plan Control List should be used to record and control all copies of the BCP issued to various personnel. The BCP contains information that is confidential to the Organization. Accordingly, the BCP is a restricted document and classified as confidential given the nature of the contents. Each individual with a copy of the plan is responsible for security and control of the document in accordance with policies for the protection of confidential information. The BCP Administrator is responsible for the authorized distribution of the BCP. The BCP Administrator should maintain a master distribution list. Each authorized copy of the plan should contain a version identification number and the recipient should be recorded on the distribution list. Full copies of the plan (hard, soft or both) should be provided to all Recovery Team Managers. Partial copies of the BCP may be distributed to other members and reflect plan details associated with the responsibilities of their assigned team/s. Additionally, the BCP Administrator should maintain master copies on-site and copies at the off-site storage location both printed and electronic versions.		

#	Procedure Description	Responsible Party	Date/ Time
9.1.2	**Administrator Responsibilities**		
1	Provide access to the electronic BCP to all Recovery Team Members as recommended and approved by management.		
2	Issue update announcements to the Plan, identifying which of the sections have changed. The Plan Maintenance Log shall contain the revision number of the section and shall be used to identify and describe all changes in documents in that section. Individual document revisions will be identifiable by the document "created on" date, which shall be referenced, in the above revision control document. Completed section blocks are to be tracked by revision number.		
3	Maintain a current hard copy or copy on CD of the Plan in each of the following locations: ➤ Off-site storage location(s) in fireproof storage ➤ Residence of each Recovery Team Manager ➤ Residence of the BCP Administrator and Coordinator		
4	Updates for the printed copies shall be only in the completed section. Thus, an update to the Plan would not require the replacement of pages or parts of a document.		
5	Retrieve Plan copies if employees with Plan copies leave the Organization or their responsibilities change.		
6	Advise Plan holders of updates to the Plan when significant changes occur, or if requested, provide a hard copy of the revised section/s.		
7	Maintain a Plan Control List to record and control all copies of the BCP issued to various personnel.		

#	Procedure Description	Responsible Party	Date/ Time
9.2	**PLAN MAINTENANCE**		
9.2.1	**Overview:** It is important that the plan be continually maintained and updated. The BCP includes specific maintenance responsibilities and procedures. The major considerations in this process include: ➤ Maintenance Frequency ➤ Change Factors ➤ Maintenance Responsibilities		
9.2.2	**Maintenance Frequency** The recovery procedures for each team should be updated, at a minimum, on a semi-annual basis. It should also be updated following major organizational changes. The plan should be reviewed and updated when there are major changes in technology. A Plan Maintenance Log can be used to record and control all maintenance changes, additions, or modifications to the plan.		
9.2.3	**Change Factors** It is important to recognize the factors that may change the BCP, such as: ➤ Procedural Changes ➤ Organizational Structure Changes ➤ Personnel Changes/Turnover ➤ Physical Changes (e.g., Facilities) ➤ Technology Changes (e.g., Hardware, Software, Network, etc) ➤ Application/Function Recovery Time Requirements/Changes ➤ Testing Issues		

#	Procedure Description	Responsible Party	Date/ Time
9.2.4	**Maintenance Responsibilities** Maintenance responsibilities should be clearly defined in both the Plan and in the individual position descriptions for those with maintenance responsibilities. Maintenance responsibilities might include: ➤ BCP Administrator directs and controls plan maintenance with the assistance of the BCP Coordinator. ➤ The individuals assigned as the following Recovery Team Managers are responsible for maintaining their respective team sections: ○ Management Recovery Team Manager ○ Logistics Recovery Team manager ○ Operations Recovery Team Manager ○ Technology Recovery Team Manager ➤ Senior Management is responsible for review and approval of the plan, as well as to determine if it satisfies the recovery objectives of the organization		
9.2.5	**Administrator Responsibilities**		
1	Update the Plan, as changes occur. Changes might involve improvements, corrections, clarifications, or additions. A change in any document which is "included" in the Plan is considered to be a change in the Plan. The factors that may change the BCP include: ➤ Procedural Changes ➤ Organizational Changes ➤ Personnel Changes/Turnover ➤ Physical Changes (e.g., Facilities) ➤ Technology Changes ➤ Recovery Requirements/Changes ➤ Testing Issues		
2	Monitor modifications to personnel, hardware, software, equipment, etc., in the documents, databases, or the forms used as a part of the Plan. Provide replacement hard copy sections, as needed.		

#	Procedure Description	Responsible Party	Date/ Time
3	Analyze the effect of changes to hardware, software (both system and application), and communications on the disaster plan		
4	Analyze the effect of changes to backup procedures and restoration procedures.		
5	As changes are identified, organize and evaluate the information for their impact on backup/restore procedures, plan procedures, and Exhibits to the Plan.		
6	Arrange for responsible individuals to modify specific Plan procedures, as changes occur.		
7	Obtain the required approvals to make substantive changes to the BCP. (Such as changes to recovery strategies and alternate operations.)		
8	Record all changes in the Plan Maintenance Log, including: ➤ The date that the update was made. ➤ The number of the section that was updated. ➤ The number of the procedure that was updated. ➤ Specific reason for the update to the Plan. ➤ Any comments relating to the update. ➤ The person who approved the update change.		
9	Review and update the Plan after any major change in critical and essential applications and/or infrastructure.		
10	Distribute Plan modifications according to the distribution procedures. Update methods include: ➤ Page Replacement ➤ Section Replacement ➤ Plan Replacement ➤ Old materials should be returned and destroyed		

#	Procedure Description	Responsible Party	Date/ Time
9.2.6	**Team Manager Responsibilities** The individuals assigned as the Recovery Team Managers are responsible for maintaining their respective team sections on a semi-annual basis/ more frequently and, as soon as possible, when significant changes occur: ➤ Management Recovery Team Manager ➤ Logistics Recovery Team Manager ➤ Operations Recovery Team Manager ➤ Technology Recovery Team Manager		
1	Change the respective team section, as necessary, when change occurs, based on the frequency noted in Exhibit A below.		
2	Receive and file changes received from the BCP Administrator in the Recovery Team Manager's hard copy version of the BCP.		
9.3	**BCP MAINTENANCE CHECKLIST**		
	The specific responsibilities and the minimum frequency for the maintenance of the BCP are located in the attached BCP Maintenance Checklist. An asterisk (*) notes that the Plan should be modified ASAP after the change occurs, rather than waiting until the minimum maintenance period.		

Exhibit A: BCP Maintenance Checklist

*** Indicates that the Plan should be modified ASAP after the change occurs rather than waiting until the minimum maintenance period.**

BCP Maintenance Checklist			
Section#	**Section Description**	**Minimum Frequency**	**Responsibility**
1	Overview	Annually	BCP Administrator
2	Background	Annually	BCP Administrator
3	Communications Plan	Annually	BCP Administrator
4	Recovery Team Structure	Annually	BCP Administrator
5	**Management Recovery Team**	Semi-Annually*	BCP Administrator
6	**Logistics Recovery Team**	Semi-Annually*	Logistics Recovery Team Manager
7	**Operations Recovery Team**	Semi-Annually*	Operations Recovery Team Manager
8	**Technology Recovery Team**	Semi-Annually*	Technology Recovery Team Manager
9	Plan Administration	Semi-Annually*	BCP Administrator
10	Team Member Notification Guidelines	Semi-Annually*	BCP Administrator
11	**Team Assignment Forms**		
	Exhibit 1: Management Team Assignment Form	Semi-Annually*	BCP Administrator
	Exhibit 2: Logistics Team Assignment Form	Semi-Annually*	Logistics Recovery Team manager
	Exhibit 3: Operations Recovery Team Assignment Form	Semi-Annually*	Operations Recovery Team Manager
	Exhibit 4: Technology Recovery Team Assignment Form	Semi-Annually*	Technology Recovery Team Manager
	Exhibit 5: Team/Exhibit Cross Reference	Semi-Annually*	BCP Administrator
	Exhibit 6: IT Response Team	Semi-Annually*	BCP Administrator

BCP Maintenance Checklist			
Section#	**Section Description**	**Minimum Frequency**	**Responsibility**
12	**Notification Forms**		
	Exhibit 7: Employee Calling List	Semi-Annually*	All Team Managers
	Exhibit 8: Vendor Calling List	Semi-Annually*	All Team Managers
	Exhibit 9: Emergency Contact List	Semi-Annually*	All Team Managers
	Exhibit 10: Disaster Declaration Authorization Listing	Semi-Annually*	BCP Administrator
	Exhibit 11: Unused	N/A	N/A
13	**Inventory Forms**		
	Exhibit 12: Hardware Inventory	Semi-Annually*	Technology Team Manager
	Exhibit 13: Software Inventory	Semi-Annually*	Technology Team Manager
	Exhibit 14: Resource Requirement List	Semi-Annually*	Logistics Recovery Team Manager
	Exhibit 15: Office Space Configuration	Semi-Annually*	Logistics Recovery Team Manager
	Exhibit 16: Off-Site Storage Inventory	Semi-Annually*	Technology Team Manager
	Exhibit 17: Unused	N/A	N/A
14	**Recovery Forms**		
	Exhibit 18: Disaster Assessment Report	N/A	N/A
	Exhibit 19: Team Recovery Progress Rpt	N/A	N/A
	Exhibit 20: Command Center Locations	Semi-Annually*	Logistics Recovery Team Manager
	Exhibit 21: Command Ctr Equipment & Supplies	Semi-Annually*	Logistics Recovery Team Manager
	Exhibit 22: Alternate Work Sites	Semi-Annually*	Logistics Recovery Team Manager
	Exhibit 23: Application & System Recovery Priorities	Semi-Annually*	Technology Team Manager
	Exhibit 24: Purchasing Policies	Semi-Annually*	Operations Team Manager
15	**Maintenance Forms**		
	Exhibit 25: Plan Control List	Annually	BCP Administrator
	Exhibit 26: Plan Maintenance Log	As Needed	BCP Administrator
16	**Glossary of Terms**	Annually	All Team Managers

#	Guideline Description	Responsible Party	Date/ Time
10.1	**NOTIFICATION METHODS**		
1	Use the following methods of contact: ➢ Telephones and fax lines ➢ Cellular phones and pagers ➢ Email ➢ Messengers to the homes of Team Members		
2	**Telephones and Fax Lines** Depending on the type of disruption, phone lines may or may not be functional. If a phone line is not working, the Public Switched Telephone Network may still be functioning. Plug an ***analog*** phone into a fax line. Fax telephone lines are an alternative for disrupted telephone service (bypassing PBX). ***CAUTION! Do NOT plug digital handsets directly into a fax line. This could cause damage to the handset.***		
3	**Pay Phones (if one can be located, there are not many left)** If you do not get a dial tone on a regular phone, and cannot get through on a cell phone, go to a pay phone. The phone company gives priority for a post-disaster dial tone to certain phones, including pay phones. Go to a pay phone; lift the receiver and wait. You will be put in line for a dial tone, which may take a couple of minutes or longer. ***Note: If you hang up, you will lose your place in line.***		
4	**Cellular Phones and Pagers** If the telephones and fax lines are not operational, staff should attempt to use cellular phones and pagers to establish contact.		
5	**Email** Many employees have a home email address that may be functional and could be used for communication depending on the circumstances.		
6	**Messengers** If all methods of communication listed above prove unsuccessful, the Management Recovery Team may use a messenger for communications.		
10.2	**NOTIFICATION PROCEDURES**		
1	Following the activation of the Business Continuity Plan, notify		

#	Guideline Description	Responsible Party	Date/ Time
	the Recovery Team Managers to report to the Command Center.		
2	Use the Team Assignment Forms to contact appropriate team personnel.		
3	Inform the person that the Business Continuity Plan has been activated, where and when to report for work, and the phone number where the BCP Administrator can be reached.		
4	Instruct the person to notify the other members of their Recovery Team.		
5	Provide the following information as appropriate: ➢ Description of the disaster event. ➢ Explanation of the disaster declaration levels: ✓ Most serious ❖ Extended loss of critical business systems (e.g. Hardware or Software failure(s). ❖ Extended loss of utilities ❖ Extended loss of facilities ❖ Significant impact to public services ❖ Event mitigation is expected to require more than 8 hours and will require relocation to an alternate facility ✓ Moderately serious ❖ Limited loss of critical business systems (e.g. Hardware or Software failure(s). ❖ Limited loss of utilities ❖ Limited loss of facilities ❖ Some impact to public services ❖ Event mitigation is expected to require less than 8 hours and will not require relocation to an alternate facility		

#	Guideline Description	Responsible Party	Date/ Time
5	✓ Inconvenient ❖ Minor loss of critical business systems (e.g. Hardware or Software failure(s).. ❖ Minor loss of utilities ❖ Minor loss of facilities ❖ No significant impact to public services ❖ Event mitigation is expected to require less than 4 hours and will not require relocation to an alternate facility ➢ Extent of damage to property, computers, communication systems, and other critical items ➢ Potential short term and long range impact of the event ➢ Location of the Recovery Center ➢ The specific actions required ➢ Action plans for recovery ➢ Needs for external support ➢ Recovery time lines		
6	If the person called is not available, do not mention that this is a disaster situation.		
7	If you reach another person (non-employee) on the phone, identify yourself and explain that it is important that you contact the employee. Ask if there is another number where he or she could be reached. If so, record the number, verify it, and place the call. If not, leave a message for the employee to call the recovery team leader as soon as possible and provide the phone number.		
8	If you reach an answering machine, leave a message containing the following information: ➢ Your name ➢ Telephone number ➢ Date ➢ Time ➢ Request that the employee call as soon as possible		
9	If the person has a pager, call and leave your telephone number. Log this and inform the recovery team for a follow-up call.		
10	If the person has a home and /or work email, send an email requesting them to contact you as soon as possible.		

#	Guideline Description	Responsible Party	Date/ Time
11	If no contact is made, log this and inform the Business Continuity Administrator for future follow-up calls.		
12	Log the status of each call on the Team Assignment Forms or Employee Calling List.		
13	Notify support personnel as necessary and have them report to the Command Center.		

Exhibit 3: Operations Recovery Team Assignment Form

Name/Email	Home Address	Home/Office Phone	Cell/Pager	Team Position	Contact Date/Time
Lorraine Hynes lorraine.hynes@purchasing.ri.gov	399 W. Wrentham Rd., Cumberland	H 405-0722 O 574-8123	C 474-2317	Team Manager	
John Ryan john.ryan@doa.ri.gov	11 Elmhurst Dr Greenville, RI 02828	H 949-2195 O 222-4240	C 473-1029	Team Member	
Louise Anderson Louise.Anderson@doa.ri.gov	34 Read Ave Barrington, RI 02806	H 578-1103 O 222-2704	C 578-1103	Team Member	
Richard Petronio richard.petronio@hr.ri.gov	80 West Blue Ridge Rd. Cranston	H 944-7858 O 222-6390	C 749-4116	Team Member	
Vin Flood vincent.flood@doa.ri.gov	30 John Street Westerly	H 596-0654 O 222-1243	C 374-1260	Team Member	
Arthur Jochmann arthur.jochmann@doa.ri.gov	26 Sagamore Road Cranston	H 943-5381 O 222-1285	C 641-0556	Team Member	
Peter Dennehy Peter.dennehy@doa.ri.gov	36 Hanson Road Barrington 02806	H 245-2523 O 222-3417		Team Member	

Exhibit 4: Technology Recovery Team Assignment Form

Name/Email	Home Address	Home/Office Phone	Cell/Pager	Team Position	Contact Date/Time
Tom O'Donnell Thomas.o'donnell@doit.ri.gov	18 Audobon Lane Hope RI	H 397-4033 O 462-4701 O 574-9205	C 473-7639 180*52355*13 Nextel DC	Team Manager	
Michael Lombardi Michael.lombardi@doit.ri.gov	47 Yeoman Ave Cranston, RI 02920	H 632-0241 O 462-4702 O 462-2390 O 222-6935 x 4482	WK C 473-7638 Pers C 228-4510 180*52355*12 (Nextel Direct)	Alternate manager	
Alan Dias alan.dias@doit.ri.gov	39 Primrose Drive Riverside, RI 02915	H 585-4728 O 222-6091	C 641-4133 180*437*1881 (Nextel Direct)	Team Member	
Mike Aubin Michael.auburn@doit.ri.gov	8 Brayton Rd, Smithfield RI	H 231-2712 O 574-9232	C 641-8705 180*437*1862 Nextel DC	Team Member	
Tony Lupinacci Tony.Lupinacci@doit.ri.gov	23 Arlington St Westerly, RI 02891	H 596-2708 O 462-4710	C 641-8716 180*437*1865 Nextel DC	Team Member	
Amy Vieira amy.vieira@doit.ri.gov	16 Ethel St. New Bedford, MA	H: 774-264-4381 O 462-4750	C: 290-7672 WK C 640-0820	Team Member	
Jose Gervasio Jose.Gervasio@doit.ri.gov	32 Kingston Hill Ct South Kingston, RI 02881	H 783-6987 O 462-4711	WK C 641-8715 180*437*1864 Nextel DC	Team Member	
Bill Del Prete bill.delprete@DoIT.ri.gov	57 Eileen Drive North Kingstown, RI, 02852	H 885-0415 O 574-9233	WK C 641-8677 Per C 269-1455 180*437*1025 Nextel DC	Team Member	
Kurt Huhn Kurt.Huhn@DoIT.ri.gov	54 Knight Hill Road Clayville, RI 02815	H: 248-4364 O 462-4736	WK C 641-2043 Per C 248-4364	Alt Team Member	
Andy Reidl Andrew.reidl@doit.ri.gov	35 Basswood Drive Bristol, RI 02809	H: 396-9561 O: 462-1793	C: 401-226-5375	Team Member	
Michael Lautieri mike.lautieri@DoIT.ri.gov	34D Eagle Run Warwick, RI 02818	H 573-6255 O 462-4720	WK C 641-0455 Per C 573-6255	Alt Team Member	

Exhibit 5: Team/Exhibit Cross Reference

Exhibit #	Exhibit Description	Management Recovery Team	Logistics Recovery Team	Operations Recovery Team	Technology Recovery Team
Team Assignment Forms		Section 5 Management Recovery Team Description	Section 6 Logistics Recovery Team Description	Section 7 Operations Recovery Team Description	Section 8 Tech Recovery Team Description
1	Management Recovery Team Assignment Form	Yes			
2	Logistics Recovery Team Assignment Form		Yes		
3	Operations Recovery Team Assignment Form		Yes	Yes	
4	Technology Recovery Team Assignment Form		Yes		Yes
5	Team/Exhibit Cross Reference	Yes	Yes	Yes	Yes
6	Unused				
Notification Forms					
7	Employee Calling List		Yes		
8	Vendor Calling List		Yes	Yes	Yes
9	Emergency Contact List	Yes	Yes		
10	Disaster Declaration Authorization Listing	Yes			
11	Unused				

Exhibit 5: Team/Exhibit Cross Reference

Exhibit #	Exhibit Description	Management Recovery Team	Logistics Recovery Team	Operations Recovery Team	Technology Recovery Team
Inventory Forms					
12	Hardware Listing (SunGard Schedule A)				Yes
13	Software Listing				Yes
14 A,B, C	Resource Requirements Listing		Yes		Yes (C) Critical Process List
15	Office Space Configuration		Yes		
16	Off-Site Storage Inventory				Yes
17	Unused				

Exhibit 5: Team/Exhibit Cross Reference

Exhibit #	Exhibit Description	Management Recovery Team	Logistics Recovery Team	Operations Recovery Team	Technology Recovery Team
Recovery Forms					
18	Disaster Assessment Report	Yes	Yes	Yes	Yes
19	Team Recovery Progress Report	Yes	Yes	Yes	Yes
20	Command Center Locations	Yes	Yes	Yes	Yes
21	Command Center Equipment and Supplies		Yes		
22	Alternate Work Sites	Yes	Yes	Yes	Yes
23	System Recovery Priorities				Yes
24	Purchasing Policies	Yes	Yes		
Maintenance Forms					
25	Plan Control List	Yes			
26	Plan Maintenance Log	Yes			

Disaster Recovery Administrator, NJ
Mike Lombardi
W: 462-4702 462-2390 C: 473-7638
180*52355*12

Disaster Recovery Administrator, NJ
Tom O'Donnell
W: 462-4701 C: 473-7639
180*52355*13

Disaster Recovery Administrator, NJ
Amy Viereia
W: 574-9210
C: 640-0820

Disaster Recovery Coordinator
Roxanne Oliver
W: 462-4715
C: 316-9966

Disaster Recovery Coordinator
Jessica Westphal
W: 462-4745
C: 626-6041

Disaster Recovery Administrator-Capitol Hill
Jose Gervasio
W: 462-4711
C: 641-3923
180*437*1864

Disaster Recovery Administrator-Capitol Hill
David Ahlijanian
W: 574-9203
C: 641-4787
180*437*2143

Disaster Recovery DMV
Steve Beauchemin
W: 462-4704
C: 641-5956
180*437*1809

Computer Operations
Frank Romano
W: 462-4724
C: 641-1623
180*437*2197

DCYF
Darryl Superineski
W: 528-3915
C: 641-1769
180*437*445

DOC
Bob Pelletier
W: 462-3975
C: 640-1675

INTEL DOA Recovery
Mike Aubin
W: 574-9232
C: 641-8705
180*437*1862

INTEL DOA Recovery
Bill DelPrete
W: 574-9233
C: 641-8677
180*437*1025

Treasury
Mike Soloman
W: 222-8550

Network Recovery
Tony Lupinacci
W: 462-4710
C: 641-8716
180*437*1865

Network Recovery
Paul Thurber
W: 462-4735
C: 641-2219

MHRH
Ray Church
W: 462-9201
C: 641-6387

UNIX Recovery
Mike Lautieri
W: 462-4736
C: 641-0445

UNIX Recovery
Kurt Huhn
W: 462-4736
C: 641-2043

DLT
George Oliveria
W: 462-8106
C: 641-4342
180*437*2138

DHS Server Recovery
George Bowen
W: 462-6468
C: 447-7384
180*437*308

DHS Mainframe Recovery
Steve Valerio
W: 462-6446
H: 385-9886
C: 212-7893

DOT
Keith Graham
W: 222-6935 x 4329
C: 639-3439
180*437*431

Mainframe Recovery
Bob Meyer
W: 462-4723
C: 640-1089

Mainframe Recovery
Craig Martin
W: 462-4722
C: 255-6977
180*437*247

DOH
Ted Cooper
W: 222-4960
C: 641-3807
180-437-1090

DMV
Matt Lang
W: 462-4712
C: 641-5700
180*79*237

Exhibit 7: Employee Calling List

Office/Agency: Accts & Control

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Marc Leonetti Marc.Leonetti@doa.ri.gov	Controller		H 475-2743 O 222-2704	C 480-2566 BLKBRY 265-3414	
Peter Keenan peter.keenan@doa.ri.gov			H 647-5586 O 222-6731	C 574-0857	

Exhibit 7: Employee Calling List

Office/Agency: _____**Budget**_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Tom Mullaney thomas.mullaney@budget.ri.gov	Executive Director, Budget Office	316 River Avenue Providence, RI 02908	H 421-4182 O 222-6414		

Exhibit 7: Employee Calling List

Office/Agency: ____Bureau of Audits_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Michael Sprague michael.sprague@audits.ri.gov	Deputy Chief		H 792-9131 O 222-8238	C 573-6909	
Dottie Pascale dorothy.pascale@audits.ri.gov	Deputy Chief	110 Blue Gentian Rd Cranston RI 02921	H O 222-1217	C 743-7832	

Exhibit 7: Employee Calling List

Office/Agency: ____Rhode Island Capitol Police_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Donald Sousa Donald.sousa@doa.ri.gov	Sgt		H: 232-0247 O: 222-1242	C: 401-639-3820	
Jos. Little jlittle@risp.dps.ri.gov	Chief	31 Enterprise Terrace Kingston 02881	O 222-6905 H 789-7423	C 401- 640-6824	

Exhibit 7: Employee Calling List

Office/Agency: _____Capital Projects_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Nami Moghadam namvar.hoghadam@doa.ri.gov	Assoc Director Capital Projects	919 Hopkins Hill Rd W. Greenwich, 02818	H 385-9988 O 222-8207	C 640-3406 C 206-9696	

Exhibit 7: Employee Calling List

Office/Agency: _____**Central Business Office**_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Bernard Lane bernard.lane@doa.ri.gov	Associate Director	27 Deerfield Drive Warwick RI	H 739-7266 O 222-6603	C 578-4612	
Andrew Pieper andrew.pieper@doa.ri.gov	Admin Financial Management	223 Cleveland Street Pawtucket RI	H 305-7331 O 222-5707	C 954-5729	
Sheila Metts sheila.metts@doa.ri.gov	Implementation Aide	188 Elmdale Avenue Providence RI	H 942-5261 O 222-6601	C 954-4833	

Exhibit 7: Employee Calling List

Office/Agency: _____CDHH_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Steven Florio steven.florio@cdhh.ri.gov	Director		H 866-588-9270 O 866-927-7066		

Exhibit 7: Employee Calling List

Office/Agency: ____DMV_____NO LONGER PART OF DOA

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Chuck Hollis charles.hollis@dmv.ri.gov	Assistant Administrator	210 Putnam Pike Johnston	H 480-8040 O 462-5702	C 480-8040	
Sally Strachan sally.strachan@dmv.ri.gov	Administrator	37 Halsey Street Providence RI	H 575-2005 O 462-5701	C 952-1459	

Exhibit 7: Employee Calling List

Office/Agency: _____DoIT_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
James Guarino James.guarino@doit.ri.gov	Supervisor, Enterprise Mail Operations		H: 621-8273 O: 462-1787	C: 401-499-3133	
Jessica Westphal Jwestphal@doit.ri.gov	Implementation Aide	25 Wayland Ave Cranston 02920	H: 401-935-9516 O: 462-4745	C: 401-935-9516	
Mindy Torre Mindy.torre@doit.ri.gov	Service Desk	72 Homer Street Providence 02905	H: 401-347-7789 O: 574-9225	C: 401-347-7789	

Exhibit 7: Employee Calling List

Office/Agency: _____**RI Office of Energy Resources**_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Kenneth Payne kenneth.payne@energy.ri.gov	Administrator	8 Pinecrest Road Carolina, RI	H 364-0491 O 574-9109	C 477-9454	
Daniel Carrigg daniel.carrigg@energy.ri.gov	Program Manager	152 Robinson St Wakefield, RI	H 218-0004 O 574-9104	C 218-0004 C 630-320-1687	

Exhibit 7: Employee Calling List

Office/Agency: Facilities Management

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
James M. Jerue james.jerue@doa.ri.gov	HVAC		H O 462-0320		
Ed Rudegeair edward.rudegeair@doa.ri.gov	Assoc. Director Pastore		C 265-6911 O 462-3043	C 265-6911 O 462-3091	

Exhibit 7: Employee Calling List

Office/Agency: _____Legal_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Michael Mitchell michael.mitchell@doa.ri.gov	Deputy Legal Council	50 Shefield Ave	H 215-8234 O 222-8339	C 265-2063	

Exhibit 7: Employee Calling List

Office/Agency: ____Library Services_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Karen Mellor karen.mellor@olis.ri.gov	Library Program Mgr	20 Hillside Ave Barrington RI 02806	H 289-2996 O 574-9304	C 374-5195	
Donna DiMichele donna.dimichele@olis.ri.gov	Library Network Manager	118 Roslyn Ave Cranston, RI 02910	H 944-5853 O 222-1759	C 323-0246	

Exhibit 7: Employee Calling List

Office/Agency: _____Personnel_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Joanne Francis joanne.francis@hr.ri.gov	Chief Human Resources		H 383-1636 O 222-2164	C 497-6253	
Jim Pitassi James.pitassi@hr.ri.gov			H: 274-9334 O: 222-6395	C: 401-572-4517	

Exhibit 7: Employee Calling List

Office/Agency: _____**Division of Planning**_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Kevin Flynn kevin.flynn@doa.ri.gov	Assoc. Director for Planning	Home Email kevinmflynn@verizon.net	H 781-5804 O 222-6496	C 263-1554	
Jared Rhodes jared.rhodes@doa.ri.gov	Chief of Planning		H 499-6663 O 222-5772	C 499-6663	

Exhibit 7: Employee Calling List

Office/Agency: _____Public Safety Grant Administration Office _____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Tom Mongeau Thomas.mongeau@psga.dps.ri.gov	Executive Director		H: 397-7015 O: 222-4493	C: 401-787-3360	

Exhibit 7: Employee Calling List

Office/Agency: Purchasing

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Charlotte Melillo charlotte.melillo@purchasing.ri.gov	Chief Implementation Aide	47 Hunters Run N.Prov. RI	H 353-0322 O 574-8110	C 741-9547	
Nancy McIntyre nancy.mcintyre@purchasing.ri.gov	Purchasing	20 Robinlyn Dr. Cranston RI	H 946-1425 O 574-8126	C 440-6858	

Exhibit 7: Employee Calling List

Office/Agency: _____RISCA_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Randy Rosenbaum randall.rosenbaum@arts.ri.gov	Executive Director		H 728-1646 O 222-3883	C 641-3642	

Exhibit 7: Employee Calling List

Office/Agency: _____Sheriffs_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Gary P. Dias gdias@sheriffs.ri.gov	Executive High Sheriff	RI Sheriffs 670 New London Ave. Cranston, RI 02920	H 438-3536 O 275-2930	C 640-0200	
Mike Viverios mviverios@sheriffs.ri.gov	Captain	RI Sheriffs 670 New London Ave. Cranston, RI 02920	H 615-0781 O 275-2911	C 641-4484	
Rosemarie Bottari rosemarieb@sheriffs.ri.gov	Administrative Assistant	RI Sheriffs 670 New London Ave. Cranston, RI 02920	H 935-2646 O 275-2924	C 641-2620	
Albert LaFazia alafazia@sheriffs.ri.gov	Captain		H O 255-1910	C 266-2424	

Exhibit 7: Employee Calling List

Office/Agency: _____**Taxation**_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
David Sullivan david.sullivan@tax.ri.gov	Tax Administrator	43 Fifth Street E. Greenwich, RI 02818	H 398-0297 O 222-3050	C 275-3919	
Peter McVay peter.mcvay@tax.ri.gov	Deputy Tax Admin	67 Glen View Dr. Cranston RI	H 943-8951 O 574-8846	C 265-1476	

Exhibit 7: Employee Calling List

Office/Agency: Workers Comp (State)

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Hurtis Mitchner Hurtis.mitchner@doa.ri.gov			O: 574-8509 H: 732-0922	C: 401-487-7552	
Eric Sweet Eric.sweet@doa.ri.gov			O: 574-8518 H: 434-5544	C: 401-524-5967	

Exhibit 7: Employee Calling List

Office/Agency: ____Capitol Chefs Cafeteria_____

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Peter Sullivan corpchefs@netzero.com	Foodservice Director	Corporate Chefs One Capitol Hill	H 333-5141 O 222-5211		

Exhibit 7: Employee Calling List

Office/Agency: Growing Children Day Care Center

Name/Email	Title	Address	Home/Work Phone	Cell/Pager Numbers	Contact Date/Time
Laurie Ann Eastwood ladufault1@cox.net	Owner/Director	163 Grove Street Lincoln RI	H 724-5678 O 331-3590	C 829-2743	
Margaret Moorachian	Administrative Asst	50 Birchwood Dr North .Providance	H 353-9109 O 331-3590	C 487-4483	

Exhibit 8: Vendor Calling List

Vendor Name / Contact	Service Supplied	Day / Night Phone & Address	Contact Name	Contract Dates	Award Number	MPA Number
Legacy Cleaning Svcs, LTD	All Cleaning & Restoration	150 Colfax St PVD 02905 401.351.2822	Wally Akinkuowo	1/1/2011 to 12/31/2013	3214186	397
Insurance Reconstruction Jack Anderson	Smoke, Water, Mold, Biological Contaminant, rest is subcontracted	41 Cedar Swamp Rd. Smithfield 02917 401.231.3130	Jack Anderson	1/1/2011 to 12/31/2013	3214185	397
Bmca, Inc	All Cleaning & Restoration	100 Messina Dr. Braintree, MA 02185 781.356.8244	John Evans	1/1/2011 to 12/31/2013	3214190	397
JDM Enterprises, Inc	Smoke, Water, Mold, HVAC,	1193 Broad St., PVD 401.941.5500	Frank Mattos	1/1/2011 to 12/31/2013	3214184	397
SmokeClean of New England	Smoke, Water, Mold, HVAC, Valuable Papers, Biological Containment,	40 Minnesota Ave., Warwick 02888 401-274-4444	Mike Pomeranz	02/01/2012 to 12/31/2013	3265639	397
DRC Emergency Services., LLC	Smoke, Water, Mold	740 Museum Dr., Mobile, AL 36608 251-343-3581	Ashley Olson	01/01/2011 to 12/31/2013	3214193	397
Lynch's Cleaning Service	Smoke, Water, Mold, HVAC	P.O. Box 8239, Cranston, 02920 401-464-8937	Shawn Lynch	1/1/2011 to 12/31/2013	3214187	397
Supreme Restoration LLC	Water, Smoke, Mold	98 Granite St Westerly 02891 401-315-2337	Dion Luzzi	1/1/2011 to 12/31/2013	3214191	397
Enviro-Clean, Inc	Smoke, Water, Mold	41 Cedar Swamp Rd. Smithfield 02917 401-231-3130	Eric Anderson	1/1/2011 to 12/31/2013	3214194	397

Exhibit 8: Vendor Calling List

Vendor Name / Contact	Service Supplied	Day / Night Phone & Address	Contact Name	Contract Dates	Award Number	MPA Number
ServPro of Northern RI (McKendall & Associates Inc)	Smoke, Water, Mold	3301 South County Trail E. Greenwich 02818 401-949-9955		02/01/2012 to 12/31/2013	3265722	397
1-800-Water Damage (C & M LLC)	Smoke, Water, Mold	2158 Plainfield Pike Cranston 02921 401-437-8369		10/01/2012 to 12/31/2013	3299331	397
Clean Care of NE, Inc DBA C & C Construction		850 Wellington Ave Cranston 02910 401-736-5420	Ernest Pullano	10/01/2012 to 12/31/2013	3287420	397
North-Eastern Tree Removal Svc., Inc	Tree & Shrub Removal	1000 Pontiac Avenue Cranston 02920	Michael Sepe 401-941-7204	10/26/2012 to 9/30/2013	3299400	372
Stanley Tree Svc., Inc	Tree & Shrub Removal	662 Great Road N. Smithfield 02896	Stanley Zuba 401-765-4677	10/26/2012 to 9/30/2013 Emergency 401-640-7635	3299308	372
Warwick Tree	Tree & Shrub Removal	3399 South County Trl E. Greenwich, 02818	Derek Oneppo 401-885-1330	10/26/2012 to 9/30/2013 Emergency 401-265-9688 401-265-9689	3299395	372
Mister Tree, Inc	Tree & Shrub Removal	655 Tower Hill Rd North Kingstown 02852	Scott Labossiere 401-692-9896	10/26/2012 to 9/30/2013	3299401	372
Grainger Industrial Supply	Comm Indust. Equip & Supplies	78 Jefferson Blvd Warwick 02888 401-467-9160	Kevin Fleury 978-552-1351	Emergency Svcs 1-800-225-5994	3228511	348
Mac Industrial Supply	Comm Indust Equip & Supplies	977 Waterman Ave East Providence 02861	Tony Imbruglia 401-316-0910		3229923	348

Exhibit 8: Vendor Calling List

Vendor Name / Contact	Service Supplied	Day / Night Phone & Address	Contact Name	Contract Dates	Award Number	MPA Number
		401-725-4340				
Fastenal Company	Comm Indust Equip & Supplies	2158 Plainfield Pike Cranston 02921 275-1966	Michael Hitchins 339-788-7289	There are 5 other locations in RI for Fastenal. See MPA # 348 or award # for more	3229937	348
ATC Group Svcs Inc	Hazardous Waste & Petroleum Related Emergencies	333 Washington Hwy Smithfield 02917	Pat Tracy-Callahan 781-932-9400	05/01/2008 to 06/30/20113	3086691	118
Clean Harbor Environmental Svcs	Hazardous Waste & Petroleum Related Emergencies	8 Dexter Road East Providence 02914	John Whyte 401-431-1847	5/1/2008 to 6/30/2013	3086687	118
Corporate Environmental Advisors Inc	Hazardous Waste & Petroleum Related Emergencies	127 Hartwell St West Boylston Ma 01583	Christopher Gill 401-334-3313	5/1/2008 to 6/30/2013	3087198	118
Marshall Environmental Group Inc	Hazardous Waste & Petroleum Related Emergencies	10 Dawn Lane Bldg B Unit 3'Warwick 02886	Peter Marshall 401-736-9001	5/1/2008 to 6/30/2013	3086692	118
TMC Services Inc	Hazardous Waste & Petroleum Related Emergencies	19 National Drive Franklin MA 02038	Matt Clark 508-966-3737	5/1/2008 to 6/30/2013	3086694	118
United Oil Recovery	Hazardous Waste & Petroleum Related Emergencies	PO Box 902 47 Gracey Ave Meriden CT 06451	Lou Lepera 401-255-1122	5/1/2008 to 6/30/2013	3086693	118
Western Oil Inc	Hazardous Waste & Petroleum Related Emergencies	PO Box 518 Lincoln 02865	Jared Raftery 401-727-8600	5/1/2005 to 6/30/2013	3086695	118
Care24	Employee Assistance Program	1-866-869-6358		www.myuhc.com		

Exhibit 9: Emergency Contact List

Organization	Office	Description	Contact Name	Phone Day/ Night	Cell/Pager	Email/ Web Site	Contact Date/Time
Capitol Police	Capitol Police	Contact for all first responders	Officer on duty	222-1242			
RI State Police	Lincoln Barracks	Law Enforcement	Officer on duty	444-1100			
RI State Police	Headquarters	Law Enforcement	Officer on duty	444-1000			
Providence Police Dept.		Law Enforcement	Officer on duty	272-1111			
FBI	Providence	Law Enforcement	Officer on duty	272-8310			
FBI	Regional (Boston)	Law Enforcement	Officer on duty	617-742-5533			
ATF (Alcohol Tobacco and Firearms)	Providence	Law Enforcement	Officer on duty	528-4366			
Providence Fire Department	Providence Fire Dept	Fire Ambulance response	Officer on duty	274-3344			
State Fire Marshall	118 Parade St. Prov	Bomb Squad or Hazmat	Officer on duty	Day: 462-4200 Night: 222-2331			

Exhibit 9: Emergency Contact List

Organization	Office	Description	Contact Name	Phone Day/ Night	Cell/Pager	Email/ Web Site	Contact Date/Time
Department of Health	OSHA	Workplace Health and Safety resources	Robert Vanderslice	222-7766			
Department of Labor & Training	OSHA	Death/serious injury		462-8570			
Department of Labor & Training	Pastore Complex	Office space for critical processes in a disaster	Lisa D'Agostino	462-8584 (day)		ldagostino.FirstAdministrativeGroup.Exchange	
Department of Environmental Mgmt	State	Chemical spills		222-1360 222-3070			
Environmental Protections Agency	Federal	Hazardous material spills		800-424-8802			
RI Emergency Management Agency	Emergency management	Emergency Management		946-9996			
RI Dept. Transportation	Traffic Management Center	Electronic highway signs; traffic radio broadcasts		222-2694 x4230			
National Grid	Providence	Electricity	800-465-1212	800-322-3223			
National Grid	Providence	Natural Gas	800-640-1595	800-936-7000			
Providence Water Supply	Providence	Water		521-6300			

Exhibit 9: Emergency Contact List

Organization	Office	Description	Contact Name	Phone Day/ Night	Cell/Pager	Email/ Web Site	Contact Date/Time
Narragansett Bay Water Quality District Commission	Providence	Sewer		461-8848			
Verizon	Providence	Telephone	Joe O'Donnell	435-2706			
Qwest Long Distance	Providence	Telephone	Pat Edelmann	866-244-3673			
Verizon	Providence	Cell phones	Kevin Howe	524-3420			
Nextel		Cell phones	Mark Zurcher	781-883-7747			
Waste Management Inc.		refuse		463-6215 463-6777			
Media Relations & Communications	Governor	Press Secretary	Mike Trainor	O 222-8134	C 345-8471	Michaeltrainor.firstadministrativegroup.exchange	
Lightship Group C	Newport	generators		794-3341			
Regional Center for Poison Control & Prevention				1-800-222-1222			
AFA Protective Systems , Inc		Fire Alarm/Sprinkler	Chris Cultran	461-2770			
National Grid (life-sustaining med devices)				800-322-3223			
Red Cross	Providence			(401) 831-7700			

Exhibit 22: Alternate Work Sites

Existing Facilities			Facility Alternatives		
Facility	Department	Space Needs	Facility	Contact Name	Contact Number
			DLT – Pastore Complex	Lisa D'Agostino	462-8584

Exhibit 23: System Recovery Priorities for DOA

Qty	Recovery Time	Description	
1	*2 to 24 Hours*	**x86 Server (w/Monitor, Keyboard, Mouse) DMV-FS-02**	
		2	Intel Quad-core 2.66 GHz (EMT64, VT)
		3328	MB Memory
		400	GB Internal Disk
		1	DVD-RW Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) ENT-FS-ARC01**	
		2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)
		8192	MB Memory
		1500	GB Internal Disk
		1	DVD-RW Drive
		2	Ethernet 10/100/1000 Mbps Port
		1	Fiber Channel Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOA-WEB-1**	
		1	Intel Xeon 3.66 GHz CPU (EMT64)
		36	GB Internal Disk
		1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
2	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse), IRONMAIL SERVERS**	
		2	Intel Xeon 3.66 GHz CPU (EMT64)

Exhibit 23: System Recovery Priorities for DOA

		4096	MB Memory
		700	GB Internal Disk
		1	DVD-ROM Drive
		2	Ethernet 10/100/1000 Mbps Port
2	*2 to 24 Hours*	**1500/3000GB LTO-5 Tape/Loader (IBM – Fiber Attached – Encryption Capable-w/24 Slots)**	
1	*2 to 24 Hours*	**RS6000 p550 Service Level –Requires AIX 5.3 or Higher**	
		2	1.65 GHz Power5 CPU
		146	GB Internal Disk
		8	GB Memory
1	*2 to 24 Hours*	Ethernet 1 Gbps Port	
2	*2 to 24 Hours*	Ethernet 10/100/1000 Mbps Port	
1	*2 to 24 Hours*	Fiber Channel 2GB Port	
1	*2 to 24 Hours*	3196 Terminal or Equivalent	
		2	1.65 GHz Power5 CPU
		148	GB Internal Disk
		8	GB Memory
1	*2 to 24 Hours*	DVD-ROM Drive	
1	*2 to 24 Hours*	Ethernet 10/100/1000 Mbps Port	
1	*2 to 24 Hours*	AS400 8xx iSeries Service Level	
		1000	Batch/Processor CPW
		1000	Interactive CPW
		1	GB Memory

Exhibit 23: System Recovery Priorities for DOA

112	*2 to 24 Hours*	GB Internal Disk	
2	*2 to 24 Hours*	Ethernet 10/100/1000 Mbps Adapter	
1	*2 to 24 Hours*	Communication Ports (V.24)	
1	*2 to 24 Hours*	100/200GB LTO Ultrium (LTO-1) Tape Drive; IBM 3580	
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOA-PMO-29171**	
		1	Intel Zeon 3.66 GHz CPU (EMT64)
		2048	MB Memory
		108	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-ITEMP-001**	
	2 to 24 Hours	4	Intel Xeon 3.66 GHz CPU (EMT64)
		2048	MB Memory
		108	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-ITEMP-002**	
	2 to 24 Hours	2	Intel Xeon 3.66 GHz CPU (EMT64)
		1024	MB Memory
		216	GB Internal Disk
		1	DVD-ROM Drive

Exhibit 23: System Recovery Priorities for DOA

	2 to 24 Hours	1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-WHSE-01**	
	2 to 24 Hours	2	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64,VT)
		4096	MB Memory
		72	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-WHSE-02**	
	2 to 24 Hours	2	Intel Quad-Core 2.9 3 GHz Xeon CPU (EMT64,VT)
		8192	MB Memory
		72	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-WHSE-03**	
	2 to 24 Hours	2	Intel Quad-Core 2.9 3 GHz Xeon CPU (EMT64,VT)
		4096	MB Memory
		373	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-WHSE-04**	

Exhibit 23: System Recovery Priorities for DOA

	2 to 24 Hours	2	Intel Quad-Core 2.9 3 GHz Xeon CPU (EMT64,VT)
		16384	MB Memory
		300	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) DOR-WHSE-05**	
	2 to 24 Hours	2	Intel Xeon 3.66 GHz Xeon CPU (EMT64,VT)
		4096	MB Memory
		332	GB Internal Disk
	2 to 24 Hours	1	DVD-ROM Drive
		1	Ethernet 10/100/1000 Mbps Port
1	*2 to 24 Hours*	**x 86 Server (w/Monitor, Keyboard, Mouse) ONBase Server (w/1904GB extrnl Disk)**	
	2 to 24 Hours	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64,VT)
		64	MB Memory
		1168	GB Internal Disk
		1	DVD-ROM Drive
		2	Ethernet 10/100/1000 Mbps Port
		1904	GB Disk – RAID protected
		7700	GB Disk – RAID protected
MAINFRAME			

Exhibit 23: System Recovery Priorities for DOA

	2 to 24 Hours	Taxation	DOA	EOC
	2 to 24 Hours	Personnel	DOA	EOC
	2 to 24 Hours	Payroll	DOA	EOC
	2 to 24 Hours	Motor Pool	DOA	EOC
	2 to 24 Hours	Special Aides (Police & Fire)	DOA	EOC
	2 to 24 Hours	NADA – Vehicle Valuations	DOA	EOC
	2 to 24 Hours	Government Bonds	DOA	EOC
	2 to 24 Hours	InRhodes (Food Stamps, FIP, MA, GPA, Child Care, Child Support Enforcement)	DOA	EOC
	2 to 24 Hours		DOA	EOC

Exhibit 24: Purchasing Policies

See Attachments:

- RI General Laws Title 37-2-21 State Purchases (Non-Competitive Bid Process)
- RI General Laws Section 9 Exceptions to Competitive Bidding Requirements

DIVISION OF PURCHASES
EMERGENCY SUPPORT FUNCTION 7 – RESOURCE SUPPORT

Purpose:

This preliminary plan will assist in the development and implementation of processes that the Division of Purchases will follow should occurrences such as Adverse Weather, Biological Agents, Chemical Emergencies, Fire Evacuation, Bomb Threats, Flood, Flu Epidemics, Hurricanes, and Radiation Emergencies, happen in State Government operations.

Purchasing has identified the following individuals as the immediate contacts who will be notified should an emergency occur:

- First contact - Lorraine A. Hynes, Interim Purchasing Agent
  Second contact - TBA
  Third contact - Linda Roche, Chief Buyer
  Fourth contact - Nancy McIntyre, Buyer

  Charlotte Melillo Will assist in contacting required individuals based upon their expertise.

- As part of the plan, all Purchasing Emergency Preparedness team members and their backups will provide their office, home and cell telephone numbers. Communications of necessary information to employees shall be relayed either via broadcast media or through phone trees.

- Division of Purchases has developed a "Purchasing Working Group" with all necessary contact information by e-mail addresses and phone numbers. We have developed this working group to provide guidance during the Oracle implementation and selected agencies by the skills and expertise in procurement.

Exhibit 24: Purchasing Policies

- Identify mobile (off site) working locations, if necessary. We strongly recommend that the off site location be coordinated with the Accounts & Control Division, in order to effectively implement the process of Requisition to pay.

- Identify individuals that could work from home or work different shifts.

- Develop a template letter for issuing delegated authority in an emergency situation. Identified individuals who would have the ability to increase delegated authority and approved amounts.

- Created an Emergency justification form. (see attached)

- Credit cards for both the Purchasing Agent and the Assistant Director in the amount of $200,000 have been approved and are available. The use of the credit cards will be contingent upon the declaration of an emergency by the Governor.

- Purchasing will work in a joint effort with the Governor's Office to procure supplies and services, as required.

- Identified Master Price Agreements for immediate source of vendors.

- Identify senior staff and personnel able to participate in manning various shifts.

- Coordinate requirements with Accts & Control, IT and Facilities (lease, rental).

Priority	Essential Functions
1	Purchasing Agent – Delegated authority Assistant Director - Delegated authority
2	Purchasing – Emergency Procurement Utilization of Master Price Agreement

Exhibit 24: Purchasing Policies

	Compliance of R.I. Gen Laws 37-2-21(b) Emergency Justification Form
3	Information Technology – Technical support Confirm interface with Oracle/Buyspeed/RIFANS to download data needed to process Requisitions and bids. Mainframe, network, personal computers
4	**Electronic Purchasing System** Access to Master Price Agreements Availability of solicitations for bid, quotes, proposals and qualifications. Production of purchase orders, change orders and contracts. Recording, documenting and evaluating responses to solicitations or quotes

Issues that need to be addressed:

Identify off-site location to continue processing.

Identify and coordinate with IT to provide off-site hardware and software availability.

Include the building location and any other facilities which each agency would have control over.

Requisition Processing:

- Document to Create – Proceed as outlined on page 7 of the Purchasing Processes of this document.

- Type of Requisition – **Disaster Recovery Request** or **Critical Expense Request (if using Restricted Natural Account, attach the Hurricane Emergency Request Form <u>only</u> for procurements related to Hurricane Emergency Requests)**

- Special Requirements –

    - For requisition description, begin the title with "Hurricane Emergency Request" followed by a description of goods and services to be procured.

    - Complete and attach the Hurricane Emergency Request Form in PDF format to the requisition – internal to requisition.

    - All questions must be completed on the HERF to be considered for reimbursement. All pertinent justification documents must be attached to the requisition.

    - Agency Director must sign the completed form.

    - The HERF can be found in the Agency Information Center.

    - Select "Type of Requisition", then select "Disaster Recovery" on the form as this information will be captured on the purchase order.

    - Cost Center "14:309" must be entered on the requisition in the cost center field or requisition will be returned to the preparer.

    - All Requisitions identified as "Disaster Recovery" will be routed to Central Purchasing for processing. For all Purchase Orders related to HER, Central Purchasing will mail the Purchase Order to the Vendor.

- Granger P-Card usage related to Hurricane Emergency Procurements
    - For all procurements related to Hurricane Emergency, when reconciling J.P. Morgan statement be sure to select cost center 14:309.

- Budget Office account instructions

    - All agencies should be using a general revenue account within their department when filling out the distribution for these transactions. In the event that these expenses become eligible for federal reimbursement, appropriate accounts will be created and the agencies will be notified.

Type	Description
Blanket Release	Used to create a release from the Catalog Request (Store0 off of an existing Blanket Purchase Agreement. The result will be a Blanket Release.
Change Order	Used to make certain changes to a Purchase Order or Release. Some changes will require a paper form be sent to Purchasing.
Control Release	Used to create a release from a Non-Catalog request off of an existing Contract Purchase Agreement. The result will be a Standard purchase Order.
Purchase Agreement	Used to request a Blanket Purchase Agreement or a Contract Purchase Agreement to be set up. Sourcing may be required. Purchasing will make the determination whether your request should be a Blanket Purchase Agreement or a Contract Purchase Agreement.
Standard Purchase Order	Used to request a one-time purchase. Sourcing may be required.

Requisition

Name	Description
* Other	All other purchases not described below.
Arch, Eng & Consult	Used to request Architect, Engineer and Consultant Services.
Construction	Used for new construction or asset protection purchases
Delegated Authority	Used for purchases that the State Purchasing Agent has approved as delegated authority to your agency. You must have a letter from the State Purchasing Agent indicating so. These purchases can be either under or over $5,000.
Emergency	Used for purchases to prevent an imminent threat (damage is highly likely) or a threat (if action is not taken, damage is highly likely). The threat is to human life, public health or safety, and/or public property or infrastructure.
Grants	To be used for requesting a Purchase Order for a Grant or Legislative Grant.
IT Purchase	Used for purchases that are of Information Technology nature, such as computers, servers, consultants to set up or modify software or hardware, telephone, copy machines, etc.
Legal Services	Used to request a Purchase Agreement be set up for outside Legal Services.
Out-of-State Travel	Used to purchase out-of-state travel whether using the State's Travel Agent or not. Please see the Out-of-State Travel Guide for more information.
Single/Sole Source	Used for transactions that your are requesting. Purchasing to approve as a Single of Sole purchase.
Critical Expense Request	Used for all requisitions that include at least one restricted account..
Disaster Recovery	Used for all requisitions that will be considered for federal reimbursement.

HURRICANE EMERGENCY REQUEST FORM

DATE:_____AGENCY NAME:_____AGENCY DOC: I.D.: #_____

REQUISITION NUMBER:_____

REQUESTED DOCUMENT TO CREATE (Please check appropriate boxes)	TYPE OF REQUISITION	
Blanket Release	Other	
Change Order	Arch. Eng. & Consul	
Contract Release	Construction	
Purchase Agreement	Delegated Authority	
Standard Purchase Order	Disaster Recovery	
	Grants	
	IT Purchase	

Single/Sole Source Cost Center: 14:309 *Cost Center must be completed or requisition will be returned.

EMERGENCY DESCRIPTION
Description of Emergency Request:
Can the purchase be made through normal purchasing procedures? Yes____ No_____

For Division of Purchases response only

Is this resource beyond the purchasing department's capability to procure?

If yes, please explain why?

AGENCY CONTACT PERSON_____ PHONE NUMBER_____

AGENCY DIRECTOR_____ _____
PRINTED NAME SIGNATURE

RI General Law

TITLE 37
Public Property and Works

CHAPTER 37-2
State Purchases

SECTION 37-2-21

§ **37-2-21 Noncompetitive procurements.** - *(a) Sole source.* A contract may be awarded for a supply, service, or construction item without competition when, under published regulations, the chief purchasing officer or purchasing agent, determines, in writing, that there is only one source for the required supply, service, or construction item.

(b) Emergency. Notwithstanding any other provision of this chapter, the purchasing agent may make or authorize others to make emergency procurements when there exists a threat to public health, welfare, or safety under emergency conditions as defined in the regulations; provided, that the emergency procurements shall be made with such competition as is practicable under the circumstances. A written determination of the basis for the emergency, and for the selection of the particular contractor, shall be included in the contract file.

(c) Noncompetitive negotiation after competitive solicitation. Contracts issued under procedures set forth in §§ 37-2-19, 37-2-20 and 37-2-59 - 37-2-72 may be negotiated with the successful vendor(s) subject to the provisions of § 37-2-28. A written determination of the basis for the negotiated contract and supporting the negotiated price shall be included in the contract file.

Acronym/Term	Description
Activation	The implementation of recovery procedures, activities, and plans in response to an emergency or disaster declaration.
Active Directory (AD)	Active Directory (AD) is a multi master replication model. Every domain controller at the sites has a replica of the account database.
Alternate Site	An alternate operating location to be used by IT staff when the primary facilities are inaccessible. (Associated terms: Back-up Site)
Assault	A violent act is an assault, a battery, or striking. Bodily harm is not required; the mere attempt qualifies as an assault.
Battery	Battery is the intentional and wrongful physical contact with a person without that person's consent, or without legal authority to do so, that entails some injury or offensive touching. While a willful attempt to use force to touch another is an assault; the actual touching in itself, constitutes a battery.
BCP/Business Continuity Planning	The advance planning and preparations which are necessary to: identify the impact of potential losses; to formulate and implement viable recovery strategies; to develop recovery plans which ensure continuity of organizational services in the event of an emergency or disaster; and to administer a comprehensive training, testing, and maintenance program. (Associated terms: Contingency Planning; Disaster Recovery Planning; Business Recovery Planning)
Business Continuity Administrator	A member of the Management Recovery Team who is assigned the overall responsibility for administration of the BCP Program, ensuring team member training, testing, and maintenance of recovery plans.
Business Continuity Coordinator	A member of the Management Recovery Team who is assigned the overall responsibility for coordination of the efforts of the Recovery Teams during a disaster event.

Acronym/Term	Description
Business Continuity Program	An on-going process supported by senior management and funded to ensure that the necessary steps are taken to identify the impact of potential losses, maintain viable recovery strategies and recovery plans, and ensure continuity services through personnel training, plan testing and maintenance. (Associated terms: Disaster Recovery Program; Business Recovery Program; Contingency Planning Program)
Business Impact Analysis (BIA)	A management level analysis that identifies the impacts of losing organization resources. The BIA measures the effect of resource loss and escalating losses over time, in order to provide senior management with reliable data upon which to base decisions on risk mitigation and continuity planning. (Associated terms: Business Impact Assessment; Business Impact Analysis Assessment)
Call Tree	A telephone procedure which can be used to notify staff of an emergency. Typically used to notify staff out of hours. A common arrangement is that one person will call a small group of staff with a message, and then those persons will phone others and pass the message until all relevant staff has received the message.
Cold Site	One or more data center or office space facilities equipped with sufficient pre-qualified environmental conditioning, electrical connectivity, communications access, configurable space and access to accommodate the installation and operation of equipment by critical staff required to resume business operations.
Data Security	The securing or safeguarding of electronic information owned by an organization using technology such as security software packages and data encryption devices.
Declaration	A formal acknowledgment or statement by authorized personnel that a disaster exists within the organization.
Disaster	A sudden, unplanned calamitous event that causes loss and hardship to all or part of an enterprise and thereby significantly impacts its ability to deliver essential services, for some period of time.

Acronym/Term	Description
Disaster Recovery Plan	A collection of procedures and information which is developed, compiled, and maintained in readiness for use in the event of an emergency or disaster (Associated terms: Business Continuity Plan; Disaster Recovery Plan; Recovery Plan)
Discrimination	In the employment sector, discrimination is taking an adverse action against an employee, based on that employee's age, gender, sexual orientation, race, religion, national origin, or disability.
DNS	Domain Name/IP Address translation service
Emergency	An actual or impending situation that may cause injury, loss of life, destruction of property, or interfere with normal business operations to such an extent to pose the threat of disaster.
Escalation	The process of informing the recovery organization that an emergency exists in accordance with incident or emergency response procedures.
Extraordinary Expense	An operating expense that exists as a result of an interruption or disaster and directly affects the financial position of the organization.
Firewall	Protection from external, unauthorized access, via Internet access
Financial Impact	An operating expense that continues following an interruption or disaster, which as a result of the event cannot be offset by income and directly affects the financial position of the organization.
Harassment	Verbal statements or physical acts which are neither an assault nor a battery but are likely to create tension or hostility and therefore may lead to violence.
Hot Site	A data center facility with sufficient hardware, communications interfaces, and environmentally controlled space capable of providing relatively immediate backup data processing support.
Information Security	The securing or safeguarding of all sensitive information, electronic or otherwise that is owned by an organization.

Acronym/Term	Description
Logistics Recovery Team	A team comprised of various members associated with administrative functions, supply acquisition, and material transportation, responsible for ensuring the most effective acquisition and mobilization of facilities, hardware, supplies, and support materials.
Management Recovery Team	A team comprised of senior managers from each division, line of business or department within the organization. (Associated terms: Business Recovery Management Team)
Man-made Disaster	A disaster that is intentionally caused by human intervention (i.e. vandalism, terrorism or industrial sabotage).
Mobilization	The activation of the recovery organization in response to an emergency or disaster declaration.
Natural Disaster	A disaster that occurs as the result of forces occurring in nature (i.e., flood, hurricane, tornadoes, etc.).
Offsite Location	A storage facility located at a safe distance from the primary facility, that is used for housing recovery supplies, equipment, vital records, etc.
Operational Impact	An impact that is not quantifiable in financial terms, but its effects may be among the most severe in determining the survival of an organization following a disaster.
Operations Recovery Team	The Operations Recovery Team has the responsibility for initiating alternate procedures, executing BCP procedures, and performing critical business functions at alternate sites (if required) during a disaster.
Outage	The interruption of automated processing systems, support services, or essential business operations that may result in the company's inability to provide service for some period of time.
Pre-positioned Resource	Material (i.e., equipment, forms, and supplies) stored at an off-site locations to be used in business resumption and recovery operations. (Associated terms: Pre-positioned Inventory)
Prevention	The process of planning for and/or implementing controls to prevent incidents and manage risks by decreasing the potential for incidents or the affects thereof, that might threaten the assets of the organization.

Acronym/Term	Description
Recovery	The process of planning for and/or implementing recovery of less time sensitive business operations and processes after critical business functions have resumed.
Recovery Exercise	An announced or unannounced execution of Recovery Team Plans, intended to implement existing plans and/or highlight the need for additional plan development. Becoming more widely used for its connotation of problem identification and resolution instead of 'Recovery Testing' that purports success or failure. (Associated terms: Disaster Recovery Test; Disaster Recovery Exercise; Recovery Test; Recovery Exercise).
Recovery Site	The internal hot site used for the recovery of the critical computer systems.
Recovery Strategy	A predefined, pre-tested, management approved course of action(s) to be employed in response to a business disruption, interruption, or disaster.
Recovery Team	A group of individuals given responsibility for the coordination and response to an emergency or recovering a process or function in the event of a disaster.
Recovery Window	A period of time in which time sensitive business operations must be resumed. (Associated term: Recovery Time Frame)
Restoration	The process of planning for and implementing full-scale business operations that allows the organization to return to a normal service level.
Resumption	The process of planning for and/or implementing the recovery of critical business operations immediately following an interruption or disaster.
Scenario	A predefined set of events and conditions that describe an interruption, disruption or disaster related to some aspects of an organization's business for purposes of exercising a recovery plan(s).
Structured Walk-Through	An exercise in which team members verbally review each step of a plan to assess its effectiveness, identify enhancements, constraints, and deficiencies. (Associated terms: Table Top Test)
Survey	A series of questions that relate to the various impacts of a business interruption or disaster.

Acronym/Term	Description
Technology Recovery Team	A team comprised of individuals responsible for restoring systems, providing connectivity from the recovery site to the users, and providing recovery assistance for data equipment in the event of a disaster
Technological Disaster	A disaster involving automated systems.
Threat of Violence	A threat of violence is any statement which could be perceived as intent to cause harm to an employee. Threatening behavior includes any behavior that could be interpreted as intent to cause physical harm to another individual.
Threatening Behavior	Threatening Behavior may or may not include an actual act of physical force, with or without a weapon, toward another individual. It may be verbal or non-verbal.
Uninterruptible Power Supply (UPS)	A backup power supply capable of storing and allocating enough power to provide for the safe and controlled shutdown of information processing systems should there be an interruption or loss of normal electrical service.
Vendor	An individual or company who provides a service/s to a department or the organization as a whole. (Associated term: Supplier; Third Party Vendor)
Violent Act	A violent act is an assault, a battery, or the destruction/damage of physical property.
Vital Record	A record that is essential for preserving, continuing, or reconstructing the operations of the organization and protecting the rights of the organization, its employees, its customers and its stockholders.
WAN	Wide Area Network
Warm Site	A data center or office facility that is partially equipped with hardware, communications interfaces, electricity, and environmental conditioning capable of providing backup operating support.
WINS	Windows Internet Naming Service
Workplace Conflict	Conduct or communication that is not clearly discrimination but contributes to a hostile work environment constitutes workplace conflict that must be dealt with swiftly so as to avoid resulting violence.

Acronym/Term	Description

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EMERGENCY PREPAREDNESS POLICY STATEMENT

It is the Department of Administration's policy to conduct its operations with the highest regard for the health and safety of its employees, its clients, and the citizens of the State of Rhode Island, as well as the protection and preservation of property and the environment. The purpose of the Business Continuity Plan (BCP) is to prevent or mitigate loss due to natural or manmade disaster, as much as possible. When emergency situations do occur, the BCP designed for the Department of Administration (DOA) is intended to effectively and efficiently manage the event, as well as to preserve resources and agency viability. Emergency preparedness capability is a fundamental responsibility of the DOA, as the functions of this State Agency impacts on the operations of all other State Agencies.

The BCP for the DOA is a coordinated action plan that covers all divisions and units within the department and tenants within the William E. Powers Building. The department has an emergency preparedness committee appointed by senior management whose function is to: Identify and mitigate hazards, develop and implement a comprehensive BCP, and to keep the facilities in an effective state of readiness to respond to and recover from hazards or other emergencies that may occur. The BCP is documented in hard copy as well as an on-line version for greater accessibility and distribution.

The Emergency Preparedness Committee coordinates the interface between the DOA and State agencies that are located on the Capitol Hill campus and other governmental agencies within state government. Employees having critical functions within their unit will be provided sufficient information and resources, so that they might continue to perform their responsibilities. All other employees within the Department will be kept informed of the situation and any changes in conditions that may affect the operations within the facility.

Response & Reporting Requirements for Incidents Involving Business Invitees and Outside Third Parties

1. PURPOSE:

1.1 In order to identify and investigate visitor incidents in an expeditious and objective manner, on State property, locations or facilities involving State Employees, an Incident Report was developed for reporting such occurrences. This Policy also covers incident scene management.

1.2 In completing this form and filing it with the appropriate departments, the State neither accepts, nor claims, responsibility for events that may have occurred.

2. DEFINITIONS:

2.1 A visitor incident ("visitor incident") is an incident involving a visitor, contractor, invitee, or other third party ("visitor"), where the visitor suffers bodily injury; there is property damage or personal injury. For purposes of this Policy, a visitor will not be considered a patient or overnight client.

3. LIMITATIONS:

3.1 This Policy does not cover:

3.1.1 Illnesses or injuries sustained by employees in the course and in the scope of their employment. Such incidents must be reported in accordance with any policy of State Employees Workers' Compensation.

4. INCIDENT SCENE MANAGEMENT:

4.1 If an employee witnesses or is involved in a visitor incident (and she/he is not incapacitated by injury), the employee shall immediately call 911, if the visitor incident requires such action. Such employee shall then report such incident to the proper State supervisor as well as to the security office or law enforcement officer with responsibility for the area, if any ("Personnel"). Such Personnel shall assure proper steps are taken at the scene of a visitor incident to ensure safety and security and to manage the incident in the best interest of the State.

4.2 In addition, if the visitor incident results in major property damage, serious bodily injury, or death, Personnel shall immediately contact the State Agency's Director's Office, the Executive Counsel of the appropriate Agency or Division, if any, and the Department of Administration's Risk Manager.

4.3 In addition, if this is a motor vehicle accident:

4.3.1 Unless incapacitated by injury, the employee operator of the motor vehicle involved in a reportable vehicle accident shall follow the procedures detailed above and shall remain at the scene until completion of all acts required by law or by this policy.

4.3.2 Instead of completing the second page of the Incident Form, an employee operator shall fill out the Department of Transportation vehicle accident report as soon as reasonably possible. The original accident report is to be sent within forty-eight (48) hours to State Fleet Operations, and a copy is to be submitted to the driver's personnel office.

4.3.3 The employee operator shall also comply with all State Fleet Policies.

5. FILING OF INCIDENT REPORTS:

5.1 Personnel shall complete the front page of the Incident Report, have the employee involved in the visitor incident complete and sign the back of the Incident Report (if not incapacitated from the visitor incident), and obtain Witness Statement(s).

5.2 Personnel shall promptly e-mail the Incident Report and Witness Statements to the Division Manager, Executive Counsel of the applicable agency or division (if any), and the Department of Administration's Risk Manager. In the event of major property damage or serious bodily injury or death, such forms shall be sent within twenty-four (24) hours.

5.3 In completing the Incident Report or Witness Statement(s), the employee and Personnel should not make subjective comments as to the circumstances surrounding the incident. They should merely report his or her observations as well as the comments of the visitor or witness to the event.

6. STATEMENTS BY PARTIES INVOLVED:

6.1 Employees shall cooperate with the State in any investigation and resolution of visitor incidents and completion and/or signing of Incident Reports and Witness Statements.

7. RECISSION, REPLACEMENT OF AMENDMENT:

7.1 The State reserves the right to rescind, replace, or amend this Policy at any time.

Attachments: Incident Report
Witness Statement

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
INCIDENT REPORT FORM

Last Name _____ **First Name** _____ **MI** _____

Age _____ **Gender** _____ **Email Address** _____

Home Phone _____ **Work Phone** _____ **Cell Phone** _____

Address _____ **City** _____ **St** _____ **Zip** _____

Injury Sustained _____

(Above, Continued) _____

Struck by/Against		*Slip/Trip/Fall*		*Caught Between*	
Equipment	__	**Floor**	__	**Door & Frame**	__
Person	__	**Electrical Cord**	__	**Equipment & Wall**	__
Falling Object	__	**Stairs**	__	**Tool & Object**	__
Other	__	**Grounds**	__	**Other**	__
		Other	__		

Where Incident Occurred _____

Agency Name & Division _____

Address _____

Date Of Incident _____ **Time (Including AM Or PM)** _____

Witness Info: Last Name _____ ***First Name*** _____ ***MI*** ____

State Employee? _____ ***If So, For Which Agency Do They Work?*** _____

Home Phone _____ ***Work Phone*** _____ ***Cell Phone*** _____

Address _____ ***City*** _____ ***St*** _____ ***Zip*** _____

Did The Injured Seek Medical Treatment? (Yes, No, Unknown) _____

Treatment Facility _____ **Main Phone** _____

Address _____

Addit'l Comments: _____

(Above, Continued) _____

Preparer's Printed Name _____

Preparer's Signature _____ **Date Prepared** _____

Depart/ Agency _____ ___ **Phone** _____

Signature Of Agency/ Department Director: _____

Original To: State Risk Manager – Dept of Admin/Central Services, One Capitol Hill, Providence, RI
Copy To: Department's Legal Counsel :
Revised 10/2013

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
INCIDENT REPORT FORM

Last Name _____ **First Name** _____ **MI** _____

Age _____ **Gender** _____ **Email Address** _____

Home Phone _____ **Work Phone** _____ **Cell Phone** _____

Address _____ **City** _____ **St** _____ **Zip** _____

Injury Sustained _____

(Above, Continued) _____

Struck by/Against		*Slip/Trip/Fall*		*Caught Between*	
Equipment	__	**Floor**	__	**Door & Frame**	__
Person	__	**Electrical Cord**	__	**Equipment & Wall**	__
Falling Object	__	**Stairs**	__	**Tool & Object**	__
Other	__	**Grounds**	__	**Other**	__
		Other	__		

Where Incident Occurred _____

Agency Name & Division _____

Address _____

Date Of Incident _____ **Time (Including AM Or PM)** _____

Witness Info: Last Name _____ ***First Name*** _____ ***MI*** ____

State Employee? _____ ***If So, For Which Agency Do They Work?*** _____

Home Phone _____ ***Work Phone*** _____ ***Cell Phone*** _____

Address _____ ***City*** _____ ***St*** _____ ***Zip*** _____

Did The Injured Seek Medical Treatment? (Yes, No, Unknown) _____

Treatment Facility _____ **Main Phone** _____

Address _____

Addit'l Comments: _____

(Above, Continued) _____

Preparer's Printed Name _____

Preparer's Signature _____ **Date Prepared** _____

Depart/ Agency _____ ___ **Phone** _____

Signature Of Agency/ Department Director: _____

Original To: State Risk Manager – Dept of Admin/Central Services, One Capitol Hill, Providence, RI
Copy To: Department's Legal Counsel :
Revised 10/2013

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

PROPERTY LOSS REPORTING

LOSS NUMBER_____

Submit to:
Risk Management Unit
Department of Administration
1 Capitol Hill
Providence, RI 02908
Tel: 222-6429 Fax: 222-2599 E-Mail: Kevin.carvalho@doa.ri.gov

Appropriation Account #:

Department: _____ Division: _____

Location (address): _____

_____ Loc. Code #: _____

Date of Loss: _____ Time of Loss: _____ AM ___ PM ___ $ Estimate of Loss _____

Type of Loss: Fire ___ Lightning ___ Windstorm ___ Explosion ___ Flood ___

Vandalism ___ Other _____

Description of Damage: _____

_____

_____

Cause or Reason for Loss: _____

_____

Actions Taken: _____

_____

Date: _____ Name of reporting Party: _____

Contact Info of Above: _____

_____

Property Loss Reporting Procedure and Agency Duties in the Event of a Loss

In the event of a property loss, the following actions are to be taken:

a. Notify the proper authorities

b. Report the loss via telephone to Risk Management (401) 222-6429
Fill out the Notice of Loss Form and return the completed form to the Department of Administration – Risk Management Office at One Capitol Hill, Providence. The email address is kevin.carvalho@doa.ri.gov

1. The division reporting the loss should retain one copy of the completed notice

2. The report submitted should include but not be limited to the following:
- **a.** The time, date and location of the loss.
- **b.** The agency involved with the appropriate account number noted.
- **c.** An initial estimate of the amount of loss sustained.
- **d.** The cause or reason for the loss, if known.
- **e.** A description of actions taken to reduce the likelihood of future loss.

3. Steps to be taken in protecting the affected property after a loss:
- **a.** Photographs should be taken recording the extent of damage, as soon as the area is safe to re-enter.
- **b.** Damaged contents should be segregated and stored until a property adjuster, assigned by the insurer, has a chance to view the damaged materials.
- **c.** Measures should be taken to protect property from further damage (i.e. board up openings to the outside, cover electronic equipment with tarpaulins, etc).
- **d.** Make reasonable and necessary repairs to protect the covered property.
- **e.** Keep an accurate record of repair costs.

4. Prepare an inventory of damaged personal property (i.e. contents) showing the quantity, description, actual cash value, and amount of loss. Attach all bills, receipts, and related documents that justify the figures in the inventory.

5. If a loss pertains to electromechanical equipment, retain all equipment until an adjuster from the insurance company approves its disposal.

Response to an Active Shooter Incident

Active Shooter is defined as a suspect's activity that is immediately causing death and serious bodily injury. The activity is not contained, and there is immediate risk of death or serious injury to potential victims.

The following procedures are recommended to help protect yourself if it becomes known that an active shooter is in your building.

Secure the immediate Area

- Go to nearest room or office and lock and barricade the doors.
- If the door has no locks and the door opens in, a heavy door wedge can be jammed under the door, otherwise look for heavy furniture with which to barricade the door.
- Turn off lights.
- Close blinds.
- Turn off radios and computer monitors.
- Stay away from doors and windows.
- Keep yourself out of sight and take adequate cover and protection -- i.e., concrete walls, thick desks (cover may protect you from bullets).
- Stay calm, quiet, and out of sight.
- Silence cell phones.
- Do not open secured doors unless 100% certain that the building is secure and police have arrived.
- If you are trapped with the gunmen and he is not shooting, DO NOT draw attention to yourself with quick movements, statements, comments, or hostile looks.
- Remember, the shooter will usually not stop until they are engaged by law enforcement.

Contact 911 and report the following:

- Your specific location/building name and office number.
- Approximate number of people at your specific location
- Active shooter's location, number of suspects, gender, clothing description, physical features, number, and description of weapons (i.e., long gun or hand gun), known explosive devices.
- Be aware that the 911 systems will be overwhelmed. Only call if you have pertinent information.

December, 2009

State of Rhode Island
Department of Administration
OFFICE OF ACCOUNTS AND CONTROL

SECTION

POLICY/PROCEDURE NUMBER
A-52

SUBSECTION

EFFECTIVE DATE/ PAGE NUMBER
July 1, 1998 / 1 of 6

POLICY / PROCEDURE
Risk Management Program –
Third Party Incident/Event Management

AMENDMENT / REVISION

1. ESTABLISHMENT

1.1 There is hereby established the Rhode Island Risk Management Program. Under this program each agency or other covered entity shall designate an individual or individuals to report incidents or occurrences that involve the state entity.

1.2

FUNCTIONS OF THE AGENCY RISK MANAGEMENT PROGRAM

2.1 Each agency Risk Management Program shall have assigned to it sufficient personnel to fulfill each of the following functions:

2.2 Incident Scene Management

2.2.1 General

2.2.2 The agency Division Manager or his/her designee shall be responsible for assuring that proper steps are taken at the scene of any third party incident to ensure the safety and security of personnel and property, and to otherwise manage the scene in the best interest of the state and the agency involved. The agency's Risk Management Coordinator, if available at the scene, will assist the Division Manager in ensuring that site safety and security is maintained. In the event the Division Manager or his/her designee is not immediately available at the scene, the Risk Management Coordinator will take charge of location safety until such time that supervisory staff arrives. Employees of all agencies and other covered entities must be informed and encouraged to promptly report any potential liability incident in which they might be involved, or which they might witness, to proper supervisory and security personnel.

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Risk Management Program –
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2.3 Reports by Witnesses

2.4 Any employee or officer of any agency or other covered entity who is involved in any potential incident, as a witness or otherwise, must immediately notify his or her immediate supervisor, as well as the security office of law enforcement officer with responsibility for the area where such incident occurs, if any. In case of any liability incident involving motor vehicles, the procedures as outlined in Article 3 shall also be followed.

REPORTING VEHICLE INCIDENTS

3.1 The operator of a vehicle involved in a reportable vehicle incident shall immediately notify the nearest security office or law enforcement officer with responsibility for the area where such incident occurs unless incapacitated by injury to the extent that notification is impractical.

3.2 The operator shall remain at the scene until completion of all acts required by law or these rules to be performed at the scene, unless injuries sustained require treatment or other extenuating circumstances exist preventing the operator from remaining at the scene.

3.3 The operator shall fill out the Department of Transportation vehicle accident report as soon as reasonably possible. The original accident report is sent within 48 hours to State Fleet Operations (Fax 222-2599), and a copy is submitted to the drivers' department personnel office. Any incident involving a fatality or serious bodily injury must be reported immediately to the Risk Management Unit at 222-6429 (Fax 222-2599) within one business day.

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4. **STATEMENTS BY PARTIES INVOLVED**

4.1 Employees or any agency or other covered entity whose conduct or performance of duty gives rise to a potential "liability claim" shall be required to cooperate in good faith with the defense of any claim which may be presented in connection with the "incident". Any such employee's cooperation shall include, but not limited to refraining from making any statement or comment, or from executing any writing or document, concerning such incident, except as may be required by the employee's employer, union representative, authorized legal counsel, whether appointed by the state or privately secured, the Risk Management Unit, any law enforcement authority investigating the "incident" at the scene, or by statute unless the matter involved is one in which there is a legitimate public interest.

4.2 Any employee who is a witness to an "incident", but who did not commit or perform any act or omission contributing to the occurrence giving rise to the "incident" shall refrain from making any statement or comment or from executing any writing or document concerning such incident, except as may be required by the employee's employer, union representative, authorized legal counsel appointed by the state, the Risk Management Unit, or any law enforcement authority investigating the "incident" at the scene.

4 **INVESTIGATION**

5.1 The agency Risk Management Coordinator shall ensure that each incident involving the property or personnel of the agency or other covered entity is promptly investigated. Such investigation shall, at a minimum, involve ascertainment of the identities of all possible claimants and all known witnesses. A description of the occurrences giving rise to damages including the date, time, and location, shall be provided and an estimate of the possible amount of damages shall be made. The identification of a party or witness shall include full name, address, home and business phone numbers, date of birth, Social Security Number and brief summary of what is known or reported by such witness.

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6 RECORDKEEPING

a. The agency designee shall keep orderly records, organized as to be readily retrievable by date, location of incident and names of third parties potentially giving rise to liability of each investigation of any third party incident. A unique identification number shall be assigned to each incident which may be used to specify the matter in any communications between the agency Risk Management Coordinator and the Risk Management Unit.

7. REPORTING PROCEDURES: GENERAL AND/OR PROFESSIONAL LIABILITY

7.1 The Agency Risk Management Coordinator shall:

7.2 Give telephone notice to the Risk Management Division

7.2.1 The agency Risk Management Coordinator shall give telephone notice of any third party incident to the Risk Management Unit within the Department of Administration not later than the next working day following the occurrence of any such incident.

7.3 Fill out "Incident Report Form."

7.3.1 The agency Risk Management Coordinator shall fill out and send to the Risk Management Unit, an incident report. This report should include but not be limited to the following information:

7.3.1.1 Time, Date, and location of accident.

7.3.1.2 The Department involved.

7.3.1.3 A description of other property or vehicle, if any.

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7.3.1.4 The names of injured persons and the name of hospital(s) where such persons may receive treatment.

7.3.1.5 The damage to the property, if any, and the property's location.

7.3.1.6 The name of the investigating officer, if any.

7.3.1.7 A brief description of the incident.

7.3.1.8 The names, addresses and telephone numbers of all witnesses.

7.4 Forward "Incident Report" form to the Risk Management Unit in care of the Department of Administration, One Capitol Hill, Providence (Fax 222-2599)

7.5 Send informational material to the Risk Management Unit

7.5.1 The agency Risk Management Coordinator shall complete all preliminary investigations following a liability incident and send a completed "Incident Report" form, if any, and other pertinent information that is the result of a thorough investigation to"

Rhode Island Department of Administration Central Service Division / Risk Management Unit, One Capitol Hill Providence, RI 02908-5850

8.1 In filling out an Incident Report Form Report and filing it with the Risk Management Unit, neither the agency nor the state is accepting or claiming responsibility for events that may have occurred. The purpose for this reporting mechanism is to establish a format for identifying for risk management purposes incidents that may have occurred within state facilities or that involve state employees.

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8.2 *Risk Management goals to be achieved via this reporting format will include: loss control, where applicable, for individual incidents, pattern and trend analysis and where appropriate expeditious claim handling.*

8. *DEFINITIONS*

"Responsible Incident" is any untoward event which has or may, if circumstances had been different, resulted in injury or property damage to a business invitee, visitor or other third party. Separate employee accident investigation procedures should be used for the investigation of incidents involving injuries to employees.

(Not Shown: Page 7 is a sample of the Incident Report Form.)

	POLICY #	STATUS	ISSUED	LAST REVISED	INDEX #
	04-01	Accepted	2/1/07	2/1/07	**9**
State of Rhode Island Department of Administration Division of Information Technology			TITLE	**Virtual Private Network Access Policy**	

1.0 Purpose

The purpose of this document is to establish and define a policy which will provide guidelines for utilization of the Remote Access Virtual Private Network (VPN) connections to the State of Rhode Island network.

2.0 Objectives

The objective of this policy is to clearly define and set guidelines from the use of the VPN (both SSL VPN – Juniper and IPSEC VPN – Cisco).

3.0 Scope

The policy applies to all State of Rhode Island employees, contractors, and consultants including all personnel affiliated with third parties utilizing VPN to access the State network. Any exceptions to this policy will require approval from the Director of Operations.

4.0 History

This policy shall supersede all previous "State" Virtual Private Network Access Policies.

5.0 References

Enterprise Password Security 10-01
Active Directory Standard 02-01

6.0 Definitions

6.1 Virtual Private Network

A Virtual Private Network (VPN) provides a secure network connection over the Internet between an individual and a private network. By utilizing the public Internet for data transport, VPN provides a low cost solution to remote access or connectivity. In effect, this allows employees of the state, contractors, or consultants access to the State network resources as if they were on campus.

The VPN connection is established by running special software on the remote computer that communicates with specific hardware located in the State's network. The VPN hardware is assigned a unique Internet address, which is using account name and password combinations (Enterprise Password Security 10-01).

6.2 Split Tunneling

When connected via the Remote Access VPN, it a method that allows Internet destined traffic to be sent unencrypted directly to the Internet, which could compromise the network.

7.0 Policy

State employees, contractors, or consultants may be permitted access through VPN with the approval of the requestor's supervisor and/or Director of Operations. VPN is a "user managed" service. This means that the user is responsible for selecting an Internet Service Provider (ISP), coordinating installation, installing any required software, and paying associated fees.

Additionally.

- VPN access is provided through the Division of Information Technology (DoIT). No other department or agency may implement VPN services.
- Only the VPN client distributed and supported by DoIT may be used.
- VPN use is controlled using an account name and password. These will be assigned by DoIT network administrator or authorized delegate (Enterprise Password Security 10-01).
- It is the responsibility of users with VPN access to ensure that unauthorized users are not allowed access to the State network.
- When actively connected to the State network, all traffic to and from the remotely attached Pc is through the VPN tunnel, including Internet browsing.
- All network activity during a VPN session is subject to State of Rhode Island policies and may be monitored for compliance.
- Dual (split) tunneling is NOT permitted during a VPN session to the State Network.
- All computers connected to the State network via VPN or any other technology must use up-to-date anti-virus software that meets or exceeds the State standard. Proof of compliance is required prior to the assignment of a VPN account. Standards are available from the Enterprise Service Desk.
- The VPN concentrator is limited to an absolute connection time of eight (8) hours. Sessions are also terminated due to user inactivity.
- Users of computers that are not State owned equipment will not be permitted to utilize the Cisco VPN. Exceptions to this rule may be granted by the Director of Operations but must comply with all State policies and standards. (SSL VPN is available from non-State-owned computers considering that they meet the minimum requirements available from the Enterprise Service Desk).

8.0 Statement of Consequences

Noncompliance with this policy may constitute a legal risk to the State of Rhode Island, an organizational risk to the State of Rhode Island's Network Operations and the user community, and/or a potential personal liability. The presence of unauthorized access in the Sate network could lead to liability on the part of the State as well as the individuals responsible for obtaining it.

9.0 Statement of Enforcement

Any Remote Access VPN authorized user found to have violated this policy may be subject to disciplinary action, loss of VPN privileges and/or termination. IN ADDITION, VIOLATORS MAY BE SUBJECT TO CRIMINAL PROSECUTION, CIVIL LIABILITY, OR BOTH FOR UNLAWFUL USE OF ANY VPN.

State of Rhode Island

State of Rhode Island Network

Virtual Private Network (VPN) Access Registration Form

State Employee

After receipt of this form and a review, the Authorizing Entity will provide instructions for setting up your VPN access to the State of Rhode Island Network, if the request is granted.

1. **Registrant Information** ***(Please type or print clearly and complete all fields)***

Name:

_____

Company Name:

_____

Street Address:

_____

City, State, Zip Code:

_____

Telephone:

_____

E-Mail Address:

_____

II. Justification

I am requesting VPN access to the State of Rhode Island Network for access to the following System/s:

I require this access for the following purpose:

State of Rhode Island

State of Rhode Island Network

Virtual Private Network (VPN) Access Registration Form

Non-State Employee

Please complete sections I and II of this form, provide your signature in the requested areas, and forward it to your company's supervisor for approval and signature in section IV. After receipt of this form and a review, the Authorizing Entity will provide instructions for setting up your VPN access to the State of Rhode Island Network, if the request is granted.

1. **Registrant Information** ***(Please type or print clearly and complete all fields)***

Name:

_____

Company Name:

_____

Street Address:

_____

City, State, Zip Code:

_____

Telephone:

_____

E-Mail Address:

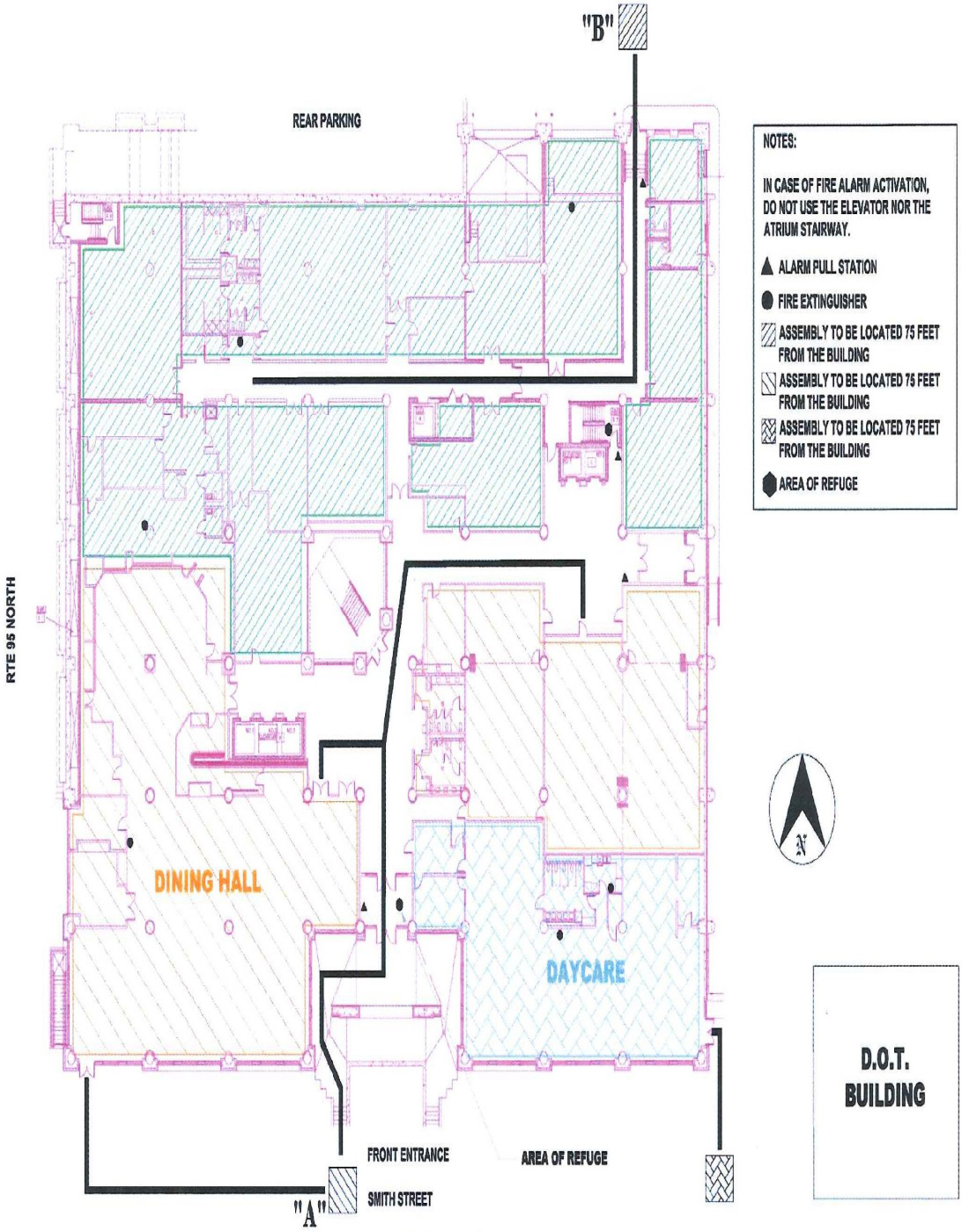
_____

II. Justification

I am requesting VPN access to the State of Rhode Island Network for access to the following System/s:

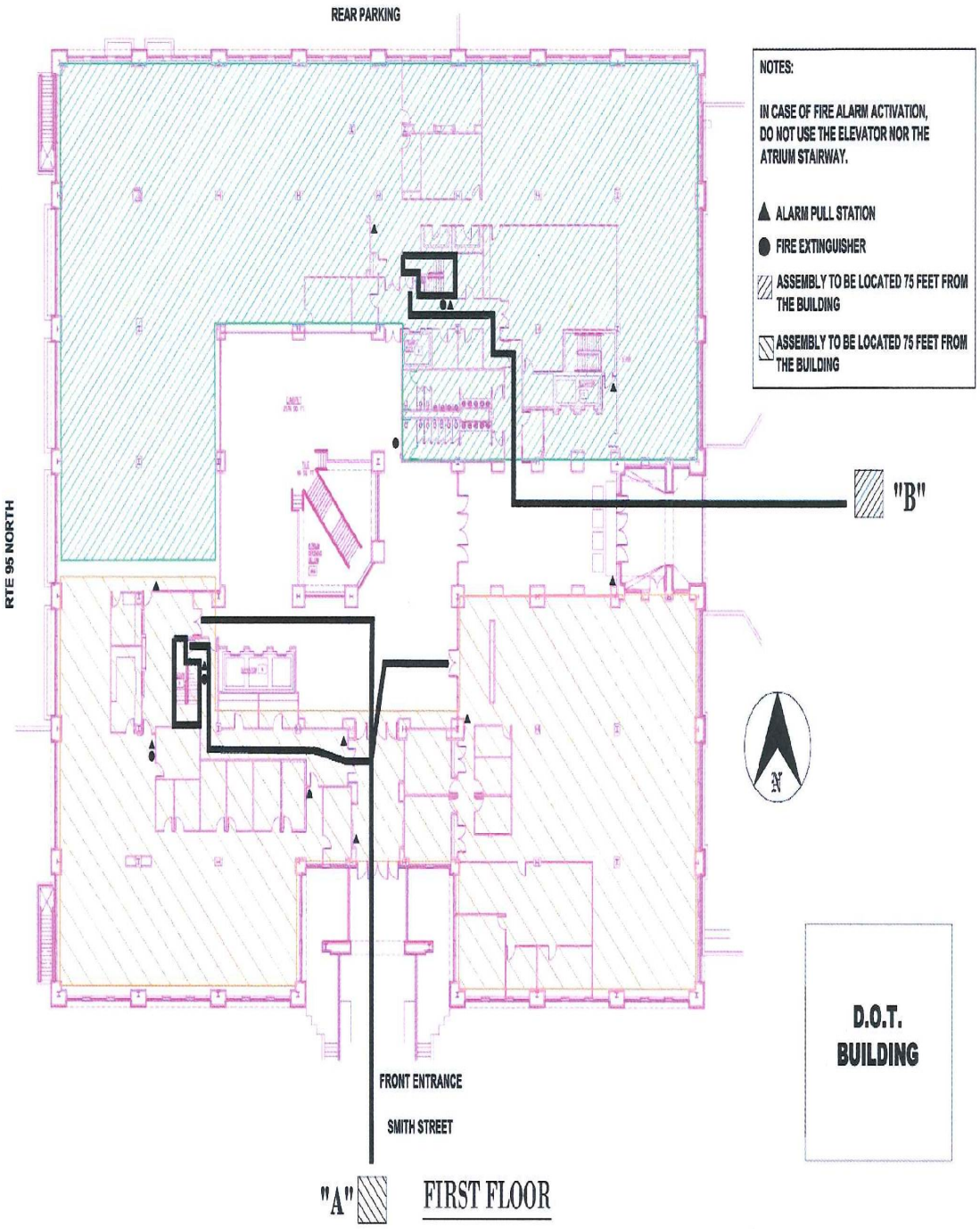
I require this access for the following purpose:

ATTACHMENT B



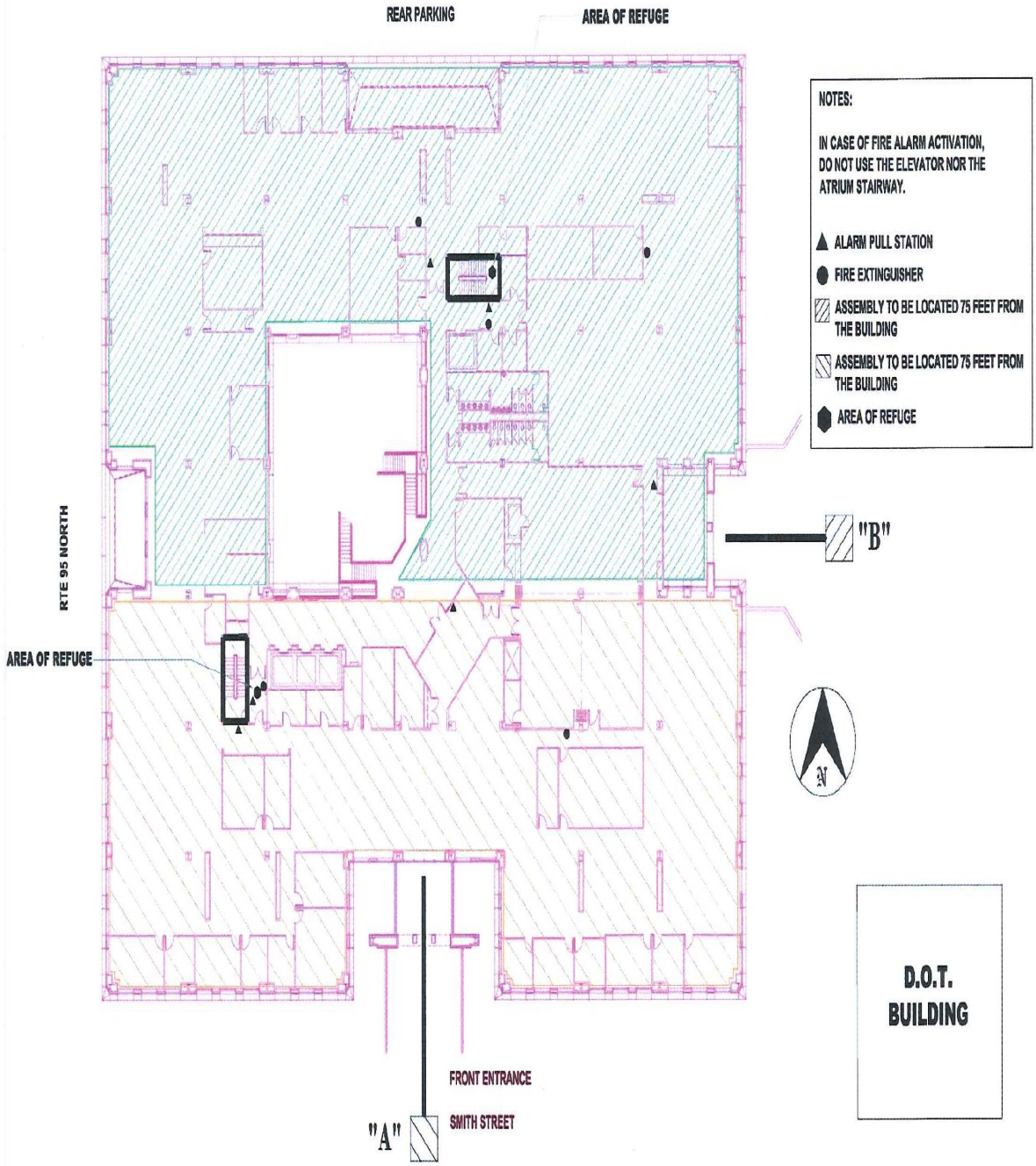
GROUND LEVEL

ATTACHMENT C



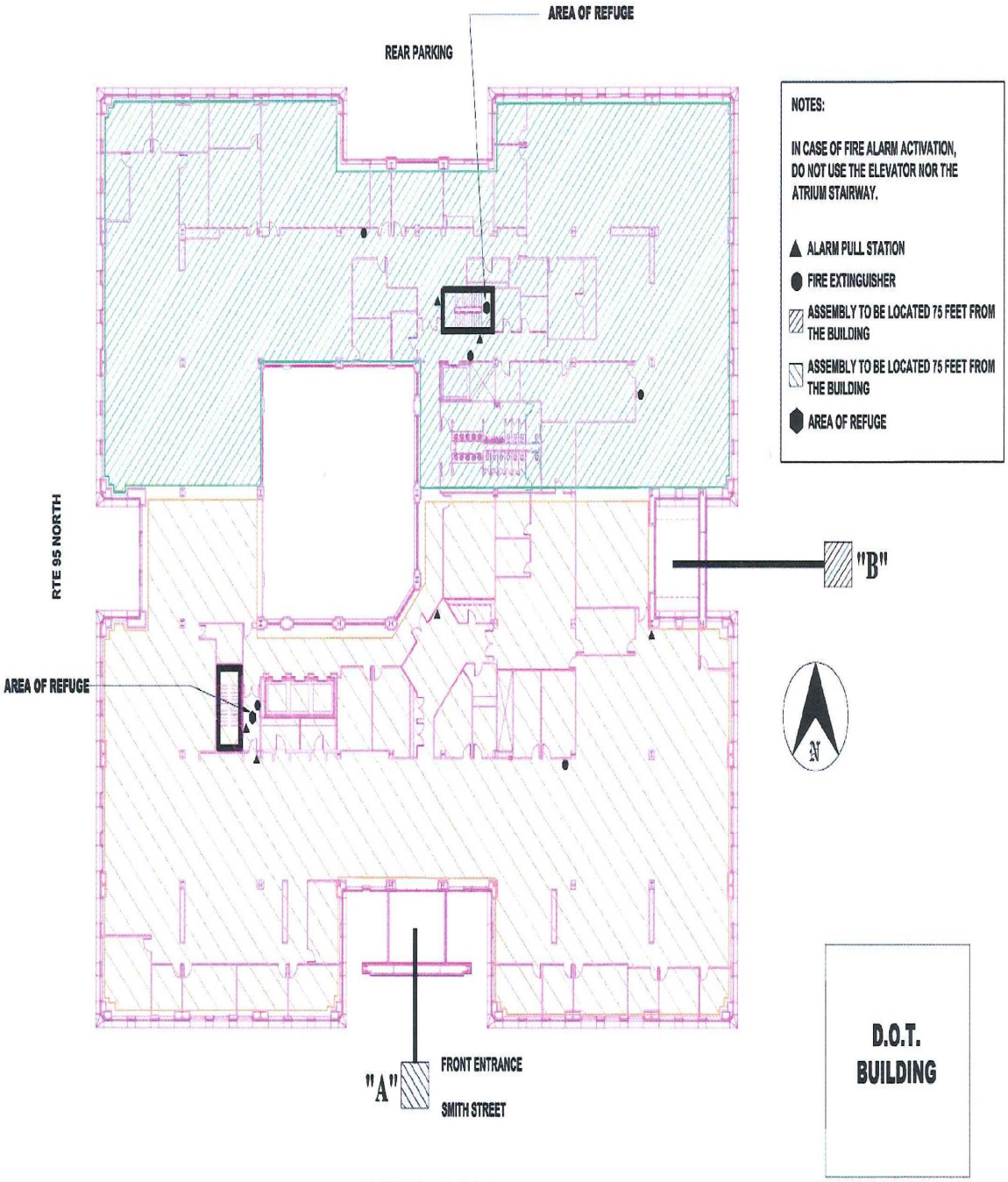
FIRST FLOOR

ATTACHMENT D



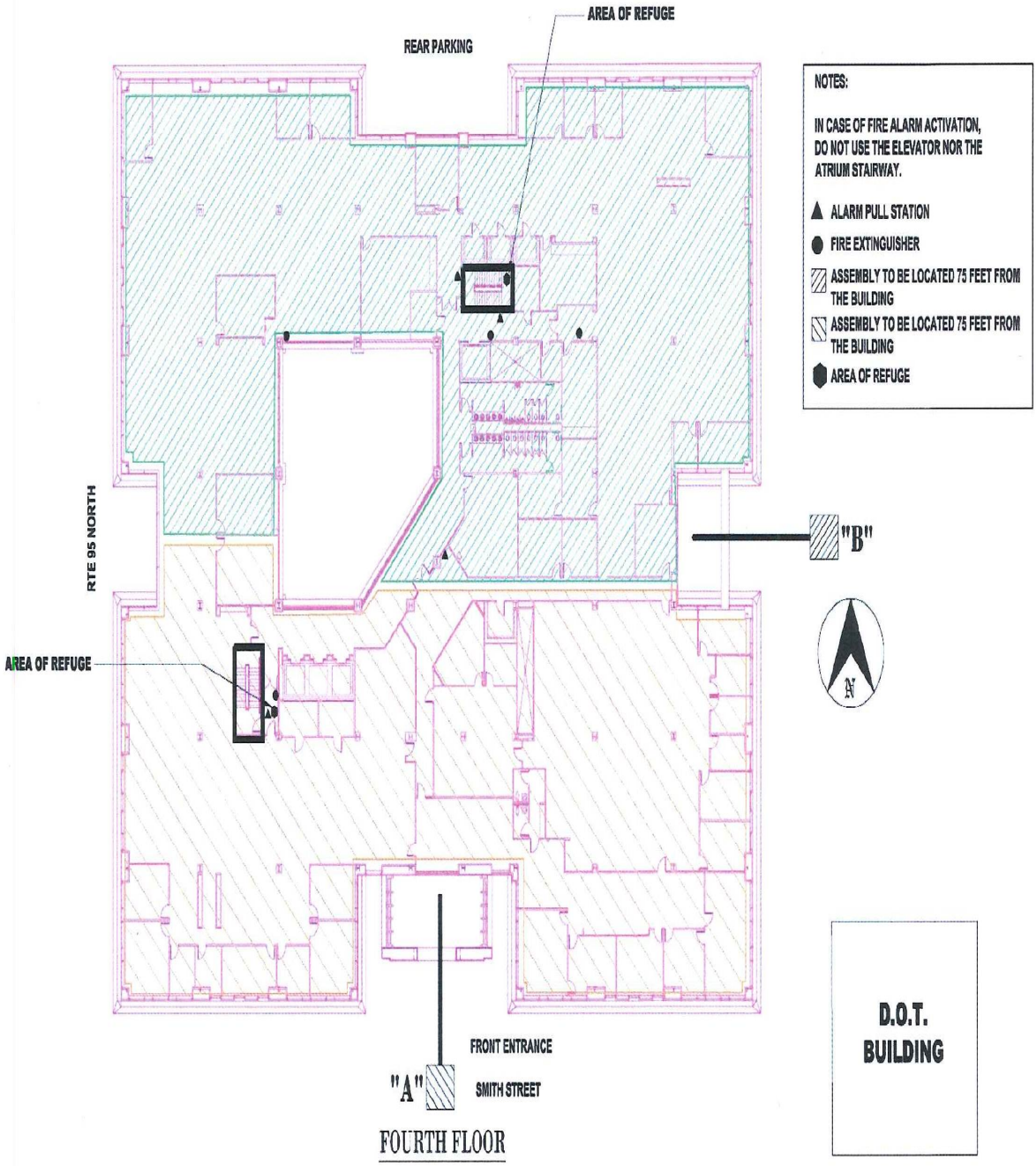
SECOND FLOOR

ATTACHMENT E



THIRD FLOOR

ATTACHMENT F



POLICY FOR WORKFORCE/WORKPLACE THREATS AND VIOLENCE FOR EMPLOYEES OF ONE CAPITOL HILL

SPECIAL CONTACT INFORMATION:

E-911 (in an emergency regarding a criminal act)	9-911
Rhode Island State Police	(401) 444-1000
Rhode Island Capitol Police	(401) 222-3077/6905
State of Rhode Island, Office of Personnel Administration	(401) 222-2160
State Employee Workers' Compensation	(401) 574-8500
Labor and Employment Practice Group	(401) 222-2153
Care24 Employee Assistance Program	1-866-869-6358

POLICY STATEMENT:

The State of Rhode Island complies with and supports the language and spirit of applicable laws that relate to employees' safety and security.

In emergency situations regarding a criminal act, the workplace supervisor/employee should contact Capitol Police, E-911 and inform upper-management. Any statements made or evidence preserved should be presented to law enforcement upon arrival.

Therefore, the state has adopted a statewide zero tolerance policy for workplace violence. The Department of Administration (DOA) seeks to ensure the safety and security of its employees and business invitees. Threats, threatening behavior, and/or acts of violence against employees, onsite/offsite in the course of employment, or as a result of his/her employment, or any related conduct, which disrupts One Capitol Hill employees or employees' ability to execute their responsibilities, will not be tolerated.

DEFINITION OF TERMS:

ACTUAL OR IMMINENT THREAT(S) OF PHYSICAL HARM (A)

- **THREAT OF VIOLENCE:** A threat of violence is any statement which could be perceived as intent to cause harm to a One Capitol Hill employee. Threatening behavior includes any behavior that could be interpreted as intent to cause physical harm to another individual. Threatening behavior may or may not include an actual act of physical force, with or without a weapon, toward another individual. Threatening behavior may be verbal or non-verbal.

- **VIOLENT ACT:** A violent act is an assault, a battery, or the destruction/damage of physical property.

- **ASSAULT:** An assault is any willful attempt to inflict injury upon another when coupled with the apparent ability to do so. Actual touching, striking, or bodily harm is not required; the mere attempt qualifies as an assault.

- **BATTERY:** Battery is the intentional and wrongful physical contact with a person without that person's consent, or without legal authority to do so, that entails some injury or offensive touching. While a willful attempt to use force to touch another is an assault, the actual touching, in itself, constitutes a battery.

NON-IMMINENT THREAT (B)

- **DISCRIMINATION:** In the employment sector, discrimination is taking an adverse action against an employee, based on that employee's age, gender, sexual orientation, race, religion, national origin, or disability.

- **HARASSMENT:** Verbal statements or physical acts which are neither an assault nor a battery but are likely to create tension or hostility and therefore may lead to violence.

- **WORKPLACE CONFLICT:** Conduct or communication that is not clearly discrimination but contributes to a hostile work environment constitutes workplace conflict that must be dealt with swiftly so to avoid resulting violence.

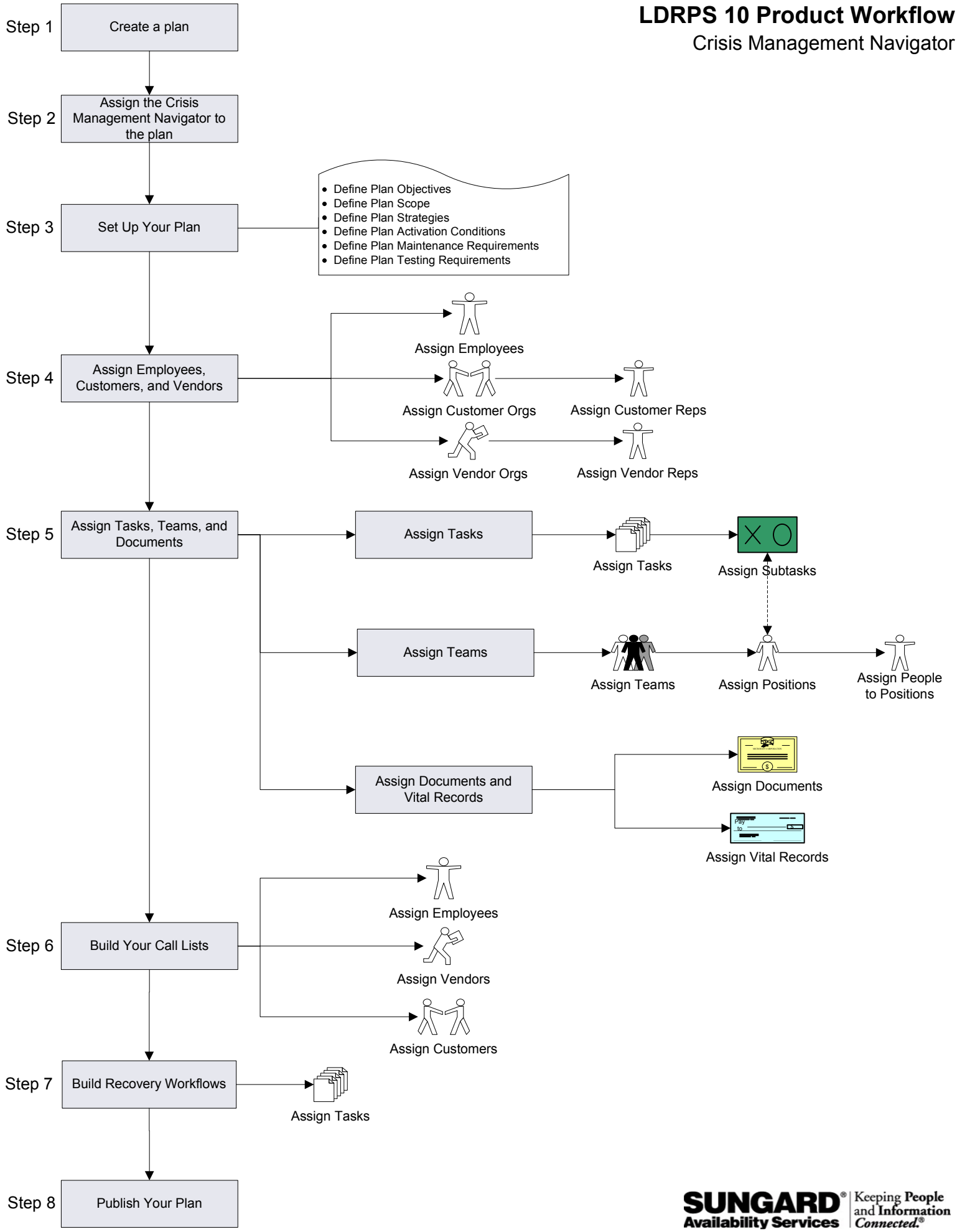
POLICY PROCEDURES:

(A) Procedure: Employees of One Capitol Hill should report any threat or behavior witnessed or received which they regard as threatening or violent. Employees of One Capitol Hill are responsible for notifying his/her workplace supervisor and Capitol Police upon witnessing or receiving any threat(s) made toward another individual. If no workplace superior is readily available, then a report of the incident should be made immediately and directly to the management of DOA Human Resources. This would involve providing relevant information (such as descriptions of persons, location, time, date, nature of threat or violence, identification of witnesses, etc.), and preserving evidence (e.g. preserve email, phone records, and retain correspondence). All actions should be taken with an appreciation of the sensitivity of the information entrusted by the reporting employee in order to determine if a Capitol Police Notification (CPN) is warranted. Such notification should be approved by the Associate Director of DOA Legal Services and the DOA Executive Director for Human Resources. In making that determination, Legal Services should review all the pertinent information available, assess the wishes of the employee, and make it known to the victim that its services are available, to help protect against further threats or violent acts. The workplace supervisor should cooperate with law enforcement to gather pertinent information relating to the incident.

(B) Procedure: The workplace supervisor should gather pertinent information relating to the incident in coordination with DOA Human Resources. The supervisor will document the names of parties, describe the nature of the discrimination, harassment and/or workplace conflict, and refer that information to DOA Human Resources for appropriate action.

LDRPS 10 Product Workflow

Crisis Management Navigator



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1	PUBLIC SAFETY GRANT ADMINISTRATION OFFICE		
	TENANT RECOVERY PROCEDURES **EXECUTION OF CRITICAL BUSINESS FUNCTIONS** In the event of disaster it is important to continue to perform the critical business functions identified in this Appendix. Each Tenant is responsible for ensuring that the staff who perform critical business functions have the necessary resources to continue these functions. The following information contains both the interim operating and restoration procedures for the critical business functions and tasks that support these processes. The Tenants can use this information to ensure that the staff is able to perform the critical business functions in a timely manner. **RIDOA RESPONSIBILITIES** RIDOA has the following responsibilities during an emergency or disaster event: • Business Relocation • Restoration, recovery, and/or replacement of Computer Hardware • Restoration, recovery, and/or replacement of Computer Software • Restore connectivity to State systems and internet. **Mission Statement** To facilitate interagency collaboration throughout the Rhode Island justice system by way of strategic planning, program coordination, data collection, and statistical analysis; while providing fair, efficient, and accountable grant administration so as to improve the state's overall response to crime and victimization, and enhance public safety. The Commission's primary responsibility is to plan and apply for, receive and administer various federal grants including the Byrne Memorial Justice Assistance Grant, the Juvenile Justice Delinquency Prevention Formula Grant, the Juvenile Justice Accountability Block Grant, the Victims of Crime Victim's Assistance Formula Grant, the Violence Against Women Act Formula Grant, the Paul Coverdell Forensics Improvement Grant, the National Criminal Histories Improvement Grant, and a state funded Crime Prevention Grant.		

	Special Forms, documentation, equipment and supplies: • Personal Computer – 5 • Telephones – 5 • Network Printer • Grant documentation (Current and last 2-3 years) **Minimum Staffing Requirements: Staff Total – 5** • Grant Administrators – 5 • Assistance from CBO (Financial Management) **Applications Required:** • Web based system (November – March timeframe) • Internet Explorer • Microsoft Access • Microsoft Office Suite		
1	**Business Function:** • Grant Applications **Interim Operating Procedures:** • None **Restoration Procedures:** • None		
2	**Business Function:** • Grant Process Reporting **Interim Operating Procedures:** • None **Restoration Procedures:** • None		
3	**Business Function:** • Grant Administration **Interim Operating Procedures:** • Manual – Use a typewriter **Restoration Procedures:** • Update manual data when LAN files are restored		
4	**Business Function:** • Statistical Analysis **Interim Operating Procedures:** • Manual – Use a typewriter and other manual equipment **Restoration Procedures:** • Update manual data when LAN files are restored		

2	COMMISSION ON DEAF AND HEARING IMPARED		
	TENANT RECOVERY PROCEDURES **EXECUTION OF CRITICAL BUSINESS FUNCTIONS** In the event of disaster it is important to continue to perform the critical business functions identified in this Appendix. Each Tenant is responsible for ensuring that the staff who perform critical business functions have the necessary resources to continue these functions. The following information contains both the interim operating and restoration procedures for the critical business functions and tasks that support these processes. The Tenants can use this information to ensure that the staff is able to perform the critical business functions in a timely manner. **RIDOA RESPONSIBILITIES** RIDOA has the following responsibilities during an emergency or disaster event: • Business Relocation • Restoration, recovery, and/or replacement of Computer Hardware • Restoration, recovery, and/or replacement of Computer Software • Restore connectivity to State systems and internet. **Mission Statement** To provide innovative leadership in public policy, advocacy, service delivery, and accessibility throughout the Ocean State, RI CDHH ensures opportunities for every deaf and hard of hearing person to become an empowered and contributing citizen. The Rhode Island Commission on the Deaf and Hard of Hearing (RI CDHH) is an advocating, coordinating, and service providing entity committed to promoting an environment in which the deaf and hard of hearing in Rhode Island are afforded equal opportunity in all aspects of their lives. The RI CDHH develops policy, initiates and lobbies for favorable legislation, fosters cooperation and awareness among state agencies and community organizations, and educates and advises consumers, state agencies, and employers about Americans with Disabilities Act (ADA) rights to equal access.		

	The RI CDHH also provides direct services in the operation of a Sign Language Interpreter Referral Service, a lending library of books and video tapes, and as a clearinghouse of information and referral on all topics related to hearing loss. **Special Forms, documentation, equipment and supplies:** • Personal Computer – 3 • Telephones – 1 • Videophone 100 – 3 • HP2605n Printer • LCD 15" TV – 3 • HP6p Printer • Flashing devices for telephone rings – 5 • TTY Devices – 2 • Budget Proposals • Paper – 500 sheets • Pen and Pencil – 5 • Interpreters' Records • Interpreter Requests • Memo of Understanding with 2 departments **Minimum Staffing Requirements: Staff Total – 3** • Executive Director – 1 • Interpreter Referral Specialist – 1 • Program Manager – 1 **Applications Required:** • Microsoft Access State Database Server		
1	**Business Function Critical** • Interpreter Referral Service **Interim Operating Procedures:** • Requests after the disasters may be handled by "manual" work, but the requests prior to the disasters would be lost and unable to retain that information until the normal operation is restored. This would be our serious concern. **Restoration Procedures:** • The requests need to be fed into the database promptly. Old requests may be updated. Follow ups with the clients.		
2	**Business Function: Critical** • Emergency Interpreter Referral Service **Interim Operating Procedures:** • None **Restoration Procedures:** • None		

3	**Business Function:** • Information and Referral Service **Interim Operating Procedures:** • We would put down the manual requests. This is only if we are able to have access to files and internet promptly. **Restoration Procedures:** • The requests need to be fed into the database promptly. Old requests may be updated. And follow ups with the clients – 72 hours for restoration time.		
4	**Business Function:** • Multimedia Library Lending Program **Interim Operating Procedure:** • We would need access to DVDs, videos, books, and magazines for resources, but if disasters occurred, it is merely inaccessible. **Restoration Procedures:** • The requests need to be fed into the database promptly. Old requests may be updated. • Follow-ups with the clients.		
5	**Business Function:** • Transfer of Emergency 911 calls **Interim Operating Procedures:** • Alternate PSAP, TOPS operators for Verizon Landline subscribers. **Restoration Procedure:** • None		

3	RI STATE COUNCIL ON THE ARTS		
	TENANT RECOVERY PROCEDURES **EXECUTION OF CRITICAL BUSINESS FUNCTIONS** In the event of disaster, it is important to continue to perform the critical business functions identified in this Appendix. Each Tenant is responsible for ensuring that the staff who perform critical business functions have the necessary resources to continue these functions. The following information contains both the interim operating and restoration procedures for the critical business functions and tasks that support these processes. The Tenants can use this information to ensure that the staff is able to perform the critical business functions in a timely manner. **RIDOA RESPONSIBILITIES** RIDOA has the following responsibilities during an emergency or disaster event: • Business Relocation • Restoration, recovery, and/or replacement of Computer Hardware • Restoration, recovery, and/or replacement of Computer Software • Restore connectivity to State systems and internet. The Rhode Island State Council on the Arts is an independent state agency supported by appropriations from the Rhode Island General Assembly and grants from the National Endowment for the Arts, a federal agency. RISCA provides grants, technical assistance, and staff support to arts organizations and artists, schools, community centers, social service organizations, and local governments to bring the arts into the lives of Rhode Islanders. Our mission statement reads as follows: The Rhode Island State Council on the Arts serves as a catalyst for the advancement, appreciation and promotion of excellence in the arts, by encouraging leadership, participation, and education in the arts for all Rhode Islanders.		

	Special Forms, documentation, equipment and supplies: • Printers – 1 • Computers – 6 • Scanner – 1 • Telephones – 6 • Fax Machine – 1 • Camera (Still) – 1 • Camera (Movie) – 1 • Copy Machine – 1 • Paper – 5 Boxes • Letterhead – 5 Boxes • Envelopes – 5 Boxes • Laptop – 1 **Minimum Staffing Requirements: Staff Total – 6** • Administrative – 2 • Programmatic – 4 **Applications Required:** • Microsoft Office Suite • Pearl (Grants Management Software) • Internet Explorer		
1	**Business Function:** • Grants Management **Interim Operating Procedures:** • Utilize a desktop computer with the system backup **Restoration Procedures:** • Restore Computer Backup		
2	**Business Function:** • Constituent service, technical assistance **Interim Operating Procedures:** • None **Restoration Procedures:** • None		
3	**Business Function:** • Programs and Project Management **Interim Operating Procedures:** • Utilize a laptop with MS Office **Restoration Procedures:** • Restore Computer Backups		
4	**Business Function:** • Policy Development and Planning **Interim Operating Procedures:** • None **Restoration Procedures:** • None		
	Business Function: • Agency Record Keeping		

	Interim Operating Procedures: • None **Restoration Procedures:** • None		

4	RI HEALTH BENEFIT EXCHANGE		
	TENANT RECOVERY PROCEDURES **EXECUTION OF CRITICAL BUSINESS FUNCTIONS** In the event of disaster it is important to continue to perform the critical business functions identified in this Appendix. Each Tenant is responsible for ensuring that the staff who perform critical business functions have the necessary resources to continue these functions. The following information contains both the interim operating and restoration procedures for the critical business functions and tasks that support these processes. The Tenants can use this information to ensure that the staff is able to perform the critical business functions in a timely manner. **RIDOA RESPONSIBILITIES** RIDOA has the following responsibilities during an emergency or disaster event: • Business Relocation • Restoration, recovery, and/or replacement of Computer Hardware • Restoration, recovery, and/or replacement of Computer Software • Restore connectivity to State systems and internet. **Mission Statement** The Rhode Island Health Benefits Exchange supports health reform efforts at the state and national level that provide all Rhode Islanders with better health and increased access to high quality, coordinated care at a reasonable, predictable cost. The Rhode Island Health Benefits Exchange will serve two important purposes: • Negotiate for high quality, affordable health insurance options on behalf of small businesses and individuals (in order to promote the health of all Rhode Islanders) • Be a robust resource for all Rhode Islanders and Rhode Island businesses to learn about and compare the quality and affordability of their heath insurance options, enroll in coverage, and, if eligible, access Medicaid or tax credits for coverage.		

	Special Forms, documentation, equipment and supplies: • Computers (desktop/laptop) – 28 • Telephones - 28 • Network Printers – 2 **Minimum Staffing Requirements: Staff Total – 28** **Applications Required:** • **Microsoft Office** • **Internet Explorer** • **Email**		
1	**Business Function:** • Accounts Payable **Interim Operating Procedures:** • Manual paper entries by hand **Restoration Procedures:** • Update manual data when system is restored.		
2	**Business Function:** • Programming function with outside company **Interim Operating Procedures:** • Relocate to vendor headquarters, work from there **Restoration Procedures:** • None		
3	**Business Function:** • Maintain contact with health insurance carriers and brokers **Interim Operating Procedures:** • Relocate to vendor headquarters, work from there **Restoration Procedures:** • None		
4	**Business Function:** • Write and submit RFP's through Purchasing **Interim Operating Procedures:** • Relocate to vendor headquarters, work from there **Restoration Procedures:** • None—		

5	OFFICE OF MANAGEMENT AND BUDGET		
	TENANT RECOVERY PROCEDURES **EXECUTION OF CRITICAL BUSINESS FUNCTIONS** In the event of disaster it is important to continue to perform the critical business functions identified in this Appendix. Each Tenant is responsible for ensuring that the staff who perform critical business functions have the necessary resources to continue these functions. The following information contains both the interim operating and restoration procedures for the critical business functions and tasks that support these processes. The Tenants can use this information to ensure that the staff is able to perform the critical business functions in a timely manner. **RIDOA RESPONSIBILITIES** RIDOA has the following responsibilities during an emergency or disaster event: • Business Relocation • Restoration, recovery, and/or replacement of Computer Hardware • Restoration, recovery, and/or replacement of Computer Software • Restore connectivity to State systems and internet. **Mission Statement**		

	Special Forms, documentation, equipment and supplies: • Computers • Telephones • Network Printers • Office Supplies **Minimum Staffing Requirements: Total Staff –** • Administrators • Other staff to go here if needed **Applications Required:** • Microsoft Office? • Other Software • Internet Explorer • Email		
1	**Business Function:** • Function goes here **Interim Operating Procedures:** • Goes here **Restoration Procedures** • Here		
2	**Business Function:** • Function goes here **Interim Operating Procedures:** • Goes here **Restoration Procedures** • Here		
3	**Business Function:** • Function goes here **Interim Operating Procedures:** • Goes here **Restoration Procedures** • Here		
4	**Business Function:** • Function goes here **Interim Operating Procedures:** • Goes here **Restoration Procedures** • Here		

Business Continuity Plan: Pandemic Planning

1.1 Authority and Protocols

1.1.1 Planning Team: The Emergency Preparedness Committee, composed of employees from all units, within the Department of Administration has the responsibility to prepare and evaluate and prepare draft emergency response plans for the Department's response to any incident including a pandemic flu epidemic.

1.1.2 Internal Authority: Consistent with the Department's Business Continuity Plan (BCP) Disaster Declaration Authorization Listing on Exhibit 10 of the Department's BCP Plan, the director of Administration has initial authority to make this determination. An order of authority beyond the director is also articulated on this exhibit.

1.1.3 Public Health Relationship: Consistent with the Center for Emergency Preparedness and Response (CEPR) on-call system as reported in a memorandum prepared by Dr. L. Anthony Cirillo on 12/8/06 there is a contact system that the CEPR has developed for the rapid contact of member staff of the CEPR. This system of contact is to be utilized in health emergencies. Otherwise, in non-emergency situations, either Mr. Edward D'Arezzo, acting interim chief for Emergency Preparedness & Response may be reached at 222-1006/ 641-8301 or the administrator of the Health Department's Business Continuity Plan Alysia Mihalakos can be contacted at 222-8035. The Health Department in their report to the Governor entitled "Pandemic Flu Emergency Response Plan" indicated that they will make available to individuals and businesses help lines where consultation with health professional will be available. The Department of Administration shall utilize these services as well.

1.1.4 Procedure: As is articulated in the BCP of the Department of Administration, the Management Recovery Team (section 5 of BCP) with its membership will receive notice of an event requiring determination by them for activating the plan of response. Likewise it is the responsibility of this Team working with the Logistics, Operations and Technology Recovery teams, to determine the time and method of termination of the plan.

1.2 Order of Succession

1.2.1 Successors by Responsibility: As originally articulated in the governor's COOP plan as developed in January 2006 the order of succession for the Department of Administration is as follows: Director of Administration followed by the Executive Director of Operations, the Chief Budget Officer and the Controller.

Signatory and operating authority is vested within the Department of Administration to the Director for all policy and operational decisions. If normal channels are disrupted in an emergency situation, all authority would follow the order of succession identified above. In the event that an emergency renders the individuals listed as successors incapable or unavailable, delegated decisional authority is pre-authorized based on operating categories below. Individuals listed are pre-authorized to render decisions and have full signatory authority on only the functional areas associated with their names.

Facilities-Marco Schiappa, Associate Director, Facilities
Human Resources-Anthony Bucci, Personnel Administrator
Purchasing-Lorraine Hynes, Acting Chief Purchasing Officer
Accounting- Marc Leonetti, State Controller
Budget-Thomas Mullaney, State Budget Officer
Capital Projects-Namvar Moghadam, Associate Director
Information Technology-John Landers, Chief Information Officer
Internal Auditing- Dorothy Pascale, Chief, Bureau of Audits
Statewide Planning-Kevin Flynn

1.2.2 Authority Limitations: At such time as either the Director or any of the successors listed become available or capable during the emergency, all pre-delegated authority listed above shall immediately revert back from listed individual to the director or successor. At such time as the emergency situation ceases to exist, all pre-delegated authority shall immediately revert back to the Director.

1.3 Delegation of Authority

1.3.1 Delegation of Authority: For critical processes each unit within the Department should likewise have a three deep line of succession.

1.4 Operations Assessment

1.4.1 Mission Critical Functions: Exhibit 14 C in the Department's BCP provides the Critical Process List for Administration. Certain services provided through the Department of Administration in security, safety and facility operations may not be listed in the Department's critical processes, but in the event of a flu pandemic may take precedence in the Department's interaction with other State Agencies. Emergency procedures already in place for these operations will take effect. Life safety issues especially in the continued operations of Health Care facilities and residential treatment facilities operated by the State of RI will be of paramount importance.

1.4.2 Critical Partnerships: Exhibit 9 in the Department of Administration's BCP lists emergency contact numbers that may be of assistance in this and other forms of disaster.

1.4.3 Assess Security Needs: The Logistics and Operations Recovery Teams working with the Capitol Police will determine the security needs for the William E. Powers building taking into consideration the other security requirements that the Capitol Police might be called upon to fulfill.

1.4.4 Assess Vendors: Exhibit 9 lists certain critical organizations that may be of help in a pandemic crisis. The Logistics Recovery Team working with the Purchasing Division and Master Price Agreement vendors will provide the necessary support services for the continued operation of the department.

1.4.5 Critical Supplies: Presently the Purchasing Division has an agreement with Grainger to secure certain vital emergency supplies and equipment. Exhibit 14 A lists the resource specifications for critical processes within the Department of Administration. Shortfalls of supplies will be dictated by the magnitude of the pandemic on the travel of goods and any quarantine that is established.

1.4.6 Critical Products: Personal Protective Equipment (e.g. masks) and hand and counter top sanitizing supplies may be needed in a pandemic. The Logistics Recovery Team working with Purchasing should at the start of the event determine our supplies and what avenues we may have to secure additional supplies during the cycle of illness.

1.4.7 Vendor Continuity: Purchasing shall with the assistance of state agencies determine critical vendors and incorporate into bid specifications the need for the vendor to have a Business Continuity plan of their own.

1.5 Workforce Planning

1.5.1 Skills Inventory: The BCP identifies critical processes within each unit within the Department. Each unit with critical functions must identify primary and alternate staff, at least three deep, individuals that might fill in when one of the primary responders is unavailable. Cross training should be considered for those who may be called upon in an emergency to respond to a roll beyond their normal responsibilities.

1.6 Communication

1.6.1 Employee Information Dissemination System: The Management Recovery Team working with Department of Information Technology and the Technology Recovery Team should determine the most efficacious method of maintaining contact with employees. Consideration should be given to both communications outward to employees

and inward from employees to the Department on the status of their availability for work and any special needs they or their families may have. Personnel working with the State's Employee Assistance Program may be of help in this outreach. Multiple methods of communication must be considered. If other means of mass communication are unavailable employee call trees as listed in Exhibit 7 within the Department's Business Continuity Plan should be used. Utilization of resources made available by the Health Department should be communicated to Department of Administration staff.

1.6.2 Initial Communication: The following information should be included in the initial communication:

- General Information about avian flu and pandemic;
- Key components of the Department of Administration's pandemic influenza plan;
- Steps that will be taken by the Department of Administration to protect the health and safety of its employees during the pandemic.

1.6.3 Employee Ongoing Communication: The Management Recovery team will need to develop a plan for regular updates to its employees throughout the pandemic. Section 3.3 of the Business Continuity Plan may assist in this endeavor.

1.6.4 Public Information: The Governor's office will be the sole source of ongoing communication with the media. Only the director of the Department of Administration or their designee will at the direction of the Governor's office respond to media inquiries. Section 3.6 of the Department's Business Continuity Plan is a resource for preparing communications with the media.

1.6.5 Public Advance Communication: Inform the public of the Department of Administration's Plan for continued operation during the influenza outbreak and how services to them may be affected.

1.6.6 Public Ongoing Communication: The Management Recovery Team shall develop a plan to provide regular updates to the public on its ongoing operations throughout the pandemic. To be included are mechanisms for developing and finalizing communications and authorizing dissemination of information. (Worksheets C-04, Media Relations: Effective Planning; C-05, Media Relations: Media Contacts; C-06 Media Relations: Media Release and C-07 Media Relations: Media Inquiry)

1.7 Employee Education and Safety

1.7.1 Education and Training: Consistent with Goal #1 articulated in the report prepared for the Governor on Pandemic response to educate, inform and empower the public before and during a pandemic. The Department of Administration will begin efforts to educate state employees about the threats posed by influenza. Work with the Department of Health and the Department of Administration Wellness Committee on preparing information.

1.7.2 Health and Hygiene: Work with the Health Department and the State's health care provider to provide employees with informational materials detailing strategies for stopping the spread of disease (e.g., wash hands carefully, practice respiratory etiquette, avoid touching the face and eyes, and shaking hands).

1.7.3 Prevention: Obtain personal protective equipment to minimize the spread of disease.

1.7.4 Social Distancing: The Management Recovery Team in the development of the Department's response to the epidemic will develop practices to limit or avoid frequency of contacts by employees within the department with their peers and business invitees.

1.7.5 Facility Maintenance: The Operations and Logistics Recovery Teams working with Facilities Maintenance Division will develop protocols for increased cleaning of work areas to limit the spread of infection.

1.7.6 Family Emergency Planning: The Department of Administration utilizing the Department of Health's "*Pandemic Flu Self-Care Pamphlet*" shall disseminate these materials by which state employees can then create their own family disaster Plan.

1.7.7 Mental Health Support: Work with the State's Employee Assistance Program (Care24) to ensure that necessary social and medical support services are available during and after the pandemic.

1.8 Human Resources

Consider and review staff and human resources issues that may be raised during an outbreak including:

-Sick leave policy;
-Administrative leave with and without pay policies;
-Policies, if any, requiring the ill staff to stay at home;
-Return to work policies;
-Flexible hours and shifts policies;
-Work from home policy;
-Insurance issues including health, disability, salary continuance, business travel and life insurance; and
-Crisis support or employee assistance programs.

1.9 Technology Preparedness

1.9.1 Telecommuting: If Personnel policies can be worked out allowing for certain job functions to be done remotely during a pandemic, work with the Department of Information Technology to develop appropriate security and network applications to allow employees to work from home. Tests should be conducted to identify the impact that telecommuting will have on internal networks.

1.9.2 Videoconferencing/teleconferencing: Work with Department of Information Technology on utilizing supporting telecommunication technologies that will help to minimize face to face transactions.

1.10 Legal Considerations

Involve legal services in matters that may have legal or liability implications.

1.11 Testing, Training and Exercise

As with the Business Continuity Plan itself, this subset to the plan must be exercised, shortcomings identified and issues addressed. Develop a plan to communicate the plan and information to State employees.

Respond

2.1 Activation and Authority

2.1.1 Activation: The Management Recovery Team through the Director of Administration or the responsible successors will initiate the business continuity plan during a pandemic influenza outbreak.

2.1.2 Internal Briefings: After communications with the respective recovery teams, the director shall with the approval of the governor and in consultation with the Health Department communicate to employees the progress of the pandemic and the affect of the pandemic on the operations of the Department of Administration.

2.1.3 Review Continuity Plan: Utilize the flexibility intended in the plan to make necessary revisions to maintain operations. A record of all communications between the respective recovery teams and the management recovery team must be maintained for future analysis. (Exhibit 18 Disaster Assessment Form and Exhibit 19 Team Recovery Progress Report Form)

2.2 Operations

2.2.1 Assess Operations: The Management Recovery Team in its discussions with the Logistics, Operations and Technology Recovery Teams shall assess its ability to provide regular services. Based on resources available, especially staff will determine what services the Department can provide.

2.2.2 Reallocate Resources: Based on the needs of those we serve whether citizens or other state agencies will dictate what services we provide. Facility safety and security especially for those who are under are care, custody or control will be of primary importance.

2.2.3 Critical Operations: Critical processes as listed in Exhibit 14C will be those operations to be continued when resources must be reallocated.

2.2.4 Alternate Facilities: If permissible, a determination shall be made in concert with Personnel and Information Technology on which if any essential functions may be done remotely from home. Ideally a predetermination will have been made so that network and security provisions have been enacted allowing these employees to work remotely.

2.2.5 Security: The Operations Recovery Team will assess the security needs for safeguarding personnel and facilities. Based on Capitol Police force availability and the allocation of officers to the various facilities under their care will dictate if the Logistics Recovery Team needs to arrange for revised security operations at the William E. Powers Building.

2.3 Job Functions

2.3.1 Absenteeism: The Operations Recovery Team working with Personnel shall identify absent employees and their job functions. Track when ill employees may return to work and provide regular reports on work force status to the Management Recovery Team. (Health Insurance Portability Accountability Act [HIPAA] regulations apply to Protected Health Information [PHI])

2.3.2 Reassignment: Reassign personnel to critical job functions and provide clear instructions for performing duties.

2.3.3 Employee Training: Provide just-in-time training or refreshers to alternate staff taking over new job functions.

2.4 Communication

2.4.1 Inform Employees: Provide regular updates to staff on hand on pandemic status and any applicable policy changes, infection control measures, job reassignments, illness reporting procedures, et cetera.

2.4.2 Inform the Public: Inform those who may have business with the Department of Administration of any changes in hours, services, or schedules

2.4.3 Communication System: Working with the Technology Recovery Team, ensure that communication systems (e.g. telephone (land lines and cell phones), fax, internet, web page) remain in working order.

2.5 Infection Control

2.5.1 Infection Control Information: Utilizing the Health Department web site and the references therein, prepare information for staff on preventing infection at home and at work (e.g. hygiene measures, social distancing). In the event of a pandemic, consider information on proper hygiene measures to be posted at entrances to the William E. Powers building, at hand washing stations and in public areas within the facility. Note: Training on handling of biologically contaminated materials will be required for janitorial staff handling trash containers (universal precautions).

2.5.2 Products and Equipment: To the extent that the Department of Administration has determined to make products and equipment available to staff and the public, ensure that supplies of hygiene products are available.

2.5.2.1 Examples of hygiene products are:

* Soap
* Waterless hand sanitizers (alcohol based)
* Trash cans with covers or lids
* Boxes of tissue
* Disposable hand wipes for use when hand sanitizers are not available

* One-gallon sealable plastic bags to place tissue, used gloves, respirator or other contaminated materials in
* Large Plastic bags to collect one-gallon sealable plastic bags in
The Logistics Recovery Team working with Purchasing will acquire the necessary products and equipment.
2.5.2.2. Examples of personal protective equipment (PPE):
* Protective barriers of glass or plastic separating the public from counter staff
* Disposable latex or vinyl gloves (hypoallergenic gloves may be required for those with allergies to latex or the powder within them)
*Heavy duty rubber work gloves (reusable)
* Eye-guards/goggles (for both with or without glasses)
*Full face shields
*Protective gowns and shoe covers
*surgical masks
*Disposable respirators
Note: Training on use of PPE or fit testing may be required.
2.5.3 Work Place Cleaning
The Logistics Recovery Team will work with Facilities to arrange for appropriate office sanitation and immediate sanitation of work stations where staff report illness.
2.5.4 Illness Notification and Protocols
Notify employees who they must inform if they become ill. Follow Personnel's protocol for managing staff that become ill at work. Keep records of affected staff.
2.5.5 Return to work:
Activate process for employees who have been ill to return to work or who were not ill but not working as a result of the pandemic.
2.6 Records and Databases
2.6.1 Identify Records
Identify records and databases needed to sustain operations longer than 90 days since vital records at alternate facilities may not be accessible. Determine whether files and databases can be accessed electronically from a remote location (e.g. from an employee's home) or alternate facility, or can be pre positioned at an alternate site. (Exhibit 14 A Resource Requirement List Specifications by Unit)
2.6.2 Records and Databases Maintenance
The Technology Recovery Team working with Information Technology will identify and plan for maintenance of vital systems that rely on periodic physical intervention/servicing.

Recovery
3.1 Activation: The Management Recovery Team based on reports from the Logistics, Operations and Technology Recovery Teams will determine when recovery procedures should be started. The Management Recovery Team will alert government leaders and Administrative staff to change in pandemic status and return operations to normal.
3.2 Operations:
3.2.1 Assess Operations: Assess the impact of the pandemic on the Department of Administration's operations, personnel, and the public we serve.
3.2.2 Normal Operations: Manage the return to routine operations as able based on human and material resources.
3.3 Plan Assessment
3.3.1 Conduct evaluation: Conduct an after action evaluation to determine the department's response to the pandemic. Include an analysis of costs incurred by the department that might be covered by any disaster recovery funds that may become available.

3.3.2 Update Plans: Update the Business Continuity Plan to reflect lessons learned from the initiation of the plan.
3.4 Communication
3.4.1 Employee communication: Notify employees about the change in pandemic status and return to normal operations.
3.4.2 Public Communication: Inform the public of resumption of all normal operations within the department and within the William E. Powers Building.

Flu Self-Care Guide

Learn how to care for someone with the flu at home:

- Recognize flu signs and symptoms.
- Know when to call the doctor or seek emergency medical care.
- Check and treat fever.
- Stay hydrated.
- Limit the spread of flu.

While these actions are important during a typical flu season, they are even more important during a pandemic, when more people may become sick and hospitals, doctors, and other services that you depend on may not be available.

The more prepared you are, the better off you and your family will be.

For the complete version of this guide and other information about the flu, visit

www.health.ri.gov/flu

or call 401-222-5960 / RI Relay 711

RHODE ISLAND DEPARTMENT OF HEALTH

Recognize Flu Signs and Symptoms

It is important to know what symptoms to look for:

- Sudden fever higher than 100.4º F (38ºC)
- Cough and/or sore throat
- Chills
- Muscle aches or pain
- Headache
- Feeling weak and very tired
- Runny or stuffy nose
- Signs of dehydration, such as decreased urine, dry mouth and eyes, or dizziness
- Diarrhea, vomiting, or abdominal pain (more common in children)

Please note: People with chronic illnesses or special healthcare needs may experience more severe flu symptoms and should call their doctors if they get sick.

Know When to Call the Doctor

It can be difficult to know when to call or visit the doctor. Most people who get the flu will have mild illness and will recover without needing medical care or antiviral drugs.

However, consider calling your doctor for advice if you get sick with flu-like symptoms and you have any questions or concerns about your illness, or if you are at high risk of flu-related complications.

High-risk groups include:

- Children younger than 5, but especially children younger than 2 years old
- Adults 65 years of age and older
- Pregnant women
- People who have medical conditions including:
  - » Asthma
  - » Chronic lung disease (such as chronic obstructive pulmonary disease or cystic fibrosis)
  - » Neurological and neurodevelopmental conditions (such as cerebral palsy or muscular dystrophy)
  - » Heart disease
  - » Diabetes
  - » Blood, kidney, liver, or metabolic disorders
  - » Weakened immune systems due to disease or medication (such as people with HIV or AIDS, cancer, or those on chronic steroids)
  - » People younger than 19 years old who are receiving long-term aspirin therapy

Your doctor can advise you over the phone if you need to come in for an appointment or start taking antiviral drugs. Calling first may help you avoid an unnecessary visit, keep doctors' offices from becoming overwhelmed, and limit the spread of flu.

EMERGENCY WARNING SIGNS

Sometimes, people with the flu get very sick and require emergency medical attention. Seek emergency care immediately if you have any of the following signs or symptoms:

Adults

- » Difficulty breathing or shortness of breath
- » Pain or pressure in the chest or abdomen
- » Sudden dizziness
- » Confusion
- » Severe or persistent vomiting

Children

- » Fast breathing or trouble breathing
- » Bluish color on skin or around mouth and lips
- » Dehydration (no tears, dried lips and mouth, not drinking enough fluids)
- » Not waking up or not interacting
- » Being so irritable that the child does not want to be held
- » Flu-like symptoms improve but then return with fever and a worse cough
- » Fever with a rash

Check and Treat Fever

Fever is the body's normal response to an infection and plays a role in fighting viruses by turning on the body's immune system. The body's normal temperature is 98.6°F (37°C). With a fever, the body's temperature is above 100.4°F (38°C). A fever typically lasts between 2 and 5 days with the flu.

You can take a person's temperature a variety of ways, depending on the person's age and preference. Always follow the instructions that came with the thermometer.

To bring the fever down:

- Drink plenty of liquids.
- Remove extra clothing and blankets. Young children should not wear "onesies".
- Give a sponge bath in warm (not cold) water.
- Give fever-reducing medicines (such as Tylenol® or Motrin®). Always read the labels carefully before giving any medicine. Never give aspirin to anyone younger than 19 years old due to the risk of Reye's Syndrome, which is a very serious illness of the liver and brain.

Stay Hydrated

Starting at the first sign of the flu, give a sick person plenty of liquids to drink, such as Gatorade®, Pedialyte®, or clear broth. Even things like JELL-O® and popsicles count as liquids. If the sick person is vomiting, allow his or her stomach to settle for one hour and then offer a small amount (such as one teaspoon) of clear liquid about every 10 minutes.

People who are sick may not feel like drinking, but it is important to keep giving them liquids to prevent dehydration. Dehydration happens when the body loses too much water (for example, through vomiting or sweating) and the water is not replaced quickly enough.

Please note: Avoid alcoholic and caffeinated drinks (such as coffee, some herbal teas, and sodas) because they can cause further dehydration. Avoid juices (such as pear juice and apple juice) because they can promote diarrhea.

SIGNS OF DEHYDRATION INCLUDE
Little or no urine
Dark color or concentrated urine
Dry mouth with little amounts of saliva
Dry eyes with little or no tear production
Sunken eyes
Weakness
Tiredness
Headache
Dizziness
Doughy or loose skin
Fainting

Limit the Spread of Flu

It is important to practice preventive measures all the time to limit the spread of flu.

- Wash your hands often.
- Cough or sneeze into your elbow or a tissue and throw away used tissues.
- Avoid touching your eyes, nose, or mouth.
- Stay home if you are sick until you have been fever-free (temperature less than 100.4°F or 38°C) for 24 hours without the use of fever-reducing medicines such as Tylenol®.

If someone in your home is sick, do the following additional things:

- Isolate him or her in a specific room, preferably with a door. Get fresh air into the room if possible.
- Limit other people's exposure to that person by picking one caregiver and discouraging visitors.
- Wear a surgical mask and gloves when caring for the sick person. The sick person may also wear a mask. Masks and gloves may be purchased at any retail pharmacy.
- Do not share personal items, such as toothbrushes and drinking glasses.
- Disinfect common area surfaces, such as doorknobs, light switches, and countertops.

Please note: A sick person with the flu is most contagious when he or she has a fever. Generally, people are much less likely to spread the flu after they have been fever-free for 24 hours without the use of fever-reducing medicines.

Preparing Your Home

You may need to take care of your family at home when they get the flu. It is a good idea to get supplies in your home **BEFORE** someone becomes sick.

What to have on hand for flu care at home:

- Thermometer
- Drinks with electrolytes (such as Gatorade® or Pedialyte®)
- Extra supply of prescription medicines
- Pain and fever medicines for adults
- Cough medicines for adults
- Liquid cough, pain, and fever medicines for children (Look for the words "children's," "acetaminophen," or "ibuprofen" on the labels of pain and fever medicines for children. Never give aspirin to children younger than 19 years old, and do not give cough or cold medicines to children younger than 4 years old.)
- Tissues
- Alcohol-based hand gel
- Eye dropper (for giving liquids to infants or small children)
- Surgical masks
- Cleaning supplies such as soap, laundry detergent, rubber gloves, antibacterial wipes, and paper towels
- Important phone numbers (such as local emergency numbers and phone numbers for your family doctor, family members and caregivers, and babysitters)

EMPLOYEE ASSISTANCE PLAN

In the event of a critical incident involving the entire DOA building, therefore affecting all employees, the person to contact in order to obtain **Care24** counseling services is: **Melanie Marcaccio** who can be reached at **401-222-8233**.

In the event of a critical but localized incident impacting a division/unit of DOA, the unit supervisor will contact HR Administrator, **Kathy Lanphear,** who can be reached at **401-222-6880.** She will coordinate counseling services from **Care24**. In the event that Kathy is not available, please contact **Melanie Marcaccio** who can be reached at **401-222-8233**.

Modified on 03/22/2012

DEPARTMENT OF ADMINISTRATION, DEPARTMENT OF REVENUE
WILLIAM E. POWERS BUILDING
EMERGENCY ACTION PLAN

GROWING CHILDREN OF PROVIDENCE DAY CARE CENTER
EVACUATION PLAN

State Employees Workers' Compensation, Division of Facilities Management, and the Rhode Island Capitol Police have updated the Emergency Action Plan for the William E. Powers Building and the Growing Children of Providence Day Care Center located at One Capitol Hill, Providence, Rhode Island. Representatives of the Providence Fire Department's Fire Prevention Office and the State Fire Marshall Office after conducting a health and safety building inspection survey recommended the established evacuation routes. In the design of the fire and bomb evacuation plan, employees are provided with directions for complete, safe, and efficient evacuation of the William E. Powers Building.

Your cooperation, in helping to keep our work environment safe and healthy is appreciated.

Sincerely,

Richard A. Licht
Director, Department of Administration
March 2013

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Contact Personnel

Rhode Island Capitol Police	222-6905
Division of Facilities Management	222-6200
State Employees Workers' Compensation	574-8500

I. WILLIAM E. POWERS BUILDING (1 CAPITOL HILL) EVACUATION PLAN

a. When you hear the alarm, immediately head for the nearest exit. Schematic diagrams depicting evacuation routes are posted throughout the building. Training sessions must be held to ensure all are acquainted with the evacuation plan and exits.

b. All personnel should vacate the building in an orderly manner. Please ensure that you distance yourself seventy-five (75) feet from the exit, so it may remain clear for fire and rescue units responding to the facility.

c. The Rhode Island Capitol Police will ensure all occupants remain seventy-five (75) feet away from the building during such evacuations.

d. The second, third and fourth floors will evacuate the building by utilizing the (A) southwest stairwell and the (B) northeast stairwell of the building. In an emergency evacuation, the Atrium staircase and the elevators are not approved means of egress.

e. The first floor exits at street level. The exits on the first floor are the (A) front doors located on the south, Smith Street side of the building and the (B) side doors located on the east, courtyard side entrance of the building.

f. Exits on the ground floor are located on the (A) south, Smith Street side of the building and the (B) back, north side of the building. Occupants will proceed to the nearest exit to evacuate. The parking garage is evacuated by utilizing one of the exits located at each corner of the garage. In an emergency evacuation, the elevators are not an approved means of egress.

g. Procedure to be followed by cafeteria personnel:

1. Shut main electrical switch.
2. Shut down stoves. Do not leave anything over a flame.
3. Additional instructions will be given to all employees of the cafeteria by the cafeteria manager.

h. If an emergency exists which requires occupants of the William E. Powers Building to remain in cold or inclement weather, employees will be instructed to proceed to either the Department of Transportation (2 Capitol Hill) or the State House.

i. All Executive Directors, Associate Directors, Division Chiefs and other designees at the William E. Powers Building are to oversee the evacuation of employees from their respective work areas. There will be a general training session for all employees.

j. The Capitol Police or the Department of Administration management staff is responsible to provide instructions as warranted during the evacuation process.

II. INFORMATION EMPLOYEES SHOULD KNOW

a. All employees should know the exact location of the fire alarm pull stations, fire exits and extinguishers.

- Pull station with plastic cover (located on ground and first floor public areas).
  Operation: The cover is connected to a frame by a cable. When the cover is lifted, it hangs off the frame and the horn will sound until the cover is snapped back onto the frame. The noise is intended to prohibit false/malicious activations of the fire alarm. The next action required to activate the fire alarm system (see pull station activation) is pushing in, then pulling down on the handle of the fire alarm pull station.

- Pull station activation (all areas through out the building typically found at egress doors).
  Operation: Pushing in, then pulling down on the handle causes the pull station to latch and or activated the fire alarm system. Once properly latched, the word "ACTIVATED" (in bright yellow) appears at the top of the handle.

b. Should you discover a fire, regardless of how small, immediately sound the fire alarm. Any person discovering a fire is authorized to sound an alarm. If you do not know how to operate the fire alarm, pull stations or extinguishers, ask your supervisor to arrange training.

III. VOLUNTEER REGISTRY

The William E. Powers Building, has established a volunteer registry of special needs employees. All special needs employees registered under the building evacuation plan will follow the evacuation plan listed below:

a. Special needs employees are to go to the (A) southwest stairwell exit on each floor level (1-4) for evacuation. In order to ensure the safety of all, special needs employees are requested to remain in the enclosed vestibule area outside of the stairwell. Special needs employees on the ground level are to go to the vestibule area outside of the day care.

b. Providence Fire Department primary responder (North Main Street Fire Station) and secondary back-up unit (Washington Street Fire Station) will be informed by the Rhode Island Capitol Police of all special needs employees assigned to each stairwell/vestibule location.

c. A buddy system will be initiated whereby a colleague of the special needs employee will volunteer to remain at designated area, (A) southwest stairwell/ vestibule area on each floor, until the evacuation process is completed. The buddy system will be presented to all staff at a training session. The buddy system is entirely voluntary, and at any time co-workers may withdraw from the program. A volunteer registry will be maintained from which alternates may be selected.

d. When a volunteer buddy decides to relinquish their assignment, the volunteer must immediately notify the supervisor. The supervisor will then secure another volunteer to assist a special needs employee during the evacuation process. Utilizing this method ensures no one is left behind.

e. The Providence Fire Department has assured the Department of Administration that all registered special needs employees and volunteer co-workers will be evacuated based on priority from their designated locations.

f. Special needs individuals visiting the William E. Powers Building can register with the Rhode Island Capitol Police upon entering the building. In the event of an evacuation, special needs individuals on floors 1-4 will be brought to a (A) southwest stairwell/vestibule area, or on the ground level to the vestibule area outside of the day care.

IV. EVACUATING THE PARKING GARAGE AREA

a. In the event that the fire alarm activates or any other emergency that requires an evacuation at the William E. Powers Building and you are in the parking garage, please exit your vehicle and exit via one of the facilities stair towers that discharge directly to open air. (Go up the stairs).

b. In the event that a person is handicapped and needs assistance in the parking garage areas, the special needs person is to enter the stairway (an area deemed as an area of refuge) that is nearest the elevator. The Rhode Island Capitol Police and/or the Providence Fire Department shall send the appropriate response to all areas deemed as an area of refuge.

V. BUILDING EVACUATION CIRCUITRY PANEL

When an alarm sounds, all personnel must evacuate the building immediately. The Rhode Island Capitol Police will administer the evacuation of the William E. Powers Building. The responsibilities of the offices are located below:

a. When an alarm rings, the Division of Facilities Management and the Providence Fire Department will investigate the control panel. The circuitry will indicate the section of the building that is signaling the emergency alarm.

b. The Capitol Police will provide the Providence Fire Department a list of the special needs employees, a list of any business invitees who may have self- identified themselves as requiring special assistance, the day care sign in book and a schematic floor-plan of the building (which denotes the area of refuge for the building).

c. The Providence Fire Department will proceed to the zone unit in question and evaluate the problem.

d. Additional action is to be taken after proper authorities exercise appropriate procedural enactments.

e. For false alarms, the Providence Fire Department will notify the Capitol Police to allow personnel to return to the building.

VI. BOMB THREAT EVACUATION

The Rhode Island Capitol Police will administer the bomb threat evacuation procedure. Although most bomb threats turn out to be hoaxes, all bomb threats should be treated as though they are real.

a. An employee who receives a bomb threat should immediately contact the Capitol Police at 222-3077 or 222-6976 and inform them of the details of the threat received. If an employee finds a suspicious object, immediate notice should be given to the Capitol Police. Employees should make note of the approximate size or shape of the object as well as location when reporting to authorities. Suspicious objects should never be picked up or moved.

b. The Capitol Police, State Fire Marshal and the Providence Police will evaluate the information received. The Director's Office will be notified immediately as to the received bomb threat. The Capitol Police, State Fire Marshal's Office and Providence Police Department have the authority to make an immediate decision to evacuate the building. These arrangements have been confirmed with the Providence Police Department.

c. At the time notice to evacuate is made, all employees and visitors in the building are to evacuate the premises immediately in an orderly fashion. The evacuation procedures are the same used for fire alarms.

d. Schematic diagrams depicting evacuation routes are posted throughout the building.

e. After contacting the Capitol Police, the recipient of the bomb threat should follow the instructions as to completing a "Rhode Island Capitol Police Bomb Threat Form". These forms are obtained from the Capitol Police Office. The Capitol Police may respond immediately to the recipient of the call, or if prohibited by the lack of time will provide instructions for an interview at some other location.

f. The State Fire Marshal, the Rhode Island State Police and the responding law enforcement agencies will assume command of the area and will be assisted by the Capitol Police.

g. If an emergency exists which requires the occupants of the William E. Powers Building to remain in cold or inclement weather, provisions will be made to utilize nearby locations.

h. Upon completion of a search by law enforcement and the State Fire Marshal's Office, employees will be allowed to return to their work areas.

VIII. SHELTER IN PLACE

Two types of incident may warrant a shelter in place plan. The first situation is one in which there is a chemical, biological or radiological release into the environment in such quantity or in such location that it is safer to remain indoors than evacuate out. The second circumstance is one in which an "active shooter" has been reported on Capitol Hill and for safety of employees and business invitees we secure our facility from any additional entrance.

a. In the first circumstance, notice may be from Providence Emergency Management through reverse 911. If this were the case, than notice will made to both the Director of Administration and the Rhode Island Capitol Police. Upon consultation with Capitol Police, the Director's Office will announce via the building intercom system that the building is to be secured from entrance or exit until such time that "an all clear" announcement is made. An announcement of a secure building "purple" will be made. The use of the color "purple" with a secure building announcement will inform staff and business invitees that all occupants must stay in the building for their own safety until an all clear has been announced. Capitol Police will contact Facilities Heating Ventilation and Air Conditioning at 222-6315 or 222-6200 so that the HVAC system may be "shut down". (Reducing the indoor-outdoor air exchange rate before the hazardous plume arrives.) A determination on how the ventilation system for the parking garage will be handled will be made based on the information concerning the nature of the release. A decision on how to handle the air exchanges in the parking garage will be made with the best available information. If no information is available, the ventilation system within the parking garage will be shut down until the all clear is announced.

   The Capitol Police will secure entry doors on the first floor and close the loading dock overhead door from their command post in the lobby. The Building Superintendent will be called upon to close the gates to the parking garage. The Building Superintendent may also be called upon to have the driver of a vehicle parked at the loading dock move the vehicle until such time an all clear is given. If a trailer truck or other vehicles are unloading at the loading dock, the garage door cannot be properly lowered and contaminants may enter the building through the openings from the loading dock into the building proper. The Building Superintendent will be asked to have the driver move the vehicle. As a precaution for those employees working in the area of the loading dock, they will be instructed to move into the ground floor hallway outside the cafeteria. In this way they are in the central core away from where a possible contaminant might enter through the loading dock.

b. For situations in which an active shooter has been reported in the area of Capitol Hill, the Capitol Police will inform the Director's Office of the incident. The Director's Office will again announce a lock down of the building. A secure building "gold" announcement will be made. The use of the color "gold" along with the secure building announcement will inform employees of the threat of a possible perpetrator on the grounds of the campus. Visitors will again be instructed to remain in the building until "an all clear" announcement has been made.

Facilities will again provide assistance in securing the building from entrance or exit, but the HVAC system will not require adjustment.

The "all clear" will be made when the perpetrator is no longer a threat to occupants. Individuals who may have offices on the first floor at windows will be instructed to move into core office space, lunch rooms, or the atrium to reduce exposure to an outside perpetrator. Likewise, individuals in the cafeteria may be instructed to move away from window seating until the all clear is announced.

Once the building is secured, individuals outside the building, whether they are visitors or employees, will not be allowed to re-enter until the all clear is made. Supervisors should check their staffing and identify any absent employees. A determination where the absent staff may be should be made and instructions conveyed to them if appropriate.

c. For situations of chemical, biological or radiological releases, the HVAC system upon the cessation of the threat will be run so that the indoor-outdoor air exchanges are maximized to flush any residual contaminants that may have entered the building.

VIII. ACTIVE SHOOTER PROTOCOL

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there may be no apparent pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooter and mitigate harm.

Many shooters end their own life rather then surrender or be shot by law enforcement. Hence active shooter situations are often over within 10 to 15 minutes, before law enforcement can be fully deployed at the scene. As such, individuals must be prepared both mentally and physically to deal with an active shooter situation.

One of the following response procedures should be followed in response to an active Shooter within your building.

Evacuate the area if you can (Run)

- Have an escape plan. Know where the exits are on your floor; recognize that the exits above the first level do not discharge directly outside the building but to a hallway and lobby on the first floor.
- Once safely outside the building and in a protected area call 911.
- If you determine it is safe to evacuate (ex. shooter is on a level above your floor) do so regardless what other occupants choose to do.
- Leave your belongings behind.
- Help others escape if possible.
- Follow the instructions of any police officers on scene.

Secure your immediate area (Hide)

- Proceed to a room that can be locked and or barricade doors with any available objects (chairs, tables, desks). Note: Some Conference Rooms have doors that swing out so objects will impede entrance but will not brace the door against entry.
- If unable to safely make it to an office hide under desks or tables within your cubicle and place chairs or other objects in front of you to make you a less attractive target. Remember most active shooters want to create as devastating a scene as possible and will look for easy access locations with the highest density population.
- If in a room: turn off lights**,** turn off computer monitors, keep occupants calm, quiet and out of sight by laying low to the ground.
- Keep yourself out of sight and take adequate cover/protection (i.e. desks, chairs, tables, filing cabinets). Such cover may protect you.
- Silence cell phones.
- Place signs in exterior windows to identify the location of injured persons

(Fight)

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter by.
- Acting as aggressively as possible against him/her.
- Throw items or improvise weapons.
- Yelling.
- Committing to your actions.

Contacting Authorities**:**

- Dial 9-911 if using the buildings phone system or 911 if using a cell phone. Be aware that the 911 system may well be overwhelmed by the number of callers.

What to report:

- Your specific location - (Providence; building name is William E. Powers Building and address is One Capitol Hill) and the location of your office or cubicle (e.g. on the second floor in the Facilities section).
- Number of people at your specific location.
- Injuries – number of injured and type of injuries
- Assailant(s) – location, number of suspects, race/gender, clothing description, physical features of the perpetrator, type of weapon(s) (long guns or hand guns), backpack, shooters identity if known, nature of attack (explosions, smoke, gunfire, etc.).

How to react when Law Enforcement Arrives:

- Remain calm and follow officer(s) instructions.
- Put down any items in your hands (i.e. bags, jackets etc.).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid pointing, screaming and/or yelling.
- Avoid making quick movement towards the officers such as grabbing on to them or holding them for protection.

- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering your location.

Leaving a secure area:

- Responding police officers will assist to unsecure an area and rescuing victims who are locked down. Consider risks before leaving a secure area.
- Remember, most shooters do not intend to survive the attack and will not stop until he or she has been engaged by the arriving officers or kill themselves because of the arrival of a superior force.
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.
- Once evacuated, be alert for secondary attacks or devices.

IX. PROCEDURE FOR EARTHQUAKE SAFETY

New England is not thought of as a region for earthquakes but moderate sized earthquakes (magnitude 4.5 to 6.0 on the Richter scale) do occur with some frequency in the North east. Due to the geology and soils within the region, temblors from as far away as Quebec and Virginia may be felt in Rhode Island. Given the number of old, unreinforced masonry structures even a moderate quake occurring in New England is likely to cause damage over a wide area. If an earthquake does occur, remember to keep calm.

If you are indoors: Stay inside. Drop down on your hands and knees. This position protects you from falling due to the movement of the building but allows you to still move if necessary. Cover your neck and head. Get under a sturdy piece of furniture (desk or table). If there is no shelter nearby, only then should you get down near an interior wall and cover your head and neck with your arms and hands. Stay clear of windows and exterior doors.

If you are outside: Move to an open area away from buildings, trees and power lines. If forced to remain in an unsafe area due to earth movement, drop to the ground cover your head and neck with your arms and hands as best as you can.

If in an automobile: Pull over to the side of the road, stop, and set the parking brake. Avoid bridges and overhead hazards. Stay inside the vehicle until the shaking is over.

After an earthquake: Remain calm and be prepared for aftershocks. Be guided by emergency personnel. If an evacuation is ordered in the William E. Powers Building, an announcement will be made through the public address system within the building. The evacuation plan established for the building should then be followed. If there are injured people, do not move anyone who is seriously injured unless they are in obvious immediate danger. Special needs employees within the building, and those injured who can ambulate to the southwest stairwell vestibule, should congregate in the vestibule and await rescue by emergency personnel. Open doors carefully and watch for falling objects. Do not use elevators and avoid using telephones. Remember the greatest danger is from falling and flying objects and not building collapse.

X. MEDICAL EMERGENCY

In the event that an employee or visitor is in need of immediate emergency care in the William E. Powers Building, an employee shall call, or direct someone to call, 9-911 and report the incident and location. The employee shall then call, or direct someone to call, Capitol Police at 222-3077 or 222-6976 and inform them of the incident and location.

Capitol Police shall respond to the incident with the Automatic Emergency Defibrillator and react accordingly as per training and Capitol Police protocol. The Capitol Police may designate personal to secure the elevator and passageway to the area of the person needing emergent care.

ATTACHMENT A

PLAN FOR ASSEMBLY BY OFFICE DURING AN EMERGENCY EVACUATION

To ensure the safety of all staff members of the William E. Powers Building, all offices shall assemble at the required seventy-five (75) foot buffer area from the building.

Cafeteria staff and patrons, Taxation, RI Commission for the Deaf and Hard of Hearing, and, Rhode Island Veterans Office will vacate the facility by exiting the front doors located at the ground level, Smith Street, south side. They will proceed up the exterior right staircase and assemble on the front lawn area.

Building Manager's Office, Health Care Initiatives and the mailroom**,** will exit by the rear door (B) located at the back, north side of the building and will proceed to the outdoor parking level area.

Department of Revenue, Division of Taxation, Income Tax, Field Audit, and Office Audit Revenue Analysis will vacate the facility by exiting the front doors located on the Smith Street, south side of the building. They will assemble on the front lawn area.

Department of Revenue, Division of Taxation, Collections and Processing will vacate the facility by exiting the side doors located on the courtyard, east side entrance of the building. They will assemble in the courtyard area.

Facilities Management, Capitol Projects, and Purchasing will proceed down the southwest stairwell and exit by the Smith Street front doors. They will assemble on the front lawn area.

Division of Planning, DoIT, Justice Commission, Minority Business Enterprise, DEM, and other occupants will proceed down the northeast stairwell to the first floor and vacate the facility by the side doors located on the courtyard, east side entrance of the building. They will assemble in the courtyard area.

Human Resource Office, Labor Relations, State Employees Workers' Compensation will proceed down the southwest stairwell to the first floor and exit the building by the Smith Street front doors. They will assemble on the front lawn area.

Employer Tax Unit, Division of Planning, Council of the Arts, and Personnel Appeal Board will proceed down the northeast stairwell to the first floor and exit the facility by the side doors located on the courtyard, east side entrance of the building. They will assemble in the courtyard area.

Director's Office, Law Offices, Library Services, Bureau of Audits, Energy Office Information Technology**,** will proceed down the southwest stairwell to the first floor and exit the building through the Smith Street front doors. They will assemble on the front lawn area.

Budget, Planning, Accounts and Control, and Central Business Office, will proceed down the northeast stairwell to the first floor and exit the facility by the side doors located on the courtyard, east side entrance of the building. They will assemble in the courtyard area.

ATTACHMENT G

GROWING CHILDREN OF PROVIDENCE DAY CARE CENTER EVACUATION PLAN

The following procedures should be followed in the event of a fire or fire alarm in the Growing Children of Providence Day Care Center area located in the lower level in the Rhode Island Department of Administration, William E. Powers Building, located at 1 Capitol Hill, Providence RI. The Growing Children of Providence staff shall train and follow these procedures.

ALARM PROCEDURES

When an alarms trigger automatically the fire alarm is activated, the appropriate agencies (Fire, Police) are automatically contacted.

MANUAL PROCEDURES

In the unlikely situation that the alarm is manually triggered, (e.g., in the case of visible flames, visible smoke or strange and unusual odors) the following procedures should be followed:

The employee should immediately:

- Activate the nearest fire alarm pull box.
- Notify the Division of Public Safety (9-911) and supply the following information:
    - Type of emergency (flames, smoke, odor)
    - Location in building of the emergency (floor, room etc.)
    - Employee name
    - Building address: 1 Capitol Hill, Providence

DO NOT HANG UP THE PHONE UNTIL THE EMERGENCY DISPATCHER HAS INSTRUCTED YOU TO DO SO.

EVACUATION PROCEDURES

When a Fire Alarm is sounded, the Growing Children of Providence employees should notify all patrons and other staff in their unit that all occupants must evacuate the building.

A staff member should clearly inform the guest/parent of possible imminent danger to personal safety. If the patron refuses to leave the building, the staff member should continue with evacuation procedures. From a safe location call 9-911 to inform the police department of the location of the individual.

GENERAL PROCEDURES

- Gather all children and announce that the need to evacuate. Place in children in groups and proceed to the main door. Infants to one year olds are to be placed in cribs (combine infants as safely as possible, 3-4 infants per crib). 2-3 year olds are to utilize a rescue rope.

- A final sweep for any children should be done prior to leaving the area and the doors to all area pertaining to the daycare should be locked. The Providence Fire Department has keys to all doors. Fire and rescue workers must have access to all areas of the building.
- The lights should be left on to provide additional visibility for the fire department.
- Staff and patrons should not utilize the elevators. They are to proceed out the door of the day care and take a right, stay straight until the pass through a double door. They are to turn right again follow the corridor and stop at the top of the stairs. Staff is to stage here and have the clients that are capable of traversing stairs on their own proceed down the stairs to the predetermined evacuation areas that are away from the building. Once the stair area is free of clientele. The staff will carry the children in incapable of walking to the predetermined evacuation areas that are away from the building. The management staff shall conduct a role call and make note of all missing personnel/clients and staff. The management staff shall tell key personnel of the missing staff and they will notify the Emergency Incident Command Officer. The exit doors shall lock but will not allow re-entry from outside the building.
- In the event of inclement weather and the need to relocate and after proper notification to the fire department or Incident Command Officer has been notified. The alternate area of refuge could be inside the Department of Health (3 Capitol Hill) or Department of Transportation (2 Capitol Hill).
- Do not remain in the foyers or corridors during a fire alarm or emergency. Evacuation requires that all employees and patrons go outside the building regardless of weather conditions or perceived lack of danger.
- During the fire alarm or emergency, The Growing Children of Providence employees waiting outside the building can help by informing approaching people not to enter the building. Employees exiting the building should assist by advising people to vacate the first floor foyers and vestibules.
- Individuals should stay clear of entrances once they have evacuated the building to provide access for fire department personnel.
- Key daycare personnel will post individuals at the door
- Key daycare personnel will post an individual at the bottom of the driveway /entrance of the garage
- Key daycare personnel will post an individual at entrance of the loading dock
- The officer on duty shall be the liaison to the Providence Fire Department or Emergency Incident Command Officer

ALTERNATE ROUTE PROCEDURES

In the event that the primary route is inaccessible or the need to egress directly outside is needed.

- Gather all children and announce that the need to evacuate. Place in children in groups and proceed to the rear exit door. Infants to one year olds are to be placed in cribs (combine infants as safely as possible, 3-4 infants per crib). 2-3 year olds are to utilize a rescue rope.

- A final sweep for any children should be done prior to leaving the area and the doors to all area pertaining to the daycare should be locked. The Providence Fire Department has keys to all doors. Fire and rescue workers must have access to all areas of the building.
- The lights should be left on to provide additional visibility for the fire department.
- Staff and patrons should not utilize the elevators. They are to proceed out the door to open air and take a right, follow the walkway until you approach the stairs. Staff is to stage here and have the clients that are capable of traversing stair on their own proceed up the stairs to the predetermined evacuation areas that are 75 feet from the building. Once the area is free of clientele. The staff will carry the children in incapable of walking to the predetermined evacuation areas that are 75 feet from the building. The management staff shall conduct a role call and make note of all missing personnel/clients and staff. The management staff shall tell key personnel of the missing staff and they will notify the Emergency Incident Command Officer. The exit doors to the outside shall lock and will not allow re-entry from outside the building. In the event of inclement weather and the need to relocate and after proper notification to the fire department or Incident Command Officer has been notified. The alternate area of refuge could be inside the Department of Health (3 Capitol Hill) or Department of Transportation (2 Capitol Hill).
- Do not remain in the foyers or corridors during a fire alarm or emergency. Evacuation requires that all employees and patrons go outside the building regardless of weather conditions or perceived lack of danger.
- During the fire alarm or emergency, the Growing Children of Providence employees waiting outside the building can help by informing approaching people not to enter the building. Employees exiting the building should assist by advising people to vacate the lower level foyers and vestibules.
- Individuals should stay clear of entrances once they have evacuated the building to provide access for fire department personnel.

ENTRANCE STAFF

- Facility Maintenance staff will serve as contacts as well as being responsible to inform people not to enter the building until the all clear is given.
- If the fire alarm or emergency continues after closing time, the Capitol Police officer will determine which staff members will remain until it is safe to re-enter the building and lock up. The duty officer is the person in charge and shall be the liaison to the Emergency Incident Command Officer until the Rhode Island Department of Administration office is deemed safe to re-occupy or find the agency an alternate safe place to stage.

The Providence Fire Department will announce when it is safe to reenter the building. They will be responsible for turning on the fire alarm system's all-clear notice and for resetting the alarm system.

TRAINING

- Heads of all Growing Children of Providence are responsible for advising all employees of fire safety and emergency procedures. Information concerning location of fire

extinguishers, evacuation routes, emergency notification procedures, etc. should be provided to all employees on a regular basis. It is important to repeat policies and procedures, even for veteran employees.

- The fire drill is to be conducted in accordance to local and municipal guidelines as specified in the license agreement. Annual fire safety training will be arranged with the Providence Fire Department to instruct employees in fire safety measures.
- Every staff person/worker should possess a copy of the Rhode Island Department of Administration, William E. Powers Building, Emergency Action Plan, prepared by the Critical response team and signed of by the Director of the Rhode Island Department of Administration, and the Rhode Island State Fire Marshals Office (a copy is provide in each employees Policy and Procedures Manual).

BROCHURE

The Growing Children of Providence has developed a brochure for parents and guardians which describe in detail the location of evacuation areas in the Powers Building to which they should go in the event of a fire emergency. The brochure also informs parents and guardians that upon entering the building they are to sign in/check in with Rhode Island Capitol Police at the Powers building so the so that this accountability can be conveyed to fire fighters or Incident Commander.

SIGNAGE

Extensive signage which points out the location of evacuation areas is posted at the entrance to the William E. Powers Building, in the daycare area, and at all elevators and stairwells.

State of Rhode Island
Department of Administration, Division of Purchases

As of 9/28/2010

SECTION 9 - EXCEPTIONS TO COMPETITIVE BIDDING REQUIREMENTS

9.1 AUTHORITY TO MAKE EXCEPTIONS TO THE REQUIREMENT FOR COMPETITION. In certain circumstances competitive bidding for purchases may not be the most cost-effective approach to procurement. The Purchasing Agent may, with the approval of the Chief Purchasing Officer, waive requirements for competitive sealed bidding in accordance with the grounds permitted by law.

9.2 CIRCUMSTANCES PRESCRIBED BY LAW: In accordance with Chapter [37-2-54], the following exceptions to competitive bidding are **permitted** by statute; however, the Chief Purchasing Officer may require competitive bidding in any circumstance where he deems that competition may enhance the state's ability to attain cost savings:

9.6 EMERGENCIES [37-2-21(b)] Notwithstanding any other provisions of Chapter 37-2, the Purchasing Agent may make or authorize others to make emergency procurements when there exists a threat to public health, welfare or safety under emergency conditions as defined in regulations; provided, that such emergency procurements shall be made with such competition as is practicable under the circumstances. A written determination of the basis for the emergency and for the selection of the contractor shall be included in the contract file.

9.6.1 In accordance with procedures established by the Purchasing Agent, authorized officials in user agencies shall be permitted to react quickly to critical situations when the cost for a remedy or repair is in excess of $250 and there is not sufficient time to undertake a public, formal, or informal bidding process.

9.6.2 An emergency shall mean a situation to which an urgent response is required. Immediate dangers to health and safety, threats to property and necessary functions.

9.6.3 Inadequate anticipation of need shall not be considered justification for "emergency" purchases.

9.6.4 Commitments which extend beyond the immediate response to the dysfunctional emergency shall be prohibited, i.e. prevention of future problems by corrective measures other than the immediate restoration of function must be pursued through the Office of Purchases competitive purchasing process.

9.6.5 The Office of Purchases shall establish, through competitive bidding, a list of emergency response vendors and shall make such list available to user agencies.

9.6.5.1 When possible, agencies shall obtain services from a list of vendors selected by competitive process to provide specialized trade in emergencies.

5.5.5.2 If an emergency cannot be addressed by a designated vendor, the Office of Purchases shall assist in obtaining names and telephone numbers of responsible vendors.

9.6.6 Under determination of the existence of an emergency, the user agency's designated emergency response officer shall consult with the Office of Purchases before committing to a particular vendor. Office of Purchases officials shall maintain logs of all oral confirmations of authorization to proceed.

9.6.7 If the emergency occurs outside of business hours for the Office of Purchases, the user agency shall be authorized to proceed in accordance with the principles and policies of sound procurement practices outlined herein.

9.6.8 All emergency purchases shall be documented in accordance with procedures established by the Purchasing Agent. The user agency shall submit documentation for the emergency situation and response action in writing to the Purchasing Agent with the voucher for payment. All emergency documentation forms shall be signed by either the agency director or the designated emergency response official.

9.6.9 In the event of an emergency procurement in accordance with R.I. Gen. Laws 37-2-21(b) and Purchasing Regulation section 9.6, the Purchasing Agent may waive the E-Verify requirements for the Executive Branch to any extent practicable with the understanding that any ongoing relationship that occurs after the emergency has ceased shall require compliance.

9.7 **STANDARD OR ESTABLISHED CATALOGUE ITEMS** may be identified by the Chief Purchasing Officer as exceptions to competitive bidding. Agencies officials may submit requests and justification for Delegated Purchase Authority for the acquisition of such items to the Purchasing Agent, who shall recommend an appropriate course of action to the Chief Purchasing Officer.

9.8 **SPOT PURCHASES** of certain items (e.g., food, heating oil) sold on the basis of posted market prices may be exempted from competition by the Purchasing Agent when market analysis indicates that such procurements are in the best interest of the state. Opportunities to take advantage of seasonal and supply/demand influences shall be taken into account when determining whether to pursue formal competitive procedures.

Exhibit 1: Management Recovery Team Assignment Form

Name/Email	Home Address	Home/Office Phone	Cell/Pager	Team Position	Contact Date/Time
Kevin Carvalho Kevin.carvalho@doa.ri.gov	61 Scranton Ave Warwick, RI 02888	H: 401-463-6908 O: 401-222-6429	C: 401-649-0172	BCP Administrator	
Michael Lombardi Michael.lombardi@doit.ri.gov	47 Yeoman Ave Cranston, RI 02920	H: 401-632-0241 O: 401-462-4702 JCC O: 401-462-2390 DOC O: 401-222-6935 x 4482 DOT	C: 401-228-4510 P C: 401-473-7638 W	Alternate BCP Administrator	
Jonathan DePault Jonathan.depault@doa.ri.gov	1123 Victory Highway North Smithfield, RI 02896	H: 401-769-3335 O: 401-222-5801	C: 401-641-2315	BCP Coordinator	
Richard A. Licht Richard.licht@doa.ri.gov	274 South Main St #36B Providence 02906	O: 401-222-2280 H: 401-345-1350	C: 401-345-1350	Team Member	
Ronald N. Renaud ronald.renaud@doa.ri.gov	2 Lincoln Drive North Smithfield, RI 02896	H: 401-769-3878 O: 401-222-2280	C: 401-641-2723	Team Member	
Anthony Bucci Anthony.bucci@hr.ri.gov	15 Gosseberry Road Newport, RI	H: 401-847-6172 O: 401-222-7520	C: 401-847-0030	Team Member	
Wayne T. Hannon Wayne.hannon@budget.ri.gov	14 Sunview Street Lincoln, RI 02865	H: 401-334-4287 O: 401-222-8279	C:401-473-1387	Team Member	
John Landers Jack.landers@doit.ri.gov	66 Old Farm Rd Mansfield, MA 02048	H: 508-339-3687 O: 401-574-9220	C: 401-641-0794	Team Member	
Fred Stolle Fred.stolle@doa.ri.gov	14 Catalpa Road Providence 02906	H: 401-521-0861 O: 401-222-8880	C: 401-499-7513 P C: 401-419-7067 W	Team Member	

Exhibit 10: Disaster Declaration Authorization Listing

Name/Email	Office/Agency	Home/Office	Cell/Pager	Recovery Team	Contact Date/Time
Richard A. Licht richard.licht@doa.ri.gov	DOA Director	H: 345-1350 O: 222-2280	C: 401-345-1350	Management Team Member	
Ronald Renaud ronald.renaud@doa.ri.gov	DOA Executive Director	H: 769-3878 O: 222-2280	C: 401- 641-2723	Management Team Member	
Kenneth Kirsch kenneth.kirsch@doa.ri.gov	DOA Deputy Director	H: 401-421-8332 O: 401- 222-2280	C: 401-829-6500		
Tom Mullaney thomas.mullaney@budget.ri.gov	DOA Budget Officer	H: 421-4182 O: 222-6414		Management Team Member	

Schedule Number 3006263100 v. 1.0
For Recovery Services Governed by the
Master Agreement for U.S. Availability Services
Between
SUNGARD AVAILABILITY SERVICES LP and STATE OF RHODE ISLAND

Dated August 1, 2009

SUMMARY AND SERVICES

Schedule Reference Name: A

This is a new Schedule having an Agreed Term of 12 months with a commencement date of October 26, 2012.

SUMMARY OF SERVICES AND FEES

Selected Services	Base Test Periods
Center-Based Recovery Services	
Hotsite	14
Mobile Recovery Services	
Mobile Configurations	14
Delivery Methods Primary Recovery Facility Alternate Recovery Facility Mobile Data Center Customer Facility	
Network Services	
Monthly Fee (US Dollar):	**$35,074.00**

By the signatures of their duly authorized representatives below, SunGard and Customer, intending to be legally bound, agree to all of the provisions of this Schedule and ratify the terms of the Master Agreement. This Schedule is not binding until executed and delivered by both parties hereto.

SUNGARD AVAILABILITY SERVICES LP	STATE OF RHODE ISLAND
BY: _____	BY: _____
PRINT NAME: _____	PRINT NAME: Michael A Lombardi
PRINT TITLE: _____	PRINT TITLE: Deputy Information Processing Officer
DATE SIGNED: _____	DATE SIGNED: 10/28/12

BILLING SCHEDULE

Invoice From:	**Monthly Fee (US Dollar):**
10/26/2012	$35,074.00

Customer Information:

Covered Location Address:	50 SERVICE AVENUE WARWICK, RI, 02886, US MICHAEL LOMBARDI
Bill To Address:	50 SERVICE AVENUE WARWICK, RI, 02886, US MICHAEL LOMBARDI
Notification Address:	50 SERVICE AVENUE WARWICK, RI, 02886, US MICHAEL LOMBARDI

Center-Based Recovery Services

Qty	Hotsite 1 Customer Configuration Ref: Customer Configuration Ref: Mainframe Equal to IBM Z9 2096- R07 Model G01		Disaster Fees	
			Declaration Fee	Daily Usage
			$20,000.00	$5,000.00
1	IBM zSeries Processor			
	1	LPAR		
	110	IBM MIPs		
	16384	MB Memory		
	3	OSA-Express Ethernet 10/100/1000Mbps Port		
1	IBM 3745 Model 31A, IBM 3746-900 Communication Controller (16 Meg)			
	4	Total (V.35) Ports		
	2	TIC-3		
	1	LIC1 (RS232 Ports)		
	3	Block Channel		
1	IBM 4245 Line Printer			
1	HP LaserJet 5si Printer [1,2]			
1	Xerox DocuPrint 135MX EPS with DocuSP Controller			
	1	Duplex Option		
	1	IPDS Feature		
	1	MICR Feature		
4	20/60GB 3590-B11 Magstar Tape/Loader Addresses w/ 10 Slots			
16	0.8/2.4GB 3490-E Tape/Loader Addresses w/ 7 Slots			
900	GB of Mainframe DASD			

Qty	Hotsite 2 Customer Configuration Ref: Configuration Ref: SRI - DLT MF		Disaster Fees	
			Declaration Fee	Daily Usage
			$20,000.00	$5,000.00
1	IBM zEnterprise Processor			
	1	LPAR		
	26	IBM MIPs		
	4096	MB Memory		
	2	OSA-Express Ethernet Gigabit Port		
3	0.8/2.4GB 3490-E Tape/Loader Addresses w/ 7 Slots			

1200	GB of Mainframe DASD

Mobile Recovery Services

Qty	Mobile 1 Customer Configuration Ref: Configuration Ref: Enterprise Mobile		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-IBKUP-12105			
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)		
	8	GB Memory		
	1072	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
12	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	RI-DC-02			
	RI-DC-03			
	ENT-DC-01			
	ENT-DC-02			
	ENT-DC-03			
	ENT-DC-04			
	DOR-DC-01			
	DOR-DC-02			
	DOR-DC-03			
	DOR-DC-04			
	DCYF-DC-02			
	RI-DC-01			
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)		
	4	GB Memory		
	210	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
2	800/1600GB LTO-4 Tape Drive (HP - Fiber Attached - Encryption Capable)			

Qty	Mobile 2 Customer Configuration Ref: Configuration Ref: Schedule ENT Virtual Servers		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-DMZ01			
	ENT-ESX-DMZ02			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	64	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	SCSI Port		
8	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-DOA003			
	ENT-ESX-DOA004			
	ENT-ESX-DOA005			
	ENT-ESX-DOA006			
	ENT-ESX-DOA007			
	ENT-ESX-DOA008			
	ENT-ESX-DOA001			
	ENT-ESX-DOA002			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	64	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	RAID Controller		
	4	Fiber Channel Port		
6	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-DOA009			
	ENT-ESX-DOA010			
	ENT-ESX-DOA011			
	ENT-ESX-DOA012			
	ENT-ESX-DOA013			
	ENT-ESX-DOA014			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	32	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		

	2	Ethernet 10/100/1000 Mbps Port
	1	RAID Controller
	4	Fiber Channel Port
	1	SCSI Port
4056	GB Disk - RAID protected	4
2	1000Base-SX MMF Switched Ethernet Port	4,5

Qty	Mobile 4 Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) Servers (FILE/Print)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DMV-FS-02			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	3328	MB Memory		
	400	GB Internal Disk		
	1	DVD-RW Drive		
	1	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	ENT-FS-ARC01			
	2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	8192	MB Memory		
	1500	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	Fiber Channel Port		

Qty	Mobile 5 Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) Servers (EMAIL SERVERS)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DOA-WEB-1			
	1	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		

	36	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	IRONMAIL SERVERS	
	IRONMAIL SERVERS	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	4096	MB Memory
	700	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
2	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)	

Qty	Mobile 6 Customer Configuration Ref: Customer Configuration Ref: Schedule B - DOA : High Impact Services		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	RS/6000 p550 Service Level - Requires AIX 5.3 or Higher			
	2	1.65 GHz Power5 CPU		
	146	GB Internal Disk		
	8	GB Memory		
1	Ethernet 1 Gbps Port			
2	Ethernet 10/100/1000 Mbps Port			
1	Fiber Channel 2GB Port			
1	3196 Terminal or Equivalent			
	2	1.65 GHz Power5 CPU		
	146	GB Internal Disk		
	8	GB Memory		
1	DVD-ROM Drive			
1	Ethernet 10/100/1000 Mbps Port			

Qty	Mobile 7 Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) High Impact Services	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$1,250.00

1	AS/400 8xx iSeries Service Level [6]	
	1000	Batch/Processor CPW
	1000	Interactive CPW
	1	GB Memory
112	GB Internal Disk	
2	Ethernet 10/100 Mbps Adapter	
1	Communication Ports (V.24)	
1	100/200GB LTO Ultrium (LTO-1) Tape Drive; IBM 3580	

Qty	**Mobile 9** Customer Configuration Ref: Customer Configuration Ref: Schedule B DOA Servers High Medium Intel Services	
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOA-PMO-29171	
	1	Intel Xeon 3.66 GHz CPU (EMT64)
	2048	MB Memory
	75	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOR-ITEMP-001	
	4	Intel Xeon 3.66 GHz CPU (EMT64)
	2048	MB Memory
	108	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOR-ITEMP-002	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	1024	MB Memory
	216	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOR-WHSE-01	
	2	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	72	GB Internal Disk

Disaster Fees	
Declaration Fee	**Daily Usage** [9]
$0.00	**$1,250.00**

	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-02	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	72	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-03	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	373	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-04	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
	2	Fiber Channel Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-05	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	4096	MB Memory
	332	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ONBase Server (w/1904GB extl disk)	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	1168	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port

1904	GB Disk - RAID protected	4
7700	GB Disk - RAID protected	4

Qty	Mobile 11 Customer Configuration Ref: Customer Configuration Ref: Schedule C (DOC)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOC11			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	32	GB Memory		
	146	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 1 Gbps Port		
	1	Fiber Channel Port		
16	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOCESXP01			
	DOCESXP02			
	DOCESXP03			
	DOC17 - Exchange Server			
	DOC14 - Web Server			
	DOCAPPSP01 - Application Server			
	DOCFILESVR1 - File Server			
	DOCORAP02 - Oracle Server			
	DOCPRINT - Print Server			
	DOCPROXYP02 - Web Proxy			
	DOCSMTPP01 - SMTP Server			
	DOCERMP05 - MIS Remote Support			
	DOCTERMP8 - Terminal Server			
	DOCTPCDSP01 - Web Application			
	IMAGESVR - Image Server			
	DOCMONP01			
	4	Intel 6-Core 2.4 GHz Xeon CPU (EMT64, VT)		
	65536	MB Memory		
	146	GB Internal Disk		
	1	DVD-ROM Drive		
	3	Ethernet 10/100/1000 Mbps Port		
	2	Fiber Channel Port		

1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC3B		
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	
	146	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
	1	Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC-STORSERVER1		
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	8	GB Memory	
	146	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	2	Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOCFILEP01		
	1	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	
	146	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	2	Fiber Channel Port	
1	IBM 3584 Tape Library (for use with LTO media)		7
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached)	
	100	Slots	
18000	GB Disk - RAID protected		4
2	Fabric Switch (32 Port)		
2000	GB Disk - RAID protected		4
1	Fabric Switch (32 Port)		

Qty	Mobile 13 Customer Configuration Ref: Customer Configuration Ref: Schedule D Proliant Servers	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$2,500.00

8	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	PROLIANT ML370 G3 - MAIN-SQL	
	PROLIANT DL580 G3 - UI-WEB3	
	PROLIANT DL380 G4 - DLT-AD2	
	PROLIANT DL380 G4 - MAIN-AD4	
	PROLIANT DL380 G5 - SQL-TDI1	
	PROLIANT DL380 G5 - IVR-TDI1	
	PROLIANT DL380 G5 - IVR-TDI2	
	PROLIANT DL580 G3 - UI-SQL3	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	1022	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
4	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	PROLIANT DL360 G5 - LMI-FS1	
	PROLIANT DL380 G5 - WCOMP-APP1	
	PROLIANT DL380 G5 - SQL-UI1	
	HP BL460C G1 - WC-SQL-PROD1	
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)
	4096	MB Memory
	1022	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	HP BL460C G1 - DLT-IMAGE1	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	2048	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	HP BL460C G7 WC-FS1	
	1	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)
	12288	MB Memory
	300	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port

5	x86 Server (w/ Monitor, Keyboard, Mouse) [3]		
	HP BL460C G1-UI-FS1		
	HP BL460C G1-WC -IMAG-PROD1		
	HP BL460C G1-WC-ADS-RPTS-DEV1		
	HP BL460C G1-WC-IMG-SHP-DEV1		
	Proliant ML370 G3-UI-SUTA1		
	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	36/72GB DAT72 DDS-5 Tape Drive		
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)		
1	IBM 3584 Tape Library (for use with LTO media) [7,4,5]		
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached) [4,5]	
	50	Slots [4,5]	

Qty	Mobile 15 Customer Configuration Ref: Configuration Ref: Schedule D (DLT)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DLT PSI Proliant 1600R			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	4096	MB Memory		
	160	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		

Qty	Mobile 17 Customer Configuration Ref: Configuration Ref: DEM Servers		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
3	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-VTS01			

	ENT-ESX-VTS02	
	ENT-ESX-VTS03	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	730	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	UTIL1	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	8	GB Memory
	250	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	NAS2	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	730	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
1	IBM 3584 Tape Library (for use with LTO media) [7,4]	
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached) [4]
	50	Slots [4]
6270	GB Disk - RAID protected	
6810	GB Disk - RAID protected	

Qty	Mobile 18 Customer Configuration Ref: Customer Configuration Ref: Schedule F (DCYF)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp7420 Service Level			
	1	Physical Partitions		
	4	900 MHz CPU		
	4	GB Memory		
	100	GB Internal Disk		
1	DVD-ROM Drive			

1	Ethernet 10/100/1000 Mbps Port
1	X-Terminal
1	100/200GB LTO Ultrium (LTO-1) Tape Drive
1	36/72GB DAT72 DDS-5 Tape Drive
500	GB Disk - RAID protected [4]

Qty	Mobile 19 Customer Configuration Ref: Customer Configuration Ref: G-HEALTH VAULTING		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$3,750.00
12	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOH-DB-LAB1			
	DOH-DB-MEDX			
	VR2KDB			
	L2KDBDL380			
	DOH-DB-L2KMLO			
	DOH-APP-L2KMLO			
	PHARMML350			
	DOH-DB-0192			
	DOH-DB-KIDSNET			
	DOH-APP-SYNS			
	DOH-DB-SYNS			
	DOH-AP-RODS			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	8	GB Memory		
	500	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
12	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOH-DB-RODS			
	DOH-DB-WELLPROD			
	DOH-AP-LEAD			
	DOH-DB-LEAD			
	DOH-DB-MEDEX			
	DOH-DB-LIMS			
	DOH-DB-EHARS2			
	DOH-DB-DISREG			
	DOH-DB-SDWIS2			
	DOH-APP-SDWIS2			
	DOH-DB-CODIS			

	DOH-DB-FORENSIC	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	8	GB Memory
	500	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port

Qty	Mobile 20 Customer Configuration Ref: Customer Configuration Ref: H-DOH		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
4	x86 Server (w/ Monitor, Keyboard, Mouse)	[3]		
	DOAPO			
	MHRHPO			
	DOHP01			
	DOHAPPSDATA			
	2	Intel Dual-Core 3.0 GHz Xeon CPU (EMT64, VT)		
	4096	MB Memory		
	500	GB Internal Disk		
	1	CD-RW/DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
2	x86 Server (w/ Monitor, Keyboard, Mouse)	[3]		
	DOHUSERS			
	DOHSHARED			
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)		
	4	GB Memory		
	1200	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
2	x86 Server (w/ Monitor, Keyboard, Mouse)	[3]		
	Need Names			
	Need Names			
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)		
	64	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		

1500	GB Disk - RAID protected

Qty	Mobile 22 Customer Configuration Ref: Configuration Ref: N - NETWORK		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	1024	MB Memory		
	72	GB Internal Disk		
	1	CD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
1	Cisco ASA 5540 Adaptive Security Appliance			
	4	10/100/1000 Ethernet Port		
1	Cisco 7513 Router [4,5]			
	1	Token Ring Port [4,5]		
	4	10/100 Ethernet Port [4,5]		
	2	Gigabit Ethernet Port - SX Multimode Fiber [4,5]		
	1	DS3 ATM Port [4,5]		
10	10/100Base-TX Switched Ethernet Port [4,5]			

Qty	Mobile 23 Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers - Treasury		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	STATEHOUSE			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	4	GB Memory		
	146	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	TREAS-BACKUP			
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)		
	32	GB Memory		

	900	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	GT-ESXI-01	
	GT-ESXI-02	
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)
	128	GB Memory
	1000	GB Internal Disk
	1	DVD-RW Drive
	4	Ethernet 10/100/1000 Mbps Port
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)	
1100	GB Disk - RAID protected [4]	

Qty	Mobile 25 Customer Configuration Ref: Customer Configuration Ref:T-DOT		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOT-BU-01			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	16384	MB Memory		
	730	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOT-IMAGE-01			
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)		
	4096	MB Memory		
	300	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
3	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOT-DC-02			
	DOT-FMPTS-BU			
	RIDOT61SSDE			
	2	Intel Quad-Core 3.2 GHz Xeon CPU		

		(EMT64, VT)
	16	GB Memory
	730	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-VM-03	
	DOT-VM-04	
	2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)
	16	GB Memory
	1400	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-EXCH-01	
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	175	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-VM-05	
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	200	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	NAS2	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	700	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-FMS-APPROD	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	64	GB Memory

	470	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-VM-01		
	DOT-VM-02		
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)	
	16	GB Memory	
	700	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-FMS-DBPROD		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	64	GB Memory	
	708	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-WWW-BACKUP		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	1024	MB Memory	
	940	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	SUN SL-series Tape Library (for use with LTO media)		4
	4	LTO-4 Tape Drive (HP - Fiber Attached - Encryption Capable)	4
	200	Slots	4
3796	GB Disk - RAID protected		
786	GB Disk - RAID protected		
4100	GB Disk - RAID protected		

Qty	**Mobile 26** Customer Configuration Ref: Customer Configuration Ref A-EOC	**Disaster Fees**	
		Declaration Fee	**Daily Usage** [9]
		$0.00	**$3,750.00**

1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
	1	RAID Controller	
7	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	EOC		
	EOC		
	EOC		
	EOC		
	EOC		
	EOC		
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	3	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	272	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	SCSI Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Backup Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	350	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake- Prod -Capture Server 2008-1		

	Knowledge Lake - Prod - Capture Server 2008-2		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	135	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake- Prod - Image Server 2008/SharePoint 2007 Enterprise -WFE1		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake - Prod SQL Server Enterprise 2008		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	730	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake - Prod - Sharepoint Index and Search Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
4	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Saber-Prod-Internal Web/FtP1		
	Terminal Directory Server		
	External Web Server		
	Terminal Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	

	1	Ethernet 1 Gbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber -Prod-SQL-Reporting Services 1	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	65	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber-Prod-Uni-AAMVA Interface	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	65	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber-Prod Database Server -Node1 Application DB	
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	355	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	File Server	
	Printer Server	
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	300	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber- BL460C- Prod Application Server 1	
	Saber- BL460C- Prod Batch Server	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	65	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port

1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Unknown	
	1	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	335	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port

Qty	Mobile 28 Customer Configuration Ref: Configuration Ref: DOC-EMR Units	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$1,250.00

1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOC-EMR3DB	
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	200	GB Internal Disk
	1	DVD-RW Drive
	6	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOC-EMR1	
	DOC-EMR2	
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	200	GB Internal Disk
	1	DVD-RW Drive
	6	Ethernet 10/100/1000 Mbps Port
3400	GB Disk - RAID protected	
2000	GB Disk - RAID protected	

Qty	Mobile 30 Customer Configuration Ref: Customer Configuration Ref: A-EOC:DMV	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$1,250.00

1	RS/6000 p660-6M1 Service Level	
	2	750 MHz RS64IV CPU
	4	GB Memory
	72	GB Internal Disk
1	CD-ROM Drive	
2	Ethernet 10/100 Mbps Port	
1	Ethernet 1 Gbps Port	
1	ASCII Terminal	
1	20/60GB 3590-B11 Magstar Tape/Loader	
1	12/24GB DDS-3 Tape Drive	
420	GB Disk - RAID protected	

Qty	**Mobile 31** Customer Configuration Ref: Customer Configuration Ref: RP3440-SAILAPDV		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp8400 Service Level			
	1	Physical Partitions		
	2	875 MHz CPU		
	12	GB Memory		
	72	GB Internal Disk		
1	DVD-ROM Drive			
1	Ethernet 10/100/1000 Mbps Port			
1	X-Terminal			
1	36/72GB DAT72 DDS-5 Tape Drive			
1	800/1600GB LTO-4 Tape Drive (No Encryption)			
1800	GB Disk - RAID protected [4]			
1	Fabric Switch (8 Port)			

Qty	**Mobile 32** Customer Configuration Ref: Customer Configuration Ref: A-EOC: RI FANS DB		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp7420 Service Level			
	1	Physical Partitions		
	8	1 GHz CPU		
	24	GB Memory		

	100	GB Internal Disk
1	DVD-ROM Drive	
1	Ethernet 10/100/1000 Mbps Port	
1	20/40GB DDS-4 Tape Drive	
1100	GB Disk - RAID protected	4
1	Fabric Switch (8 Port)	5

Qty	Mobile 33 Customer Configuration Ref: Customer Configuration Ref: A-EOC: RI FANS AP		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp7420 Service Level			
	1	Physical Partitions		
	8	1 GHz CPU		
	24	GB Memory		
	100	GB Internal Disk		
1	DVD-ROM Drive			
1	Ethernet 10/100/1000 Mbps Port			
1	20/40GB DDS-4 Tape Drive			
500	GB Disk - RAID protected	4		

Qty	Mobile 34 Customer Configuration Ref: Customer Configuration Ref: A -DHS		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DHSIISPROD			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		
	272	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	SCSI Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DHSCFPROD			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		

	273	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHS-AP-PROD-001		
	1	Intel Xeon 3.0 GHz CPU	
	4096	MB Memory	
	136	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHS-DB-PROD-002		
	1	Intel Xeon 3.4 GHz CPU (EMT64)	
	1024	MB Memory	
	170	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	400/800GB LTO-3 Tape Drive (Fiber Attached)		
1	IBM 3584 Tape Library (for use with LTO media)		7,4
	4	LTO-3 Tape Drive	4
	60	Slots	4
218	GB Disk - RAID protected		
480	GB Disk - RAID protected		

Qty	**Mobile 35** Customer Configuration Ref: Customer Configuration Ref: ESX VIRTUAL SERVER			**Disaster Fees**	
				Declaration Fee	**Daily Usage** [9]
				$0.00	**$1,250.00**
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	ENT-SPS-3220				
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)			
	4096	MB Memory			
	140	GB Internal Disk			
	1	DVD-ROM Drive			
	1	Ethernet 10/100/1000 Mbps Port			
6	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	ENT-ESX-EOC001				
	ENT-ESX-EOC002				
	ENT-ESX-EOC003				

	ENT-ESX-EOC004	
	ENT-ESX-EOC005	
	ENT-ESX-EOC006	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	32768	MB Memory
	36	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
5000	GB Disk - RAID protected	

Qty	**Mobile 37** Customer Configuration Ref: Customer Configuration Ref: DCYF		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DCYF			
	1	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		
	216	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
1	100/200GB LTO Ultrium (LTO-1) Tape Drive			

Qty	**Mobile 39** Customer Configuration Ref: Customer Configuration REF: MHRH		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	Dept of MHRH			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	1024	MB Memory		
	180	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
	1	RAID Controller		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			

	Pharmacy 1		
	1	Intel Xeon 3.66 GHz CPU (EMT64)	
	1024	MB Memory	
	355	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	MHRH-FS-002		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ZAM-FS-003		
	1	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 1 Gbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHMRH2		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	2048	MB Memory	
	354	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Pharmacy 2		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	219	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Zambarano		

	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	1024	MB Memory	
	36	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DLT BES		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	IBM 3584 Tape Library (for use with LTO media)		4,7
	4	LTO-3 Tape Drive	4
	50	Slots	4

Qty	**Mobile 40** Customer Configuration Ref: Customer Configuration Ref : BHDDH Blade Chassis			**Disaster Fees**	
				Declaration Fee	**Daily Usage** [9]
				$0.00	**$1,250.00**
3	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	BHDDH-ESX-BL01				
	BHDDH-ESX-BL02				
	BHDDH-ESX-BL03				
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)			
	64	GB Memory			
	600	GB Internal Disk			
	1	DVD-RW Drive			
	2	Ethernet 10/100/1000 Mbps Port			
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	BHDDH-UT-BKUP1				
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)			
	4096	MB Memory			
	144	GB Internal Disk			
	1	DVD-ROM Drive			
	2	Ethernet 10/100/1000 Mbps Port			

1	ADIC Scalar i2000 Tape Library (for use with LTO media) [4]	
	2	LTO-5 Tape Drive (IBM - Encryption capable - Fiber attached) [4]
	100	Slots [4]

Qty	**Mobile 41** Customer Configuration Ref: Customer Configuration Ref: MC34 DHS units		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DHS-ESX-BL01			
	1	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)		
	32	GB Memory		
	36	GB Internal Disk		
	1	DVD-ROM Drive		
	3	Ethernet 10/100/1000 Mbps Port		
	1	Fiber Channel Port		
6	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DHS-ESX-BL02			
	DHS-ESX-BL03			
	DHS-ESX-BL04			
	DHS-ESX-BL05			
	DHS-ESX-BL06			
	DHS-ESX-BL07			
	1	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)		
	64	GB Memory		
	72	GB Internal Disk		
	1	DVD-RW Drive		
	3	Ethernet 10/100/1000 Mbps Port		
	1	Fiber Channel Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DHS-UT-BKUP01			
	2	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)		
	4096	MB Memory		
	72	GB Internal Disk		
	1	DVD-ROM Drive		

	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DHS-TS-001	
	1	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	272	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	IBM 3584 Tape Library (for use with LTO media) [7,4]	
	4	LTO-5 Tape Drive (IBM - Encryption capable - Fiber attached) [4]
	50	Slots [4]
724	GB Disk - RAID protected	
3072	GB Disk - RAID protected	

Qty	Mobile 42 Customer Configuration Ref: Configuration Ref: Hardware Requirements (Budgetary Only)	
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Internet E- Commerce Server (Class C)	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Extranet Application Server (Class C)	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	E License Application Server (Class C)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)

Disaster Fees	
Declaration Fee	Daily Usage [9]
$0.00	$1,250.00

	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Fiber Channel Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Production SQL Database Server (Class A)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Replicated SQL Database Server (Class B)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Replcated SQL Database Server (Class A)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port

Qty	**Mobile 43** Customer Configuration Ref: Configuration Ref: RI State Police	Disaster Fees	
		Declaration Fee	**Daily Usage [9]**
		$0.00	**$1,250.00**
3	x86 Server (w/ Monitor, Keyboard, Mouse) [3]		
	Vmware Host Servers		
	Vmware Host Servers		
	Vmware Host Servers		
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon	

		CPU (EMT64, VT)
	12	GB Memory
	500	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port
12000	GB Disk - RAID protected [4]	
1	Fabric Switch (8 Port)	

Qty	Mobile 44 Customer Configuration Ref: AS/400 - DLT		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	AS/400 8xx iSeries Service Level [6]			
	1000	Batch/Processor CPW		
	1000	Interactive CPW		
	3	GB Memory		
140	GB Internal Disk - RAID protected			
2	Ethernet 10/100 Mbps Adapter			
1	Two Line WAN-Comm Ports (v.24, v.35)			

Qty	Mobile 45 Customer Configuration Ref: i5 - For 9406-525 (TDI)		Disaster Fees	
			Declaration Fee	Daily Usage [11]
			$10,000.00	$1,250.00
1	IBM i570 Service Level [8]			
1	LPAR			
	1	i5/OS (Power6)		
	4	4.2 GHz Power6 CPU		
	8	GB Memory		
504	GB Internal Disk-RAID Protected			
	2	Ethernet 10/100/1000 Mbps Port [OS i5 Only]		
	1	Two-Line WAN with Internal Modem [OS i5 Only]		

Qty	Mobile 47 Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
7	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	2	Intel Xeon 3.16 GHz CPU (EMT64)		
	4	GB Memory		
	200	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
6	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	2	Intel Xeon 3.16 GHz CPU (EMT64)		
	2048	MB Memory		
	100	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	4	GB Memory		
	1100	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)		
	4	GB Memory		

	1200	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	ERSRI Server	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	2048	MB Memory
	100	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	ERSRI Server	
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)
	16	GB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	ERSRI Server	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	4	GB Memory
	500	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
600	GB Disk - RAID protected [4]	

Network Services

Qty	Network 1		Disaster Fees	
			Declaration Fee [10]	Daily Usage
			$5,000.00	$1,000.00
	Web ReDirect Services			
	1	Web ReDirect Services (10)Mbps		
		Destination(s):		
		Philadelphia, PA - (401 N Broad, 19108)		
	Dedicated Access Circuit Services: Customer/Subscriber Provided Access			
	1	DS-3		
		Destination(s):		

	Carlstadt, NJ - (777 Central Blvd, 07072)

* If the configuration numbering is out of sequence, the configurations have been intentionally deleted.

FOOTNOTES

1. To be governed by the terms and conditions applicable to Mobile Resources.
2. Subject to the terms and conditions of Priority Resources.
3. Customer acknowledges that, subject to then current availability, the 1.44MB floppy diskette drive in this configuration may be replaced with a DVD drive by SunGard.
4. Not shippable and governed by the terms and conditions applicable to Center-Based Resources.
5. Not shippable and subject to the terms and conditions of Shared Resources.
6. Available at the Primary Recovery Facility for testing and at the Primary or Alternate Recovery Facility for a Disaster.
7. To be provided to Customer at the Primary or Alternate Recovery Facility only.
8. Only available at the Primary Recovery Facility for Tests or in the event of a Disaster.
9. Daily Usage Fees during a Disaster will begin on day 31.
10. If a Declaration Fee of equal or greater value is charged in association with a Center-Based or Mobile Configuration defined on this Schedule, then the Declaration Fee for the applicable Network Services will be deemed included in such fee.
11. Daily Usage Fees during a Disaster will begin on day 1.
12. Subscriber acknowledges that no more than 28 Mobile Data Centers are available for delivery of the Mobile Resources.

SUNGARD AVAILABILITY SERVICES

Addendum to Schedule Number 3006263100 v. 1.0
For Recovery Services Governed by the
Master Agreement for U.S. Availability Services
Between
SUNGARD AVAILABILITY SERVICES LP and STATE OF RHODE ISLAND

Dated August 1, 2009

Schedule Reference Name: A

The above referenced Schedule ("Specified Schedule"), which has a Commencement Date of October 19, 2012 is amended effective October 19, 2012.

The following changes are applicable to the Specified Schedule:

1. Section 2, Fees and Expenses, of the Master Agreement is amended by deleting the last sentence and replacing it with the following:

> "Notwithstanding anything to the contrary contained in the Agreement or any Addenda thereto, these fees shall remain fixed during the current Agreed Term of this Schedule."

By the signatures of their duly authorized representatives below, SunGard and Customer, intending to be legally bound, agree to all of the provisions of this Addendum and ratify the terms of the Master Agreement. This Addendum is not binding until executed by both parties.

SUNGARD AVAILABILITY SERVICES LP		**CUSTOMER: STATE OF RHODE ISLAND**	
BY:		BY:	
PRINT NAME:		PRINT NAME:	Michael DiLonardo
PRINT TITLE:		PRINT TITLE:	DIPO
DATE SIGNED:		DATE SIGNED:	10/28/12

INTRODUCTION

SunGard's Recovery Procedure Execution Service (formerly known as Full System Restoration Services, Recovery Assistance Services or Test Services) provides dedicated SunGard technical support, at time of Test and at time of Disaster, to execute Customer's recovery procedures for restoring Customer's network environment, operating systems and application data, at which point Customer can perform additional steps (such as transaction validation and data synchronization) to recover their applications. The application data and corresponding operating systems are restored from a backup or virtual machine (VM) image created by Customer. This backup can reside either on tape, any data vault, or AdvancedRecovery℠ (replicated) disk.

GENERAL PROVISIONS – RECOVERY PROCEDURE EXECUTION SERVICE

1. The Recovery Procedure Execution Service is available for SunGard customers who have contracted for AdvancedRecovery or traditional Recovery Services, based solely upon the configurations identified in the Schedule for Recovery Services.
2. The Recovery Procedure Execution Service will be delivered only for Customer's application data and server hardware configurations specifically noted in the Schedule for Recovery Services. It will also be delivered for virtual machines (VMs) installed on the aforementioned server hardware and their individual configurations, which will also be specifically noted in the Schedule for Recovery Services. No hardware platforms or VMs should be assumed to be in scope because of a dependency between platforms. The addition of application data configurations, operating systems or VMs not specified in the Schedule for Recovery Services will require an addendum to the contract.
3. Customer's recovery procedures must be provided in electronic form and contain detailed instructions for the following:
    a. All activities from initial restoration activities through turn-over to Customer;
    b. All security, operating system configuration, naming, and network addressing information;
    c. Identification of expected responses to the documented steps;
    d. Contact information; and
    e. Any troubleshooting or validation steps to be taken.
4. All Customer-provided network configurations must be compatible with the hardware listed in the Schedule(s) for Recovery Services. Re-creation of configurations for incompatible network hardware is out of scope.

5. Because all network nodes are not available prior to the start of a Test, rigorous pre-load testing of Customer's network configurations cannot be conducted.
6. The review of Customer's OS and application data recovery procedures by SunGard will not be an assessment of their recoverability, and it will not include validation (i.e. execution of those procedures to prove their accuracy) prior to the Test.
7. Unless otherwise specifically noted in the applicable Schedule for Recovery Services, the Recovery Procedure Execution Service will be provided at time of Test at the designated recovery center and in the event of a Customer Disaster declaration, subject to the terms of the Recovery Services Exhibit.
8. Unless otherwise set forth in the Agreement, Customer acknowledges that the pricing presented to Customer for the Recovery Procedure Execution Service is based on the assumption that Customer will conduct no more than two annual Tests of the Recovery Services. In the event Customer does perform more two (2) annual Tests of the Recovery Services during any contract year, SunGard reserves the right to charge Customer for such additional support at SunGard's then current rates for such support.
9. In the event of a Customer Disaster declaration, should Customer elect to recover using Mobile Recovery Services as contracted for on the applicable Schedule for Recovery Services, the Recovery Procedure Execution Service will be provided upon Customer request. In such event, in addition to any other costs to be charged to Customer for use of the Mobile Recovery Services as set forth in the Recovery Services Exhibit, Customer agrees to reimburse SunGard for actual travel, food and lodging costs incurred.
10. In the event that the initial restoration activities need to be repeated, through no fault of SunGard's, SunGard will use commercially reasonable efforts to assist Customer. However, Customer acknowledges that it has primary responsibility for repeating those restoration activities.
11. Except in the event of a Disaster, the Recovery Procedure Execution Service will be provided during Customer's scheduled Test Period(s). Customer acknowledges the requirement to schedule adequate time to allow for operating system and application recovery, and data erasure to be conducted by Customer during the scheduled Test Period(s).
12. Customer is responsible for providing all software media and the necessary software license(s) and / or any hardware license keys (i.e., USB license fobs, encryption keys, etc.). Customers are urged to maintain updated software and license(s) with their offsite tape storage vendors or other offsite storage or service providers to be shipped to SunGard as soon as possible, unless Customer can provide some other way for those to be provided to SunGard at time of Disaster.
13. Customer must provide SunGard a single point of contact and reasonable access to technical support (IT staff and vendors) during Test preparation, Test execution and recovery operations to address questions, provide

application or configuration specific information, and to resolve procedural, application or database issues.

14. Customer is solely responsible for updating its' written recovery procedures to reflect any changes in the production environment(s) and also for requesting any updates needed to the contracted Recovery Services on the applicable Schedule(s) through Customer's assigned SunGard Account Executive, at any time other than during a Disaster. This Service does not provide recovery procedure maintenance.

15. Customer acknowledges the requirement to have representatives on site at the designated SunGard recovery center to validate media inventory and to perform any ancillary media management functions unless Customer separately contracts for SunGard's Media Handling Services and additional tape mounting services.

Recovery Procedure Execution Service

Service Description

SunGard's Recovery Procedure Execution Service provides SunGard resources that are available to support and execute Customer's recovery procedures. The Service includes the following:

1. The recovery of the enterprise backup server environment, if required, for the purpose of obtaining the images necessary to restore Customer's operating system(s) and application data. This will include creation of file system(s) as documented in Customer's recovery procedures.
2. The activation and recovery of the network environment (including devices such as switches, routers, firewalls and VPN gateways), including configuration of OS network communications.
3. The recovery of server platforms, including the following:
   - Recovery of operating systems and configurations.
   - Configuration of each assigned operating system's network communications and security environments.
   - Creation of file systems for each assigned operating system, which must be clearly documented in Customer's recovery procedures.
   - Initialization of external disk storage or the importing and mounting of replicated disk from recovered data storage, whichever may be appropriate.
4. The recovery of application data, including databases, as documented.
5. The activation of applications and databases, as documented.
6. Additional tasks may include the following (with Customer-provided procedures, assistance, and any required software):
   - Configuration of management tools required to recover Customer's environment;
   - Application of logs;
   - Installation of software; and
   - Disk erasure (as described herein).

Prior to the Test

- Customer provides complete recovery procedures for all application data, databases, and operating systems that are contracted for the Service (Note: this requirement is waived for the first test following the development of the procedures, if SunGard is contracted to provide the Recovery Procedure Documentation service).

- SunGard technical specialists will review Customer's recovery procedures to determine (i) if Customer's recovery procedures are adequately documented, (ii) that the procedures are clear and understandable, (iii) that SunGard does not require additional documentation which has not been made available, and (iv) that such procedures do not require specific knowledge of Customer's production environment.
- SunGard's review will include a comparison to previous post-Test reports (defined below), if applicable, to help ensure that previous documentation issues have been addressed and the recovery procedures have been updated by Customer.
- SunGard will host a pre-test conference call with Customer to identify any questions or issues on the recovery procedures, along with suggestions for improvement if applicable.

Procedure Execution

- SunGard technical specialists will execute the restoration of Customer's operating systems and application data during Customer's scheduled Test and at time of Disaster using Customer's documented recovery procedures.
- SunGard will work collaboratively with Customer to resolve issues during the OS and application data restoration process.
- When complete, the operating system(s) and application data, as listed in the Schedule(s) for Recovery Services, will be ready for Customer to execute further restoration activities. Customer should expect the following within the SunGard recovery center:
    - Network hardware configured and active;
    - Customer operating system(s) booted;
    - Initialization of external disks, if applicable;
    - Creation of file systems for each assigned operating system (which must be clearly documented in Customer's recovery procedures);
    - OS network interfaces configured and active;
    - Application data (including databases) restored as documented; and
    - Applications and databases activated as documented.

Post-Test Reporting

- Within 15-30 business days of completion of a Test, SunGard will provide Customer with a detailed post-Test report. The post-Test report will contain the following:
    - A synopsis of the Test, as it relates to Customer's network environment, operating systems and applications data.

- The objective(s) and accomplishment(s) pertaining to server platforms, network environment, and application data.
- Test chronology through the conclusion of the pre-defined scope.
- Observations made, open issues, and recommendations for improvement of Customer's recovery process and procedures.

- Customer is responsible for modifying the procedures based upon the Test results as well as enacting changes driven by updates to Customer's production environment and resulting changes in their contracted Recovery Services.
- To help ensure that SunGard has the most current recovery procedures in the event of an actual Disaster, Customer is urged to maintain current versions and enable the mechanism by which SunGard can retrieve them at time of Disaster (such as with their off-site tape storage vendor, if applicable).

Responsibility Matrix

SunGard and Customer responsibilities are segregated across the following categories:

- **R** = **Responsible** – owns the particular task;
- **A** = to whom "R" is **Accountable** – must sign off (**Approve**) on work before it is effective;
- **C** = to be **Consulted** – has information and/or capability necessary to complete the task; can provide resources or can play a supporting role in implementation; and
- **I** = to be **Informed** – must be notified of results, but need not be consulted.

SunGard roles:

- **NS** = Network Specialists
- **TS** = Technical Specialists (technical services engineers that execute Customer's recovery procedures)
- **CS** = Customer Support (Recovery Services point-of-contact for Customer in preparation for the Test)
- **SS** = Storage Specialists

Customer roles:

- **NS** = Network Specialists
- **PS** = Platform Specialists (by Platform / OS)
- **SS** = Storage Specialists
- **AS** = Application Specialists / DBAs

In order for the Service to be delivered by SunGard, the following general and associated product specific responsibility matrices must be understood and executed by

both parties. Customer's failure to fulfill its responsibilities noted herein may prevent, delay, or impact the quality of SunGard's Services.

Recovery Procedure Execution Service – General Responsibilities	Customer (Role Involved)	SunGard (Role Involved)
Pre-Test Activities		
Provide detailed network configurations and procedures/scripts in electronic form that are to be used for the restoration execution of the items listed in the Schedule for Recovery Services at least 8 weeks prior to the scheduled Test	**R (NS, SS, PS, AS)**	**C (CS)**
Provide procedures and software to SunGard for use in erasing Customer data from disk, if applicable	**R (SS, PS, AS)**	**C (TS)**
Complete restoration process review of all written procedures provided by Customer	**C (NS, SS, PS, AS)**	**R (TS)**
Schedule and conduct a conference call between SunGard and Customer to review the procedures/scripts provided by Customer	**R (NS, SS, PS, AS)**	**R (CS, TS)**
Update written procedures based on the results of the conference call and return them to SunGard no later than two weeks prior to the Test	**R (NS, SS, PS, AS)**	**C (TS)**
Conduct a pre-load test of network hardware with Customer's configurations, as listed in Customer's Schedule(s) for Recovery Services	**C (NS, PS)**	**R (NS)**
At-Time-Of-Test / At-Time-Of-Disaster Activities		
Stage tapes (receive, validate shipment, all tape mounting, tape return), if applicable (SunGard responsibility if Customer contracts for Media Handling Services and additional tape mounting services)	**R (SS, PS)**	**C (CS)**
Load network configurations and execute procedures to activate network hardware and verify connectivity to attached devices	**C (NS, PS)**	**R (NS)**
Provide data to SunGard via tape or data vault	**R (SS, PS, AS)**	**C (TS)**
Provide to SunGard any AdvancedRecovery (replicated) disk volumes that are being managed by Customer	**R (SS)**	**C (SS, TS)**
Install and configure backup server environment as documented for the restoration of operating systems and applications, and install third party disk management software (as required)	**C (SS, PS)**	**R (TS)**
Restore and install operating systems (physical and virtual), including the configuration of network communications and initialization of internal and SAN-based disk volumes as documented	**C (NS, SS, PS)**	**R (TS, SE)**
Creation of file systems for each assigned operating system (which must be clearly documented in Customer's recovery procedures)	**C (SS, PS)**	**R (SS, PS)**
If Customer is restoring from replicated data on disk, mount the presented LUNs as directed in Customer's written documentation	**C (NS, SS, PS)**	**R (TS)**

Recovery Procedure Execution Service – General Responsibilities	Customer (Role Involved)	SunGard (Role Involved)
Restore application data provided by Customer on the hardware configuration(s) listed in the Schedule for Recovery Services	**C (SS, AS)**	**R (TS)**
Execute application or database activation as documented	**C (SS, AS)**	**R (TS)**
Execute the application of transaction logs, journal updates, etc. as documented	**C (AS)**	**R (TS)**
Provide specific platform, operating system, application and configuration knowledge, as well as an escalation point for procedural, application, and database errors that cannot be resolved	**R (NS, SS, PS, AS)**	**C (TS)**
Data Synchronization: synchronize point-in-time data across databases with applications, prior to using the applications	**R (AS)**	
Validate the recovered network environment, operating systems, and application data, perform any recovery specific configuration required that was not documented, perform end-user testing (including any application user interface recovery activities), and perform any ongoing administrative support activities	**R (NS, SS, PS, AS)**	**C (TS)**
Erasure of data restored on the disk in the SunGard recovery center during a Test or recovery operation, through Customer-provided procedures and/or software applications. Customer acknowledges that the erasure of all Customer data from the disk(s) must be done during the scheduled Test Period(s) and that Customer is ultimately responsible for the success of the erasure process.	**C (SS, PS, AS)**	**R (TS)**
Post-Test Activities		
Complete a post-Test report (as described herein)	**I (NS, SS, PS, AS)**	**R (TS, CS)**
Execute a post-Test conference call to review the report	**R (NS, SS, PS, AS)**	**R (TS, CS)**
Update recovery procedures based upon Test results	**R (NS, SS, PS, AS)**	**I (TS, CS)**

Recovery Procedure Execution Service

Delivery Expectations and Limitations

SunGard will provide the following as part of the Recovery Procedure Execution Service:

- A review of Customer's written OS and application data recovery procedures (as described herein), not including validation
- If requested, a copy of Customer's OS and application data recovery procedures with mark-ups from the review
- Execution of Customer's recovery procedures, during Customer's scheduled Test period and at time of Disaster, to restore the following:
    - Network environment (including network devices such as switches, routers, firewalls and VPN gateways);
    - Operating system environment;
    - Tape backup (including tape catalog and media servers); and
    - Application data (including databases), as documented.
- A post-Test report within 15-30 business days of completion of a Test (as described herein)

At time of Test, due to the customizable and complex nature of various database and application layers within Customer's environment, it is required that Customer provide direct access to representatives (third party or otherwise) that have detailed knowledge of the target applications, how they are configured within Customer's environment, and how they should be recovered and restored. This will help to ensure that Customer's recovery objectives are met. SunGard should not be viewed as a replacement for those representatives in the event that issues should arise. In addition, Customer must provide SunGard access to the data required for recovery.

It is the responsibility of Customer to perform any data synchronization activities prior to using Customer's applications, as well as any graphical user interface (GUI) specific recovery steps pertaining to Customer's applications.

SunGard's goal is to be able to provide primary execution of Customer's recovery procedures during Test(s) and in the event of a Customer Disaster declaration. Because the accuracy of new procedures cannot be fully validated without testing, the active participation of Customer during Test(s) that involve new processes or procedures is a critical component of success. The objective of this process is for Customer to hand-off procedures that can be executed by SunGard within a SunGard recovery center in the event of a Customer Disaster declaration.

TS102210

Addendum to Schedule Number 3006263100 v.1.0
For Recovery Services Governed by
Master Agreement for U.S. Availability Services
Between
SunGard Availability Services LP and State of Rhode Island

Dated August 1, 2009

Schedule Reference Name: A

The Master Agreement for U.S. Availability Services, having the above date, between SunGard Availability Services LP ("SunGard") and the Customer named below, ("Agreement"), with regard to the Schedule identified above ("Specified Schedule") is amended effective October 26, 2012 as follows:

SunGard will provide Customer with the Recovery Procedure Execution Services described in the Services Description attached hereto for the Recovery Services defined on the Specified Schedule. The Monthly Fee for the Recovery Procedure Execution Services has been included in the Monthly Fee defined on the Specified Schedule.

By the signatures of their duly authorized representatives below, SunGard and Customer, intending to be legally bound, agree to all of the provisions of this Addendum and ratify the terms of the Agreement.

SUNGARD AVAILABILITY SERVICES LP	**CUSTOMER: STATE OF RHODE ISLAND**
BY:	BY:
PRINT NAME:	PRINT NAME: Michael A Lombardi
PRINT TITLE:	PRINT TITLE: DIPO
DATE SIGNED:	DATE SIGNED: 10/28/12

Exhibit 13: Software Inventory

Department	Software Name	Description	Software Maintenance Vendor
PC Standard Applications:	Microsoft Office Pro 2003		
	Groupwise 8.0.1		
	Attachmate Extra	Mainframe Access	
	Symmantec EndPoint 11	Antivirus	
	Adobe Acrobat Pro		
	Dreamweaver		
	JAVA	For RIFANS	
OLIS:	KLAS		
	OPAC	Online Public Access Catalog	
	Paint Shop		
	Photo Shop		
	Visio		
	Publisher		
	DB Manager Pro 3.1		

Exhibit 13: Software Inventory

Department	Software Name	Description	Software Maintenance Vendor
Personnel:	Visio		
	Smart Term – Shadow System		
Personnel (Con't)	IBM P550		
Planning:	GIS Applications		
	RIFANS		
RICW:	Standard	Office, Dreamweaver, Photo Shop, Acrobat Pro, RIFANS	
CRB:	Standard	IBM P550, Access, RIFANS	
RISCA:	Standard RIFANS	Office, Photoshop Elements, Creative Suite, Nero 8, Dreamweaver, Pearl Database	
Bureau of Audits:	Standard ACL IDEA	Office, Audit Command Language, RIFANS Audit Command Language, Adobe Acrobat 3, Teammate, Safeboot	
Facilities:	HVAC Mgt Software		
Legal:	ProCats Westlaw	Database Software, ACS Justice Information Arbitration Tracking Database, Office	
PSGAO:		Office, 3 Database programs	

Exhibit 13: Software Inventory

Department	Software Name	Description	Software Maintenance Vendor
Taxation:	Standard	Office, Powerbuilder (2D Barcode Scanning), Access 97, Data Whse, ClearQuest	
Director:	RIFANS, Office	Office	
CBO:	Sabre	Office	
Purchasing:	Standard	Office, RIFANS, RISAIL	
Budget:	Standard	RIFANS, Excel, Dreamweaver	
CDHH:	Standard	Publisher, Dreamweaver, Interpreter Referral Database	
WRB:	Standard	Office, Dreamweaver	
Energy:	Standard WinSaga	Office, Project	
		ENTERPRISE PROGRAMS	
	RIFANS		
	ORACLE		
	PAYROLL		In House
	PERSONNEL		In House
	PURCHASING		In House
	MOTOR POOL		In House

Exhibit 13: Software Inventory

Department	Software Name	Description	Software Maintenance Vendor
		ENTERPRISE PROGRAMS (Continued)	
	Taxation		In House
	DMV		In House
	Workers Comp		In House
	FAMIS	DHS	In House
	EEO		In House
	Job Accounting		In House
	Payroll		In House
	Emp Hours		In House

Exhibit 14A: Resource Requirements List Specifications - Critical Processes Only

Office Equipment

Ref #	Description	Quantity
1	Copier	16
2	Fax Machine	16
3	Printer	58
4	Desk	90
5	Chair	90
6	File Cabinet	24
7	Standard telephones	86
8	Cellular telephones	11
9	Satellite telephones	12
10	Desktop PCs	104
11	Laptop PCs	3
12	Calculators	35
13	General Office Supplies - per person	106
14	Digial Camera	3
15	Workstations	
16	Check Endorsing Machines	4
17	Powerstrips	102
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	See individual tabs
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Total	151
2		
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	See individual tabs
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	See individual tabs	
2		
3		
4		
5		
6		
7		

Page 1 of this exhibit

Budget Office 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	2
4	Desk	2
5	Chair	2
6	File Cabinet	
7	Standard telephones	2
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	2
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	2
14	Digial Camera	
15	Workstations	
16	Powerstrips	2
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Budget Analysts	2
2		
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	Desk lamps	2
2		
3		
4		
5		
6		
7		

Division of Information Technology 14A

Office Equipment

Ref #	Description	Quantity
1	Scanner/Fax Printer	2
2	Fax Machine	0
3	Printer	30
4	Desk	30
5	Chair	30
6	File Cabinet	
7	Standard telephones	30
8	Cellular telephones	
9	Satellite telephones	12
10	Desktop PCs	30
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	30
14	Digial Camera	
15	Workstations	30
16	Powerstrips	30
17		
18		
19		
20		
21		
22		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Technical specifications (configurations, etc.)
2	Application documentation
3	Software licenses
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	CIO	
2	Sr Mgmt	
3	Agency Info Mgr	9
4	Tech Suppt Mgr	9
5	Prog Analyst Mgr	9
6	Sys Admin	2
7	Programmer Analyst	0
8	Tech Suppt Spec	0
9	Computer Operator	18
10	Technician	7
11	Courier staff	4
12	Clerical/admin	6

Other Equipment

Ref #	Description	Quantity
1	Data Center Equipment	SunGard
2	Power Strips	30
3	Teleconference Facilities	1
4	Rapid procurement capability and extended credit	
5	Backup generator	1
6	Backup HVAC	1

23		

Page 3 of this exhibit

7	(RITERN) radio	30
8	Powers Data Center inventory	
9	Powers NOC equipment	
10	Inserters (mail)	2
11	Paragons (mail)	5
12	Bar coder (mail)	1
13	Net-in-as-box gateway	2
14	Delivery vehicles	3

Division of Purchases *14A*

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	1
3	Printer	1
4	Desk	
5	Chair	
6	File Cabinet	
7	Standard telephones	3
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	3
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	3
14	Digial Camera	
15	Workstations	
16	Powerstrips	3
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Forms
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Buyer	1
2	Clerical	2
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	RIFANS	3
2	RIVIP	3
3	MsOffice	3
4		
5		
6		
7		

Page 4 of this exhibit

Division of Taxation *14A*

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	5
4	Desk	20
5	Chair	20
6	File Cabinet	10
7	Standard telephones	20
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	20
11	Laptop PCs	
12	Calculators	20
13	General Office Supplies - per person	20
14	Digial Camera	
15	Workstations	
16	Check Endorsing Machines	4
17	Powerstrips	20
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Reate Books
2	Manuals/ Law Books
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Returns as filed
2	Audit files
3	All databases
4	Mainframe data
5	Registration/Permit Applications
6	Filed Refund Documentation
7	Letters of Good Standing
8	Liens & Levies
9	Cash Receipts
10	Reconciliations

Staff

Ref #	Classification	FTE
1	Exec. Mgmt.	3
2	Chief of Tax Processing	1
3	Chief Revenue Agent	1
4	Principal Revenue Agent	1
5	Asst Supv Computer Operations	1
6	Supervising Preaudit Clerk	1
7	Taxpayer Service Specialist / Clerks	12

Other Equipment

Ref #	Description	Quantity
1	Safe	1
2	OCR Machine	1
3	Scanner	1
4	Shredder	6
5	Secure Storage	X
6	Deposit Bags	X
7	Date Stamps	X
8	Form Flat Stock	X

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Energy Office 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	1
4	Desk	1
5	Chair	1
6	File Cabinet	
7	Standard telephones	1
8	Cellular telephones	1
9	Satellite telephones	
10	Desktop PCs	
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	1
14	Digial Camera	
15	Workstations	
16	Powerstrips	1
17		
18		
19		
20		
21		
22		

Documentation

Ref #	Description
1	Information Brochures (clients)
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Management	1
2		
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 6 of this exhibit

Office of Accounts & Control 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	
4	Desk	4
5	Chair	4
6	File Cabinet	
7	Standard telephones	1
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	4
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	4
14	Digial Camera	
15	Workstations	
16	Powerstrips	4
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Page 7 of this exhibit

Staff

Ref #	Classification	FTE
1	Associate	1
2	Payroll staff	1
3	Financial Reporting staff	1
4	Accounting staff	1
5		
6		
7		
8		

Other Equipment

Ref #	Description	Quantity
1	Payroll	
2	RIFANS	
3	MsOffice	
4		
5		
6		
7		

Office of the Director 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	1
4	Desk	5
5	Chair	5
6	File Cabinet	
7	Standard telephones	5
8	Cellular telephones	
9	Satellite telephones	1
10	Desktop PCs	5
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	5
14	Digial Camera	
15	Workstations	
16	Powerstrips	5
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Director	1
2	Executive Director	1
3	Executive Assistant	2
4	Technical Support	1
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 8 of this exhibit

Office of Personnel Administration 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	1
4	Desk	
5	Chair	
6	File Cabinet	
7	Standard telephones	
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	13
11	Laptop PCs	
12	Calculators	13
13	General Office Supplies - per person	13
14	Digial Camera	
15	Workstations	
16	Powerstrips	13
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Various salary schedules for non
2	Various COBRA forms and other
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Acting Chief of HR Services	1
2	Implementation Aides	6
3	Programer	1
4	Receptionist	1
5	Chief of Employees Benefits	1
6	Staff	3
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 9 of this exhibit

Statewide Planning Program 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	1
3	Printer	4
4	Desk	4
5	Chair	4
6	File Cabinet	1
7	Standard telephones	4
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	4
11	Laptop PCs	2
12	Calculators	
13	General Office Supplies - per person	4
14	Digial Camera	
15	Workstations	
16	Powerstrips	4
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	State Guide Plan (website + hard copy)
2	Planning Library (books + census materials)
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Meeting Records
2	
3	
4	
5	
6	
7	

Page 10 of this exhibit

Staff

Ref #	Classification	FTE
1	Chiefs	2
2	Associate Director	1
3	Program Services Officer	1
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Risk Management 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	
4	Desk	1
5	Chair	1
6	File Cabinet	
7	Standard telephones	1
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	1
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	1
14	Digial Camera	
15	Workstations	
16	Powerstrips	1
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Property Incident Report
2	Visitor Incident Report
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Risk Manager	1
2		
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	Property Insurance Schedule computer file
2	Telephone Directory File for Agency Contacts
3	Inland Marine Ins. File
4	Claim File
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	MsOffice	
2		
3		
4		
5		
6		
7		

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State Fleet 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	1
4	Desk	1
5	Chair	1
6	File Cabinet	1
7	Standard telephones	1
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	1
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	
14	Digial Camera	
15	Workstations	1
16	Scanner	
17	Date Stamp	3
18	Powerstrip	1
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Forms
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Page 12 of this exhibit

Staff

Ref #	Classification	FTE
1	Administrative	1
2		
3		
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Building Code Commission 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	1
4	Desk	1
5	Chair	1
6	File Cabinet	1
7	Standard telephones	1
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	1
11	Laptop PCs	
12	Calculators	
13	General Office supplies	1
14	Digial Camera	
15	Workstations	
16	Scanner	
17	Date Stamp	
18	Powerstrips	1
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Forms
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Administrative	1
2		
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 13 of this exhibit

CDHH Critical Processes 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	2
4	Desk	2
5	Chair	2
6	File Cabinet	1
7	Standard telephones	2
8	Cellular telephones	2
9	Satellite telephones	
10	Desktop PCs	
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	2
14	Digial Camera	
15	Workstations	
16	Scanner	1
17	Date Stamp	3
18	Powerstrips	2
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Forms
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Administrator	1
2	Administrative	1
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 14 of this exhibit

Division of Legal Services

Critical Processes 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	2
4	Desk	5
5	Chair	5
6	File Cabinet	2
7	Standard telephones	5
8	Cellular telephones	5
9	Satellite telephones	
10	Desktop PCs	5
11	Laptop PCs	2
12	Calculators	2
13	General Office Supplies - per person	5
14	Digial Camera	
15	Workstations	5
16	Scanner	1
17	Date Stamp	3
18	Powerstrips	5
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Forms
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Lease & Contract Files
2	
3	
4	
5	
6	

Page 15 of this exhibit

Staff

Ref #	Classification	FTE
1	Administrator	1
2	Lawyers	3
3	Administrative	1
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Contractor's Registration & Licensing Board 14A

Critical Processes

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	
4	Desk	1
5	Chair	1
6	File Cabinet	
7	Standard telephones	1
8	Cellular telephones	5
9	Satellite telephones	
10	Desktop PCs	1
11	Laptop PCs	5
12	Calculators	
13	General Office Supplies - per person	
14	Digial Camera	4
15	Workstations	1
16	Powerstrips	1
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Administrative	1
2	Investigators	4
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

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State Employees Workers' Compensation 14A

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	1
4	Desk	9
5	Chair	9
6	File Cabinet	
7	Standard telephones	9
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	9
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	9
14	Digial Camera	1
15	Workstations	
16	Powerstrips	9
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Paper Files
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Data Entry Operator	1
2	Claims Examiners	3
3	Managers	2
4	Attorney	1
5	Administrators	2
6		
7		

Vital Records

Ref #	Description
1	Paper Files
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	2 Hole Punch	2
2	3 Hole Punch	2
3	File Folders	100
4		
5		
6		
7		

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Exhibit 14C: Critical Process List	
Division/Unit	**Business Function**
Budget Office	Ensure Treasury makes debt service payments on issued debt (COPS, GO Bonds)
Division of Information Technology	Directory Services
Division of Information Technology	Data Center
Division of Information Technology	IT Operations
Division of Information Technology	Emergency Management Communications ESF-2
Division of Information Technology	Technical Support/Service Desk
Division of Information Technology	Telecommunications (telephone)
Division of Information Technology	Wide Area Network/Internet
Division of Planning	State Guide Plan on Hazard Mitigation
Division of Planning	Fund and coordinate homeless system
Division of Purchases	Emergency Purchases
Division of Taxation	Prepare bank deposit of checks & cash
Division of Taxation	Receive and open mail
Energy Office	Emergency Management - ESF 12/ISO
Office of Accounts & Control	"Union" Payment Batch Imports
Office of Accounts & Control	Payroll Direct Payments and Batch Imports
Office of Accounts & Control	Process Pension Payroll
Office of Accounts & Control	Payroll Processing - Payroll
Office of Accounts & Control	Process Regular Payroll - Accounting Allocations

Exhibit 14C: Critical Process List	
Division/Unit	**Business Function**
Office of Accounts & Control	Vendor payment Processing -Essential
Office of Accounts & Control	Check Processing
Office of Accounts & Control	Process ARB Requests
Office of Personnel Administration	ADMINISTRATIVE SERVICES UNIT PROGRAM Key Program in Emergency: responsible for all personnel transactions statewide particularly transactions including new hires, emergency appointments, terminations, employee records documenting activity during the emergency for payroll purposes; see above for definition of full scope of activity)
Office of Personnel Administration	EMPLOYEE BENEFITS ADMINISTRATION PROGRAM Key Program in Emergency: responsible for coordinating Health/Medical benefits for employees, Employee Assistance Program, COBRA Program
Office of the Director	Executive management and approvals
Office of the Director	Press/public relations
Risk Management	Visit site of loss to determine extent of damages
State Employees Workers' Comp	Vouchering of Indemnity Payments
State Employees Workers' Comp	Weekly Payroll
Comm on Deaf & Hearing Impaired	Provide Interpreter & Emergency Interpreter Referral Svc
Contractor's Reg & Lic Board	Assist Cities & Towns dealing with various disaster situations
Building Code Commission	Assist cities & towns handle situations arising from disaster

Exhibit 14B: Resource Requirements List Specifications

Office Equipment

Ref #	Description	Quantity
1	Copier	17
2	Fax Machine	22
3	Printer	78
4	Desk	392
5	Chair	392
6	File Cabinet	75
7	Standard telephones	380
8	Cellular telephones	35
9	Satellite telephones	
10	Desktop PCs	359
11	Laptop PCs	14
12	Calculators	219
13	General Office Supplies - per person	209
14	Digial Camera	12
15	Workstations	30
16	Scanners	5
17	Typewriters	4
18	TV/Video Device	1
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	See individual tabs
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	See individual tabs
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Total	392
2		
3		
4		
5		
6		
7		
8		
9		

Other Equipment

Ref #	Description	Quantity
1	See individual tabs	
2		
3		
4		
5		
6		
7		

Page 1 of this exhibit

Budget Office 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	6
4	Desk	16
5	Chair	16
6	File Cabinet	
7	Standard telephones	16
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	16
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	16
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Budget Analysts	11
2	Deputy Budget Officer	1
3	Budget Officer	1
4	Support Staff	4
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	Desk lamps	16
2		
3		
4		
5		
6		
7		

Page 2 of this exhibit

Bureau of Audits 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	6
4	Desk	11
5	Chair	11
6	File Cabinet	7
7	Standard telephones	11
8	Cellular telephones - Blackberry	1
9	Satellite telephones	
10	Desktop PCs	5
11	Laptop PCs w/Docking Stations	7
12	Calculators	6
13	General Office Supplies - per person	11
14	Digial Camera	
15	Workstations	11
16	External hard Drive	1
17	Polycom	1
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Chief	1
2	Deputy Chief	3
3	Internal Audit Mngrs	2
4	Auditors	1
5	Sr. Auditors	3
6	Admin Staff	1
7		

Vital Records

Ref #	Description
1	Work Papers
2	Reports
3	Job Hrs Report
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	Shredder	1
2	Binding Machine	1
3		
4		
5		
6		
7		

Page 3 of this exhibit

Central Business Office 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	4
4	Desk	1
5	Chair	4
6	File Cabinet	2
7	Standard telephones	4
8	Cellular telephones	1
9	Satellite telephones	
10	Desktop PCs	4
11	Laptop PCs	0
12	Calculators	4
13	General Office Supplies - per person	4
14	Digial Camera	0
15	Workstations	3
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Assoc Dir Finance	1
2	Admin	1
3	Office Manager	1
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

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Capital Projects and Property Management 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	1
4	Desk	2
5	Chair	2
6	File Cabinet	
7	Standard telephones	2
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	
11	Laptop PCs	1
12	Calculators	
13	General Office Supplies - per person	2
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Property Management	2
2		
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	Lease Agreement Files
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 5 of this exhibit

Capital Projects and Property Management - Capital Projects 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	
3	Printer	1
4	Desk	6
5	Chair	6
6	File Cabinet	
7	Standard telephones (BB)	6
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	6
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	6
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Paper Files
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Administrator	2
2	Architect	2
3	Property Manager	2
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

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Capital Projects and Property Management - Capital Projects/Pastori 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	
3	Printer	2
4	Desk	2
5	Chair	2
6	File Cabinet	
7	Standard telephones	2
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	2
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	2
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Freehand
2	Paper Files
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	State Building and Grounds Coordinator	1
2	Assistan State Building and Grounds Cordinator	1
3		
4		
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

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Capital Projects and Property Management - Contractor Registration Board 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	2
4	Desk	9
5	Chair	9
6	File Cabinet	48
7	Standard telephones	9
8	Cellular telephones	4
9	Satellite telephones	
10	Desktop PCs	9
11	Laptop PCs	1
12	Calculators	
13	General Office Supplies - per person	9
14	Digial Camera	3
15	Counter	1
16	Hearing Room	1
17	Other Chairs	24
18	Folding Tables	3
19	Display Unit	1
20	Ladder	1
21	Tool Kits	4
22	TV/Video Devices	1
23		

Documentation

Ref #	Description
1	Records from computer backed up system, if office files are not available.
2	Complaints
3	Contractor Records
4	Paper Files for Entire
5	Court Rexords
6	Recordings Taped
7	

Vital Records

Ref #	Description
1	Computer backed up software records stored off site
2	
3	
4	
5	
6	
7	

Page 8 of this exhibit

Staff

Ref #	Classification	FTE
1	Clerical	3
2	Administrative	1
3	Investigative	4
4	Hearing Officer	1
5	Legal Counsel	1
6		
7		

Other Equipment

Ref #	Description	Quantity
1	Card Embosser	1
2	Recording Device	1
3	Digital Rec Equip	1
4	Scanner	1
5	Safe	1
6	Book Cases	10
7	Storage Cabinet	2

Capital Projects and Property Management - State Building Code Commission 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	
4	Desk	9
5	Chair	9
6	File Cabinet	
7	Standard telephones	9
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	9
11	Laptop PCs	
12	Calculators	1
13	General Office Supplies - per person	
14	Digial Camera	1
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		

Documentation

Ref #	Description
1	Written Records
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Return to Archive
2	Code Books
3	
4	
5	
6	
7	

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Staff

Ref #	Classification	FTE
1	Office	9
2		
3		
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1	Tapes	1
2	Electrical Testers	1
3	Mail Supplies	1
4	Level	1
5	Locks	1
6	Misc Testers	1
7		

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	1
3	Printer	1
4	Desk	1
5	Chair	1
6	File Cabinet	
7	Standard telephones	1
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	1
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	1
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Records
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Executive Secretary	1
2		
3		
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1	Typewriter	1
2		
3		
4		
5		
6		
7		

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Division of Legal Services 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	2
4	Desk	9
5	Chair	9
6	File Cabinet	2
7	Standard telephones	9
8	Cellular telephones	9
9	Satellite telephones	
10	Desktop PCs	9
11	Laptop PCs	2
12	Calculators	2
13	General Office Supplies - per person	9
14	Digial Camera	
15	Workstations	9
16		
17	Scanner	1
18	Date Stamp	3
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Forms
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Lease & Contract Files
2	Personel Actions
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Administrator	1
2	Lawyers	6
3	Administrative	2
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

Page 11 of this exhibit

Division of Purchases 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	2
4	Desk	20
5	Chair	20
6	File Cabinet	
7	Standard telephones	20
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	20
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

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Staff

Ref #	Classification	FTE
1	Purchasing Agent	1
2	Assistant Director	1
3	Administrators	2
4	Buyers	4
5	Support Staff	7
6	Chief Implementation Officer	2
7	MBE	2
8	Tech Support	1
9		

Other Equipment

Ref #	Description	Quantity
1	Typewritter	4
2	RITERN Radio	2
3		
4		
5		
6		
7		

Division of Taxation 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	0
4	Desk	164
5	Chair	164
6	File Cabinet	0
7	Standard telephones	164
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	164
11	Laptop PCs	
12	Calculators	164
13	General Office Supplies - per person	
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Reate Books
2	Manuals/ Law Books
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Chief Rev Agent	
2	Supervisory	
3	Agents/Examiners	
4	Officers/Aides	
5	Clerical	
6	Exec. Mgmt.	
7	Total FTEs	164

Vital Records

Ref #	Description
1	Returns as filed
2	Audit files
3	All databases
4	Mainframe data
5	Registration/Permit Applications
6	Filed Refund Documentation
7	Letters of Good Standing
8	Liens & Levies
9	Cash Receipts
10	Reconciliations

Other Equipment

Ref #	Description	Quantity
1	Safe	1
2	OCR Machine	1
3	Scanner	1
4	Shredder	6
5	Secure Storage	X
6	Deposit Bags	X
7	Date Stamps	X
8	Form Flat Stock	X

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Facilities – HVAC 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	1
3	Printer	1
4	Desk	5
5	Chair	5
6	File Cabinet	
7	Standard telephones	5
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	5
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	5
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Blue Prints
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Boiler/Refrigeration	2
2	Computer admin trained to run HVAC	2
3	State Coordinator	1
4		
5		
6		
7		

Other Equipment

Ref #	Description	Quantity
1	Heat sensing gun	1
2	Verometer	1
3		
4		
5		
6		
7		

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Facilities – Facilities Management 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	1
4	Desk	22
5	Chair	22
6	File Cabinet	
7	Standard telephones	22
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	22
11	Laptop PCs	
12	Calculators	1
13	General Office Supplies - per person	22
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Contracts
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Deputy Chief	1
2	State Buildings & Grounds Coord.	1
3	Buildings & Grounds Officer	2
4		
5		
6		
7	Total FTEs	22

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1	Appointment book	3
2		
3		
4		
5		
6		
7		

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Facilities – State Fleet Operations 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	6
4	Desk	7
5	Chair	7
6	File Cabinet	5
7	Standard telephones	7
8	Cellular telephones	2
9	Satellite telephones	
10	Desktop PCs	7
11	Laptop PCs	2
12	Calculators	3
13	General Office Supplies - per person	7
14	Digial Camera	
15	Workstations	7
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	Rules and Regulations (on
2	Contracts (on purchasing website)
3	Vouchers
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	State Fleet Operations Officer	1
2	Chief Implementation Aide	1
3	Implementation Aide	1
4	Accountant	1
5	Data Control Clerk	1
6	Energy Conservation Technician	1
7	Energy Technician	1

Vital Records

Ref #	Description
1	Work Orders
2	Titles to the vehicles
3	State Plates
4	Credit Cards
5	Gas Cards
6	
7	

Other Equipment

Ref #	Description	Quantity
1	Calendar	1
2	Folders	1 Case
3	TRAK Fuel Mgt Sys	
4		
5		
6		
7		

Page 16 of this exhibit

Office of Accounts & Control 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	1
2	Fax Machine	1
3	Printer	14
4	Desk	38
5	Chair	38
6	File Cabinet	
7	Standard telephones	38
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	38
11	Laptop PCs	
12	Calculators	38
13	General Office Supplies - per person	38
14	Digial Camera	
15	Workstations	
16	Scanners	2
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Vital Records

Ref #	Description
1	Payroll Master File
2	RIFANS
3	
4	
5	
6	
7	

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Staff

Ref #	Classification	FTE
1	Controller	1
2	Associate Controller	2
3	Administrative Personnel	3
4	Accounting staff	7
5	Financial Reporting staff	3
6	Fixed asset staff	3
7	Payroll staff	5
8	Preaudit staff	14

Other Equipment

Ref #	Description	Quantity
1	Email	
2		
3		
4		
5		
6		
7		

Office of Library and Information Services 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	
3	Printer	
4	Desk	12
5	Chair	12
6	File Cabinet	
7	Standard telephones	12
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	12
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	12
14	Digial Camera	
15	Workstations	12
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Chief	1
2	Library Program Manager	1
3	Library Program Specialist	5
4	Information Technology Specialist	5
5		
6		
7		

Vital Records

Ref #	Description
1	
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

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Statewide Planning Program 14B

Office Equipment

Ref #	Description	Quantity
1	Copier	
2	Fax Machine	0
3	Printer	11
4	Desk	21
5	Chair	21
6	File Cabinet	
7	Standard telephones	21
8	Cellular telephones	
9	Satellite telephones	
10	Desktop PCs	21
11	Laptop PCs	
12	Calculators	
13	General Office Supplies - per person	21
14	Digial Camera	
15	Workstations	
16		
17		
18		
19		
20		
21		
22		
23		

Documentation

Ref #	Description
1	State Guide Plan (website + hard copy)
2	Planning Library (books + census materials)
3	
4	
5	
6	
7	

Staff

Ref #	Classification	FTE
1	Chiefs	2
2	Supervisors	3
3	Clerical	2
4	Staff	14
5		
6		
7		

Vital Records

Ref #	Description
1	Meeting Records
2	
3	
4	
5	
6	
7	

Other Equipment

Ref #	Description	Quantity
1		
2		
3		
4		
5		
6		
7		

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Exhibit 15: Office Space Configuration (Critical)

WORKSTATION CONFIGURATION	
Description	**Quantity**
Desk	1
Chair	1
File cabinet	1
Bookcase	1
Network connection	1
Phone Jack	1
Telephone book	1
Message pad	2
Pens	2
Pencils	2
Paper pads	3
Erasers	1
Stapler	1
Staples	Box
Stapler remover	1
Highlighters	1
Binder clips	0
Paper clips	Box
File folders	0
Tape	1
Tape dispenser	1
Adhesive note pad	0
Whiteout	1
Calendar	0
Rubber bands	Box

Exhibit 15: Office Space Configuration (Critical)

WORKSTATION CONFIGURATION	
Description	**Quantity**
Company telephone directory	1
Scissors	1
Telephone	1
PC	1
Printer	1 SHARED
Modem	0
Disks	0
CDs	0
Zip code book	0
Area code book	0
Envelopes	1
Multi-column paper	0
Lined paper PRINTER PAPER	1 REAM
Letter opener	0
Pencil Sharpener	1 SHARED

Exhibit 16: Off-Site Storage Inventory

Description	Identification Number	Quantity	Rotation Frequency	Responsibility
DOA Building Blue Prints	At the Cranston St Armory	All		Namvar Moghadam
Computer Center Tapes	At Iron Mountain	All		Jessica Westphal

Exhibit 16: Off-Site Storage Inventory				
Description	Identification Number	Quantity	Rotation Frequency	Responsibility

Exhibit 18: Disaster Assessment Report

Time Reported:
Name of Person Submitting Initial Alert:
General Description of Disaster Event:
External Support Requirements:

Impact Level on Key Resources:	Damage Magnitude (S, M, I)	Extent of Damage	Estimated Recovery Time
Utilities and Services (List affected utilities)			
• Power			
• Water			
• Sewer			
• Other			
Hardware (List affected hardware)			
• Mainframe			
• Servers			
• PCs			
• Printers			
Data Communications			
•			
•			
•			
•			
•			

Exhibit 18: Disaster Assessment Report

Impact Level on Key Resources:	Damage Magnitude (S, M, I)	Extent of Damage	Estimated Recovery Time
Building Structure (List affected areas)			
Personnel Injuries (List affected people)			
Vital Records (List affected vital records)			
Other Resources (List other affected resources)			

Exhibit 18: Disaster Assessment Report

Overall Disaster Magnitude

_____ Most Serious

_____ Moderately Serious

_____ Inconvenient

Other Information Regarding the Disaster Event:

_____

_____

_____

Prepared By: _____

Date: _____

Time: _____

Exhibit 19: Team Recovery Progress Report

Team Name: _____
Prepared by: _____ **Date:** _____

Progress Since Last Report:

Problems Requiring Management Attention:

Requests for Additional Resources:

Exhibit 19: Team Recovery Progress Report (Cont.)

Team Name: _____
Prepared by: _____ **Date:** _____

Requests for Additional Support:

Anticipated Problems:

Exhibit 2 Logistics Recovery Team Assignment Form

Name/Email	Home Address	Home/Office Phone	Cell/Pager	Team Position	Contact Date/Time
Marco Schiappa marco.schiappa@doa.ri.gov	401 Laten Knight Rd Cranston	H 822-0988 O 222-5717	C 639-7128	Team Manager	
Thomas Mannock thomas.mannock@hr.ri.gov	167 Northhampton St Warwick, RI 02888	H 781-6031 O 222-6377	C 489-8890	Alternate Team Manager	
Joseph Habershaw JHabershaw@admin.ri.gov	6 Katie Penny Dr Hope Valley, RI 02832	O 222-1090 O 222-6905	C 255-5799 C 932-0974	Team Member	
Elaine Wallor Elaine.Wallor@doa.ri.gov	32 Starr Drive West Narragansett	H 789-3601 O 574-8525	C 932-1665	Team Member	
Russell Irving russell.irving@doa.ri.gov	18 Linwood Ave. North Providence	H 353-8838 O 222-2919	C 440-0860	Team Member	
Paula Cofone paula.cofone@doa.ri.gov	255 Promenade St Providence	H 437-6060 O 574-8505 or 8515	C 714-1595	Team Member	
Joseph Del Deo Joeseph.Deldeo@hr.ri.gov	1 Twins Lane North Providence	H 353-0992 O 222-2872	C 447-6395	Alternate Team Member	
Debbie St. Hilaire debbie.sthilaire@doit.ri.gov	12 Kennedy Drive North Providence, RI 02904	H 724-7493 O 574-9212	Pers C 741-9934	Team Member	

Exhibit 20: Command Center Locations

Description	Primary	Secondary
Location	Temporarily in Director's Conf. Room on 4th Floor until gym is available again.	Governor's Policy Conference Room 127
Street Address	Powers Bldg One Capitol Hill	State House
City	Providence	Providence
State	RI	RI
Zip Code	02908	02903
Directions		

Primary Contact	Richard A. Licht	Steve Kavanagh
Day Phone	O 401-222-2280	O 401- 222-8118
Night Phone	H 401-345-1350	H 781-316-5828
Email	Richard.licht@doa.ri.gov	skavanagh@gov.state.ri.us
Pager/Cell phone	C 401-345-1350	C 401-641-1475

Alternate Contact	Ronald N. Renaud	
Day Phone	401-222-3390	
Night Phone	401-769-3878	
Email	Ronald.renaud@doa.ri.gov	
Pager/Cell	401-641-2723	

Exhibit 20: Command Center Locations

Description	Third	Fourth
Location	Enterprise Operations Center	
Street Address	50 Jefferson Blvd	
City	Warwick	
State	RI	
Zip Code	02886	
Directions		

Primary Contact	Michael Lombardi	
Day Phone	401-462-4702	
Night Phone	401-632-0241	
Email	Michael.lombardi@doit.ri.gov	
Pager/Cell phone Nextel Direct	State 401-473-7638 Personal 401- 228-4510 180*52355*12	

Alternate Contact	Tom O'Donnell	
Day Phone	401-462-4701	
Night Phone	401-397-4033	
Email	Thomas.odonnell@doit.ri.gov	

Exhibit 20: Command Center Locations

Pager Cell Nextel Direct	401-763-0965 401-473-7639 180*52355*13	

Exhibit 21: Command Center Equipment and Supplies

Description	Quantity	Storage Location
Multi-column paper		
Lined paper		
Envelopes		
Stationary		
FedEx forms		
UPS forms		
Zip code book | Telephone Book	1	
Area code book		
Scissors	1	
Tape	2	
Tape dispenser	2	
Binder clips		
Rubber bands	Box	
Calendars	1	
File folder	Box	
Liquid paper	1	
Stapler	2	
Staples	2 Boxes	
Pens	Box	
Pencils	Box	
Erasers	6	
Highlighters	6	
Letter opener		
Standard telephones	3	
Cellular telephones	0	
Pagers	0	
Walkie talkies	6	
Wireless radio		
Desktop PCs	As Needed	

Exhibit 21: Command Center Equipment and Supplies

Description	Quantity	Storage Location
Pencil Sharpener	1 Shared	
Laptop PCs	As Needed	
Modems		
Disks	As Needed	
CDs		
Laser printers		
Inkjet printers	2 Shared	
Printer paper	Ream	
Fax machine	1	
Fax paper	Ream	
Copier	1	
Copier paper	Ream	
Multiple communication lines		
Status media (whiteboard, etc.)	1	
Portable battery operated radios	2	
Portable battery operated TVs	2	
Battery operated clocks	1	
Battery operated tape recorder		
Extra batteries	20	
- Flashlight	2	
- Radios	1	
- Cell phones		
- Pagers		
- Laptops		
- Clocks	1	
- TV	1	
- Tape recorder		
- Battery rechargers		

Exhibit 21: Command Center Equipment and Supplies

Description	Quantity	Storage Location
Telephone directory	1	
Company phone directory	1	
Portable lights	5	
Sleeping provisions for extended stays	10	
Water for drinking and sanitation purposes	10 gal	
Water-purifying tablets	Pack	
Non perishable food items that do not require cooking	As Needed	
Paper towels	8 Pack	
Toilet paper	Case	
Large plastic bags	Case	
Bottle and can openers	2	
Insect repellant	1 ea	
First-aid kits	3	
Blankets	1 ea	
Clothing as needed	Emp	
Personal care items (soap, towels, etc.)	“	
Fire extinguishers	3	
Cold weather heating equipment (space heater, camping stove)	1	
Large (12”0 crescent wrench (to turn off gas and water valves)	1	
Crow bar	1	
Candles	2 Boxes	
Flares	6	
Duct tape	2 Rolls	
Table	1	
Chairs	6	
Portable restrooms	4	
Large buckets	4	
Hard hats	1 ea	
Bull horn	2	

Exhibit 21: Command Center Equipment and Supplies

Description	Quantity	Storage Location
Spare cable	Coil	
Plastic sheeting or Space Blankets	2	
Tent	If Needed	
Copies of the Disaster Recovery Plan	2	
Forms		
- Flip charts	3	
- Note pads	3	
- Special forms	6	
PANDEMIC SUPPLIES		
Waterless Hand Sanitizers	Case	
Countertop Sanitizers	Case	
Soap	Case	
Trash cans with lids	As Needed	
Kleenex	Case	
One gallon sealable plastic bags	Case	
Plastic garbage bags	Case	
Eye guard/goggles	Box	
Full face shields	2 Ea	
Protective Gowns & shoe covers	2 Ea	
Surgical Masks	Case	
Disposable Respirators		
Heavy duty rubber work gloves	6 Boxes	
Latex or other plastic gloves	6 Boxes	
Paper Towels	Case	

Schedule Number 3006263100 v. 1.0
For Recovery Services Governed by the
Master Agreement for U.S. Availability Services
Between
SUNGARD AVAILABILITY SERVICES LP and STATE OF RHODE ISLAND

Dated August 1, 2009

SUMMARY AND SERVICES

Schedule Reference Name: A

This is a new Schedule having an Agreed Term of 12 months with a commencement date of October 26, 2012.

SUMMARY OF SERVICES AND FEES

Selected Services	Base Test Periods
Center-Based Recovery Services	
Hotsite	14
Mobile Recovery Services	
Mobile Configurations	14
Delivery Methods Primary Recovery Facility Alternate Recovery Facility Mobile Data Center Customer Facility	
Network Services	
Monthly Fee (US Dollar):	**$35,074.00**

By the signatures of their duly authorized representatives below, SunGard and Customer, intending to be legally bound, agree to all of the provisions of this Schedule and ratify the terms of the Master Agreement. This Schedule is not binding until executed and delivered by both parties hereto.

SUNGARD AVAILABILITY SERVICES LP	STATE OF RHODE ISLAND
BY: _____	BY: _____
PRINT NAME: _____	PRINT NAME: Michael A Lombardi
PRINT TITLE: _____	PRINT TITLE: Deputy Information Processing Officer
DATE SIGNED: _____	DATE SIGNED: 10/28/12

BILLING SCHEDULE

Invoice From:	**Monthly Fee (US Dollar):**
10/26/2012	$35,074.00

Customer Information:

Covered Location Address:	50 SERVICE AVENUE WARWICK, RI, 02886, US MICHAEL LOMBARDI
Bill To Address:	50 SERVICE AVENUE WARWICK, RI, 02886, US MICHAEL LOMBARDI
Notification Address:	50 SERVICE AVENUE WARWICK, RI, 02886, US MICHAEL LOMBARDI

Center-Based Recovery Services

Qty	Hotsite 1 Customer Configuration Ref: Customer Configuration Ref: Mainframe Equal to IBM Z9 2096- R07 Model G01		Disaster Fees	
			Declaration Fee	Daily Usage
			$20,000.00	$5,000.00
1	IBM zSeries Processor			
	1	LPAR		
	110	IBM MIPs		
	16384	MB Memory		
	3	OSA-Express Ethernet 10/100/1000Mbps Port		
1	IBM 3745 Model 31A, IBM 3746-900 Communication Controller (16 Meg)			
	4	Total (V.35) Ports		
	2	TIC-3		
	1	LIC1 (RS232 Ports)		
	3	Block Channel		
1	IBM 4245 Line Printer			
1	HP LaserJet 5si Printer [1,2]			
1	Xerox DocuPrint 135MX EPS with DocuSP Controller			
	1	Duplex Option		
	1	IPDS Feature		
	1	MICR Feature		
4	20/60GB 3590-B11 Magstar Tape/Loader Addresses w/ 10 Slots			
16	0.8/2.4GB 3490-E Tape/Loader Addresses w/ 7 Slots			
900	GB of Mainframe DASD			

Qty	Hotsite 2 Customer Configuration Ref: Configuration Ref: SRI - DLT MF		Disaster Fees	
			Declaration Fee	Daily Usage
			$20,000.00	$5,000.00
1	IBM zEnterprise Processor			
	1	LPAR		
	26	IBM MIPs		
	4096	MB Memory		
	2	OSA-Express Ethernet Gigabit Port		
3	0.8/2.4GB 3490-E Tape/Loader Addresses w/ 7 Slots			

1200	GB of Mainframe DASD

Mobile Recovery Services

Qty	Mobile 1 Customer Configuration Ref: Configuration Ref: Enterprise Mobile		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-IBKUP-12105			
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)		
	8	GB Memory		
	1072	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
12	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	RI-DC-02			
	RI-DC-03			
	ENT-DC-01			
	ENT-DC-02			
	ENT-DC-03			
	ENT-DC-04			
	DOR-DC-01			
	DOR-DC-02			
	DOR-DC-03			
	DOR-DC-04			
	DCYF-DC-02			
	RI-DC-01			
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)		
	4	GB Memory		
	210	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
2	800/1600GB LTO-4 Tape Drive (HP - Fiber Attached - Encryption Capable)			

Qty	Mobile 2 Customer Configuration Ref: Configuration Ref: Schedule ENT Virtual Servers		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-DMZ01			
	ENT-ESX-DMZ02			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	64	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	SCSI Port		
8	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-DOA003			
	ENT-ESX-DOA004			
	ENT-ESX-DOA005			
	ENT-ESX-DOA006			
	ENT-ESX-DOA007			
	ENT-ESX-DOA008			
	ENT-ESX-DOA001			
	ENT-ESX-DOA002			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	64	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	RAID Controller		
	4	Fiber Channel Port		
6	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-DOA009			
	ENT-ESX-DOA010			
	ENT-ESX-DOA011			
	ENT-ESX-DOA012			
	ENT-ESX-DOA013			
	ENT-ESX-DOA014			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	32	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		

	2	Ethernet 10/100/1000 Mbps Port
	1	RAID Controller
	4	Fiber Channel Port
	1	SCSI Port
4056	GB Disk - RAID protected	4
2	1000Base-SX MMF Switched Ethernet Port	4,5

Qty	**Mobile 4** Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) Servers (FILE/Print)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DMV-FS-02			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	3328	MB Memory		
	400	GB Internal Disk		
	1	DVD-RW Drive		
	1	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	ENT-FS-ARC01			
	2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	8192	MB Memory		
	1500	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	Fiber Channel Port		

Qty	**Mobile 5** Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) Servers (EMAIL SERVERS)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DOA-WEB-1			
	1	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		

	36	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	IRONMAIL SERVERS	
	IRONMAIL SERVERS	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	4096	MB Memory
	700	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
2	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)	

Qty	**Mobile 6** Customer Configuration Ref: Customer Configuration Ref: Schedule B - DOA : High Impact Services		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	RS/6000 p550 Service Level - Requires AIX 5.3 or Higher			
	2	1.65 GHz Power5 CPU		
	146	GB Internal Disk		
	8	GB Memory		
1	Ethernet 1 Gbps Port			
2	Ethernet 10/100/1000 Mbps Port			
1	Fiber Channel 2GB Port			
1	3196 Terminal or Equivalent			
	2	1.65 GHz Power5 CPU		
	146	GB Internal Disk		
	8	GB Memory		
1	DVD-ROM Drive			
1	Ethernet 10/100/1000 Mbps Port			

Qty	**Mobile 7** Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) High Impact Services	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$1,250.00

1	AS/400 8xx iSeries Service Level [6]	
	1000	Batch/Processor CPW
	1000	Interactive CPW
	1	GB Memory
112	GB Internal Disk	
2	Ethernet 10/100 Mbps Adapter	
1	Communication Ports (V.24)	
1	100/200GB LTO Ultrium (LTO-1) Tape Drive; IBM 3580	

Qty	**Mobile 9** Customer Configuration Ref: Customer Configuration Ref: Schedule B DOA Servers High Medium Intel Services	
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOA-PMO-29171	
	1	Intel Xeon 3.66 GHz CPU (EMT64)
	2048	MB Memory
	75	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOR-ITEMP-001	
	4	Intel Xeon 3.66 GHz CPU (EMT64)
	2048	MB Memory
	108	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOR-ITEMP-002	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	1024	MB Memory
	216	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOR-WHSE-01	
	2	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	72	GB Internal Disk

Disaster Fees	
Declaration Fee	**Daily Usage** [9]
$0.00	**$1,250.00**

	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-02	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	72	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-03	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	373	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-04	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
	2	Fiber Channel Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOR-WHSE-05	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	4096	MB Memory
	332	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ONBase Server (w/1904GB extl disk)	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	1168	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port

1904	GB Disk - RAID protected	4
7700	GB Disk - RAID protected	4

Qty	Mobile 11 Customer Configuration Ref: Customer Configuration Ref: Schedule C (DOC)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOC11			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	32	GB Memory		
	146	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 1 Gbps Port		
	1	Fiber Channel Port		
16	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOCESXP01			
	DOCESXP02			
	DOCESXP03			
	DOC17 - Exchange Server			
	DOC14 - Web Server			
	DOCAPPSP01 - Application Server			
	DOCFILESVR1 - File Server			
	DOCORAP02 - Oracle Server			
	DOCPRINT - Print Server			
	DOCPROXYP02 - Web Proxy			
	DOCSMTPP01 - SMTP Server			
	DOCERMP05 - MIS Remote Support			
	DOCTERMP8 - Terminal Server			
	DOCTPCDSP01 - Web Application			
	IMAGESVR - Image Server			
	DOCMONP01			
	4	Intel 6-Core 2.4 GHz Xeon CPU (EMT64, VT)		
	65536	MB Memory		
	146	GB Internal Disk		
	1	DVD-ROM Drive		
	3	Ethernet 10/100/1000 Mbps Port		
	2	Fiber Channel Port		

1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC3B		
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	
	146	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
	1	Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC-STORSERVER1		
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	8	GB Memory	
	146	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	2	Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOCFILEP01		
	1	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	
	146	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	2	Fiber Channel Port	
1	IBM 3584 Tape Library (for use with LTO media)		7
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached)	
	100	Slots	
18000	GB Disk - RAID protected		4
2	Fabric Switch (32 Port)		
2000	GB Disk - RAID protected		4
1	Fabric Switch (32 Port)		

Qty	Mobile 13 Customer Configuration Ref: Customer Configuration Ref: Schedule D Proliant Servers	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$2,500.00

8	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	PROLIANT ML370 G3 - MAIN-SQL	
	PROLIANT DL580 G3 - UI-WEB3	
	PROLIANT DL380 G4 - DLT-AD2	
	PROLIANT DL380 G4 - MAIN-AD4	
	PROLIANT DL380 G5 - SQL-TDI1	
	PROLIANT DL380 G5 - IVR-TDI1	
	PROLIANT DL380 G5 - IVR-TDI2	
	PROLIANT DL580 G3 - UI-SQL3	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	1022	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
4	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	PROLIANT DL360 G5 - LMI-FS1	
	PROLIANT DL380 G5 - WCOMP-APP1	
	PROLIANT DL380 G5 - SQL-UI1	
	HP BL460C G1 - WC-SQL-PROD1	
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)
	4096	MB Memory
	1022	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	HP BL460C G1 - DLT-IMAGE1	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	2048	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	HP BL460C G7 WC-FS1	
	1	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)
	12288	MB Memory
	300	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port

5	x86 Server (w/ Monitor, Keyboard, Mouse) [3]		
	HP BL460C G1-UI-FS1		
	HP BL460C G1-WC -IMAG-PROD1		
	HP BL460C G1-WC-ADS-RPTS-DEV1		
	HP BL460C G1-WC-IMG-SHP-DEV1		
	Proliant ML370 G3-UI-SUTA1		
	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	36/72GB DAT72 DDS-5 Tape Drive		
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)		
1	IBM 3584 Tape Library (for use with LTO media) [7,4,5]		
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached) [4,5]	
	50	Slots [4,5]	

Qty	Mobile 15 Customer Configuration Ref: Configuration Ref: Schedule D (DLT)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DLT PSI Proliant 1600R			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	4096	MB Memory		
	160	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		

Qty	Mobile 17 Customer Configuration Ref: Configuration Ref: DEM Servers		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
3	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ENT-ESX-VTS01			

	ENT-ESX-VTS02	
	ENT-ESX-VTS03	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	730	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	UTIL1	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	8	GB Memory
	250	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	NAS2	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	730	GB Internal Disk
	1	DVD-RW Drive
	1	Ethernet 10/100/1000 Mbps Port
1	IBM 3584 Tape Library (for use with LTO media) [7,4]	
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached) [4]
	50	Slots [4]
6270	GB Disk - RAID protected	
6810	GB Disk - RAID protected	

Qty	Mobile 18 Customer Configuration Ref: Customer Configuration Ref: Schedule F (DCYF)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp7420 Service Level			
	1	Physical Partitions		
	4	900 MHz CPU		
	4	GB Memory		
	100	GB Internal Disk		
1	DVD-ROM Drive			

1	Ethernet 10/100/1000 Mbps Port
1	X-Terminal
1	100/200GB LTO Ultrium (LTO-1) Tape Drive
1	36/72GB DAT72 DDS-5 Tape Drive
500	GB Disk - RAID protected [4]

Qty	Mobile 19 Customer Configuration Ref: Customer Configuration Ref: G-HEALTH VAULTING	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$3,750.00
12	x86 Server (w/ Monitor, Keyboard, Mouse) [3]		
	DOH-DB-LAB1		
	DOH-DB-MEDX		
	VR2KDB		
	L2KDBDL380		
	DOH-DB-L2KMLO		
	DOH-APP-L2KMLO		
	PHARMML350		
	DOH-DB-0192		
	DOH-DB-KIDSNET		
	DOH-APP-SYNS		
	DOH-DB-SYNS		
	DOH-AP-RODS		
	2 Intel Xeon 3.66 GHz CPU (EMT64)		
	8 GB Memory		
	500 GB Internal Disk		
	1 DVD-ROM Drive		
	2 Ethernet 10/100/1000 Mbps Port		
12	x86 Server (w/ Monitor, Keyboard, Mouse) [3]		
	DOH-DB-RODS		
	DOH-DB-WELLPROD		
	DOH-AP-LEAD		
	DOH-DB-LEAD		
	DOH-DB-MEDEX		
	DOH-DB-LIMS		
	DOH-DB-EHARS2		
	DOH-DB-DISREG		
	DOH-DB-SDWIS2		
	DOH-APP-SDWIS2		
	DOH-DB-CODIS		

	DOH-DB-FORENSIC	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	8	GB Memory
	500	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port

Qty	Mobile 20 Customer Configuration Ref: Customer Configuration Ref: H-DOH		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
4	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOAPO			
	MHRHPO			
	DOHP01			
	DOHAPPSDATA			
	2	Intel Dual-Core 3.0 GHz Xeon CPU (EMT64, VT)		
	4096	MB Memory		
	500	GB Internal Disk		
	1	CD-RW/DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOHUSERS			
	DOHSHARED			
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)		
	4	GB Memory		
	1200	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	Need Names			
	Need Names			
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)		
	64	GB Memory		
	300	GB Internal Disk		
	1	DVD-RW Drive		
	2	Ethernet 10/100/1000 Mbps Port		

1500	GB Disk - RAID protected	

Qty	Mobile 22 Customer Configuration Ref: Configuration Ref: N - NETWORK		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	1024	MB Memory		
	72	GB Internal Disk		
	1	CD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
1	Cisco ASA 5540 Adaptive Security Appliance			
	4	10/100/1000 Ethernet Port		
1	Cisco 7513 Router [4,5]			
	1	Token Ring Port [4,5]		
	4	10/100 Ethernet Port [4,5]		
	2	Gigabit Ethernet Port - SX Multimode Fiber [4,5]		
	1	DS3 ATM Port [4,5]		
10	10/100Base-TX Switched Ethernet Port [4,5]			

Qty	Mobile 23 Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers - Treasury		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	STATEHOUSE			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	4	GB Memory		
	146	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	TREAS-BACKUP			
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)		
	32	GB Memory		

	900	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	GT-ESXI-01	
	GT-ESXI-02	
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)
	128	GB Memory
	1000	GB Internal Disk
	1	DVD-RW Drive
	4	Ethernet 10/100/1000 Mbps Port
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)	
1100	GB Disk - RAID protected [4]	

Qty	Mobile 25 Customer Configuration Ref: Customer Configuration Ref:T-DOT		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOT-BU-01			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	16384	MB Memory		
	730	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOT-IMAGE-01			
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)		
	4096	MB Memory		
	300	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
3	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DOT-DC-02			
	DOT-FMPTS-BU			
	RIDOT61SSDE			
	2	Intel Quad-Core 3.2 GHz Xeon CPU		

		(EMT64, VT)
	16	GB Memory
	730	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-VM-03	
	DOT-VM-04	
	2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)
	16	GB Memory
	1400	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-EXCH-01	
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	175	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-VM-05	
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	200	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	NAS2	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	700	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOT-FMS-APPROD	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	64	GB Memory

	470	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-VM-01		
	DOT-VM-02		
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)	
	16	GB Memory	
	700	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-FMS-DBPROD		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	64	GB Memory	
	708	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-WWW-BACKUP		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	1024	MB Memory	
	940	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	SUN SL-series Tape Library (for use with LTO media)		4
	4	LTO-4 Tape Drive (HP - Fiber Attached - Encryption Capable)	4
	200	Slots	4
3796	GB Disk - RAID protected		
786	GB Disk - RAID protected		
4100	GB Disk - RAID protected		

Qty	Mobile 26 Customer Configuration Ref: Customer Configuration Ref A-EOC	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$3,750.00

1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
	1	RAID Controller	
7	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	EOC		
	EOC		
	EOC		
	EOC		
	EOC		
	EOC		
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	3	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	272	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	SCSI Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Backup Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	350	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake- Prod -Capture Server 2008-1		

	Knowledge Lake - Prod - Capture Server 2008-2		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	135	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake- Prod - Image Server 2008/SharePoint 2007 Enterprise -WFE1		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake - Prod SQL Server Enterprise 2008		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	730	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake - Prod - Sharepoint Index and Search Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
4	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Saber-Prod-Internal Web/FtP1		
	Terminal Directory Server		
	External Web Server		
	Terminal Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	

	1	Ethernet 1 Gbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber -Prod-SQL-Reporting Services 1	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	65	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber-Prod-Uni-AAMVA Interface	
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	65	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber-Prod Database Server -Node1 Application DB	
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	355	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	File Server	
	Printer Server	
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	300	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber- BL460C- Prod Application Server 1	
	Saber- BL460C- Prod Batch Server	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	65	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port

1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Unknown	
	1	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	335	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 1 Gbps Port

Qty	Mobile 28 Customer Configuration Ref: Configuration Ref: DOC-EMR Units	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$1,250.00

1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOC-EMR3DB	
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	200	GB Internal Disk
	1	DVD-RW Drive
	6	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DOC-EMR1	
	DOC-EMR2	
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)
	16384	MB Memory
	200	GB Internal Disk
	1	DVD-RW Drive
	6	Ethernet 10/100/1000 Mbps Port
3400	GB Disk - RAID protected	
2000	GB Disk - RAID protected	

Qty	Mobile 30 Customer Configuration Ref: Customer Configuration Ref: A-EOC:DMV	Disaster Fees	
		Declaration Fee	Daily Usage [9]
		$0.00	$1,250.00

1	RS/6000 p660-6M1 Service Level	
	2	750 MHz RS64IV CPU
	4	GB Memory
	72	GB Internal Disk
1	CD-ROM Drive	
2	Ethernet 10/100 Mbps Port	
1	Ethernet 1 Gbps Port	
1	ASCII Terminal	
1	20/60GB 3590-B11 Magstar Tape/Loader	
1	12/24GB DDS-3 Tape Drive	
420	GB Disk - RAID protected	

Qty	**Mobile 31** Customer Configuration Ref: Customer Configuration Ref: RP3440-SAILAPDV		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp8400 Service Level			
	1	Physical Partitions		
	2	875 MHz CPU		
	12	GB Memory		
	72	GB Internal Disk		
1	DVD-ROM Drive			
1	Ethernet 10/100/1000 Mbps Port			
1	X-Terminal			
1	36/72GB DAT72 DDS-5 Tape Drive			
1	800/1600GB LTO-4 Tape Drive (No Encryption)			
1800	GB Disk - RAID protected [4]			
1	Fabric Switch (8 Port)			

Qty	**Mobile 32** Customer Configuration Ref: Customer Configuration Ref: A-EOC: RI FANS DB		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp7420 Service Level			
	1	Physical Partitions		
	8	1 GHz CPU		
	24	GB Memory		

	100	GB Internal Disk
1	DVD-ROM Drive	
1	Ethernet 10/100/1000 Mbps Port	
1	20/40GB DDS-4 Tape Drive	
1100	GB Disk - RAID protected	4
1	Fabric Switch (8 Port)	5

Qty	Mobile 33 Customer Configuration Ref: Customer Configuration Ref: A-EOC: RI FANS AP		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	HP 9000-rp7420 Service Level			
	1	Physical Partitions		
	8	1 GHz CPU		
	24	GB Memory		
	100	GB Internal Disk		
1	DVD-ROM Drive			
1	Ethernet 10/100/1000 Mbps Port			
1	20/40GB DDS-4 Tape Drive			
500	GB Disk - RAID protected	4		

Qty	Mobile 34 Customer Configuration Ref: Customer Configuration Ref: A -DHS		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DHSIISPROD			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		
	272	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
	1	SCSI Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3		
	DHSCFPROD			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		

	273	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHS-AP-PROD-001		
	1	Intel Xeon 3.0 GHz CPU	
	4096	MB Memory	
	136	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHS-DB-PROD-002		
	1	Intel Xeon 3.4 GHz CPU (EMT64)	
	1024	MB Memory	
	170	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	400/800GB LTO-3 Tape Drive (Fiber Attached)		
1	IBM 3584 Tape Library (for use with LTO media)		7,4
	4	LTO-3 Tape Drive	4
	60	Slots	4
218	GB Disk - RAID protected		
480	GB Disk - RAID protected		

Qty	**Mobile 35** Customer Configuration Ref: Customer Configuration Ref: ESX VIRTUAL SERVER			**Disaster Fees**	
				Declaration Fee	**Daily Usage** [9]
				$0.00	**$1,250.00**
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	ENT-SPS-3220				
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)			
	4096	MB Memory			
	140	GB Internal Disk			
	1	DVD-ROM Drive			
	1	Ethernet 10/100/1000 Mbps Port			
6	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	ENT-ESX-EOC001				
	ENT-ESX-EOC002				
	ENT-ESX-EOC003				

	ENT-ESX-EOC004	
	ENT-ESX-EOC005	
	ENT-ESX-EOC006	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	32768	MB Memory
	36	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
5000	GB Disk - RAID protected	

Qty	**Mobile 37** Customer Configuration Ref: Customer Configuration Ref: DCYF		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DCYF			
	1	Intel Xeon 3.66 GHz CPU (EMT64)		
	2048	MB Memory		
	216	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
1	100/200GB LTO Ultrium (LTO-1) Tape Drive			

Qty	**Mobile 39** Customer Configuration Ref: Customer Configuration REF: MHRH		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	Dept of MHRH			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	1024	MB Memory		
	180	GB Internal Disk		
	1	DVD-ROM Drive		
	1	Ethernet 10/100/1000 Mbps Port		
	1	RAID Controller		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			

	Pharmacy 1		
	1	Intel Xeon 3.66 GHz CPU (EMT64)	
	1024	MB Memory	
	355	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	MHRH-FS-002		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ZAM-FS-003		
	1	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 1 Gbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHMRH2		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	2048	MB Memory	
	354	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Pharmacy 2		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	219	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Zambarano		

	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	1024	MB Memory	
	36	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DLT BES		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	IBM 3584 Tape Library (for use with LTO media)		4,7
	4	LTO-3 Tape Drive	4
	50	Slots	4

Qty	**Mobile 40** Customer Configuration Ref: Customer Configuration Ref : BHDDH Blade Chassis			**Disaster Fees**	
				Declaration Fee	**Daily Usage** [9]
				$0.00	**$1,250.00**
3	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	BHDDH-ESX-BL01				
	BHDDH-ESX-BL02				
	BHDDH-ESX-BL03				
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)			
	64	GB Memory			
	600	GB Internal Disk			
	1	DVD-RW Drive			
	2	Ethernet 10/100/1000 Mbps Port			
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3		
	BHDDH-UT-BKUP1				
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)			
	4096	MB Memory			
	144	GB Internal Disk			
	1	DVD-ROM Drive			
	2	Ethernet 10/100/1000 Mbps Port			

1	ADIC Scalar i2000 Tape Library (for use with LTO media) [4]	
	2	LTO-5 Tape Drive (IBM - Encryption capable - Fiber attached) [4]
	100	Slots [4]

Qty	Mobile 41 Customer Configuration Ref: Customer Configuration Ref: MC34 DHS units		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DHS-ESX-BL01			
	1	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)		
	32	GB Memory		
	36	GB Internal Disk		
	1	DVD-ROM Drive		
	3	Ethernet 10/100/1000 Mbps Port		
	1	Fiber Channel Port		
6	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DHS-ESX-BL02			
	DHS-ESX-BL03			
	DHS-ESX-BL04			
	DHS-ESX-BL05			
	DHS-ESX-BL06			
	DHS-ESX-BL07			
	1	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)		
	64	GB Memory		
	72	GB Internal Disk		
	1	DVD-RW Drive		
	3	Ethernet 10/100/1000 Mbps Port		
	1	Fiber Channel Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	DHS-UT-BKUP01			
	2	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)		
	4096	MB Memory		
	72	GB Internal Disk		
	1	DVD-ROM Drive		

	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	DHS-TS-001	
	1	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	272	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	IBM 3584 Tape Library (for use with LTO media) [7,4]	
	4	LTO-5 Tape Drive (IBM - Encryption capable - Fiber attached) [4]
	50	Slots [4]
724	GB Disk - RAID protected	
3072	GB Disk - RAID protected	

Qty	Mobile 42 Customer Configuration Ref: Configuration Ref: Hardware Requirements (Budgetary Only)		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	Internet E- Commerce Server (Class C)			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	4	GB Memory		
	216	GB Internal Disk		
	1	CD-ROM Drive		
	1	Ethernet 10/100 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	Extranet Application Server (Class C)			
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		
	4	GB Memory		
	216	GB Internal Disk		
	1	CD-ROM Drive		
	1	Ethernet 10/100 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	E License Application Server (Class C)			
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)		

	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Fiber Channel Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Production SQL Database Server (Class A)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Replicated SQL Database Server (Class B)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	Replcated SQL Database Server (Class A)	
	1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	216	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port

Qty	**Mobile 43** Customer Configuration Ref: Configuration Ref: RI State Police	Disaster Fees	
		Declaration Fee	**Daily Usage [9]**
		$0.00	**$1,250.00**
3	x86 Server (w/ Monitor, Keyboard, Mouse) [3]		
	Vmware Host Servers		
	Vmware Host Servers		
	Vmware Host Servers		
	2 Intel 6-Core 2.93 GHz (Westmere) Xeon		

		CPU (EMT64, VT)
	12	GB Memory
	500	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port
12000	GB Disk - RAID protected [4]	
1	Fabric Switch (8 Port)	

Qty	Mobile 44 Customer Configuration Ref: AS/400 - DLT		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$1,250.00
1	AS/400 8xx iSeries Service Level [6]			
	1000	Batch/Processor CPW		
	1000	Interactive CPW		
	3	GB Memory		
140	GB Internal Disk - RAID protected			
2	Ethernet 10/100 Mbps Adapter			
1	Two Line WAN-Comm Ports (v.24, v.35)			

Qty	Mobile 45 Customer Configuration Ref: i5 - For 9406-525 (TDI)		Disaster Fees	
			Declaration Fee	Daily Usage [11]
			$10,000.00	$1,250.00
1	IBM i570 Service Level [8]			
1	LPAR			
	1	i5/OS (Power6)		
	4	4.2 GHz Power6 CPU		
	8	GB Memory		
504	GB Internal Disk-RAID Protected			
	2	Ethernet 10/100/1000 Mbps Port [OS i5 Only]		
	1	Two-Line WAN with Internal Modem [OS i5 Only]		

Qty	Mobile 47 Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers		Disaster Fees	
			Declaration Fee	Daily Usage [9]
			$0.00	$2,500.00
7	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	2	Intel Xeon 3.16 GHz CPU (EMT64)		
	4	GB Memory		
	200	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
6	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	ERSRI Server			
	2	Intel Xeon 3.16 GHz CPU (EMT64)		
	2048	MB Memory		
	100	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	2	Intel Xeon 3.66 GHz CPU (EMT64)		
	4	GB Memory		
	1100	GB Internal Disk		
	1	DVD-ROM Drive		
	2	Ethernet 10/100/1000 Mbps Port		
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]			
	ERSRI Server			
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)		
	4	GB Memory		

	1200	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	ERSRI Server	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	2048	MB Memory
	100	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	ERSRI Server	
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)
	16	GB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse) [3]	
	ERSRI Server	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	4	GB Memory
	500	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
600	GB Disk - RAID protected [4]	

Network Services

Qty	Network 1		Disaster Fees	
			Declaration Fee [10]	Daily Usage
			$5,000.00	$1,000.00
	Web ReDirect Services			
	1	Web ReDirect Services (10)Mbps		
		Destination(s):		
		Philadelphia, PA - (401 N Broad, 19108)		
	Dedicated Access Circuit Services: Customer/Subscriber Provided Access			
	1	DS-3		
		Destination(s):		

	Carlstadt, NJ - (777 Central Blvd, 07072)

* If the configuration numbering is out of sequence, the configurations have been intentionally deleted.

FOOTNOTES

1. To be governed by the terms and conditions applicable to Mobile Resources.
2. Subject to the terms and conditions of Priority Resources.
3. Customer acknowledges that, subject to then current availability, the 1.44MB floppy diskette drive in this configuration may be replaced with a DVD drive by SunGard.
4. Not shippable and governed by the terms and conditions applicable to Center-Based Resources.
5. Not shippable and subject to the terms and conditions of Shared Resources.
6. Available at the Primary Recovery Facility for testing and at the Primary or Alternate Recovery Facility for a Disaster.
7. To be provided to Customer at the Primary or Alternate Recovery Facility only.
8. Only available at the Primary Recovery Facility for Tests or in the event of a Disaster.
9. Daily Usage Fees during a Disaster will begin on day 31.
10. If a Declaration Fee of equal or greater value is charged in association with a Center-Based or Mobile Configuration defined on this Schedule, then the Declaration Fee for the applicable Network Services will be deemed included in such fee.
11. Daily Usage Fees during a Disaster will begin on day 1.
12. Subscriber acknowledges that no more than 28 Mobile Data Centers are available for delivery of the Mobile Resources.

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Addendum to Schedule Number 3006263100 v. 1.0
For Recovery Services Governed by the
Master Agreement for U.S. Availability Services
Between
SUNGARD AVAILABILITY SERVICES LP and STATE OF RHODE ISLAND

Dated August 1, 2009

Schedule Reference Name: A

The above referenced Schedule ("Specified Schedule"), which has a Commencement Date of October 19, 2012 is amended effective October 19, 2012.

The following changes are applicable to the Specified Schedule:

1. Section 2, Fees and Expenses, of the Master Agreement is amended by deleting the last sentence and replacing it with the following:

> "Notwithstanding anything to the contrary contained in the Agreement or any Addenda thereto, these fees shall remain fixed during the current Agreed Term of this Schedule."

By the signatures of their duly authorized representatives below, SunGard and Customer, intending to be legally bound, agree to all of the provisions of this Addendum and ratify the terms of the Master Agreement. This Addendum is not binding until executed by both parties.

SUNGARD AVAILABILITY SERVICES LP		**CUSTOMER: STATE OF RHODE ISLAND**	
BY:		BY:	
PRINT NAME:		PRINT NAME:	Michael DiBonde
PRINT TITLE:		PRINT TITLE:	DIPO
DATE SIGNED:		DATE SIGNED:	10/28/12

INTRODUCTION

SunGard's Recovery Procedure Execution Service (formerly known as Full System Restoration Services, Recovery Assistance Services or Test Services) provides dedicated SunGard technical support, at time of Test and at time of Disaster, to execute Customer's recovery procedures for restoring Customer's network environment, operating systems and application data, at which point Customer can perform additional steps (such as transaction validation and data synchronization) to recover their applications. The application data and corresponding operating systems are restored from a backup or virtual machine (VM) image created by Customer. This backup can reside either on tape, any data vault, or AdvancedRecovery[SM] (replicated) disk.

GENERAL PROVISIONS – RECOVERY PROCEDURE EXECUTION SERVICE

1. The Recovery Procedure Execution Service is available for SunGard customers who have contracted for AdvancedRecovery or traditional Recovery Services, based solely upon the configurations identified in the Schedule for Recovery Services.
2. The Recovery Procedure Execution Service will be delivered only for Customer's application data and server hardware configurations specifically noted in the Schedule for Recovery Services. It will also be delivered for virtual machines (VMs) installed on the aforementioned server hardware and their individual configurations, which will also be specifically noted in the Schedule for Recovery Services. No hardware platforms or VMs should be assumed to be in scope because of a dependency between platforms. The addition of application data configurations, operating systems or VMs not specified in the Schedule for Recovery Services will require an addendum to the contract.
3. Customer's recovery procedures must be provided in electronic form and contain detailed instructions for the following:
    a. All activities from initial restoration activities through turn-over to Customer;
    b. All security, operating system configuration, naming, and network addressing information;
    c. Identification of expected responses to the documented steps;
    d. Contact information; and
    e. Any troubleshooting or validation steps to be taken.
4. All Customer-provided network configurations must be compatible with the hardware listed in the Schedule(s) for Recovery Services. Re-creation of configurations for incompatible network hardware is out of scope.

5. Because all network nodes are not available prior to the start of a Test, rigorous pre-load testing of Customer's network configurations cannot be conducted.
6. The review of Customer's OS and application data recovery procedures by SunGard will not be an assessment of their recoverability, and it will not include validation (i.e. execution of those procedures to prove their accuracy) prior to the Test.
7. Unless otherwise specifically noted in the applicable Schedule for Recovery Services, the Recovery Procedure Execution Service will be provided at time of Test at the designated recovery center and in the event of a Customer Disaster declaration, subject to the terms of the Recovery Services Exhibit.
8. Unless otherwise set forth in the Agreement, Customer acknowledges that the pricing presented to Customer for the Recovery Procedure Execution Service is based on the assumption that Customer will conduct no more than two annual Tests of the Recovery Services. In the event Customer does perform more two (2) annual Tests of the Recovery Services during any contract year, SunGard reserves the right to charge Customer for such additional support at SunGard's then current rates for such support.
9. In the event of a Customer Disaster declaration, should Customer elect to recover using Mobile Recovery Services as contracted for on the applicable Schedule for Recovery Services, the Recovery Procedure Execution Service will be provided upon Customer request. In such event, in addition to any other costs to be charged to Customer for use of the Mobile Recovery Services as set forth in the Recovery Services Exhibit, Customer agrees to reimburse SunGard for actual travel, food and lodging costs incurred.
10. In the event that the initial restoration activities need to be repeated, through no fault of SunGard's, SunGard will use commercially reasonable efforts to assist Customer. However, Customer acknowledges that it has primary responsibility for repeating those restoration activities.
11. Except in the event of a Disaster, the Recovery Procedure Execution Service will be provided during Customer's scheduled Test Period(s). Customer acknowledges the requirement to schedule adequate time to allow for operating system and application recovery, and data erasure to be conducted by Customer during the scheduled Test Period(s).
12. Customer is responsible for providing all software media and the necessary software license(s) and / or any hardware license keys (i.e., USB license fobs, encryption keys, etc.). Customers are urged to maintain updated software and license(s) with their offsite tape storage vendors or other offsite storage or service providers to be shipped to SunGard as soon as possible, unless Customer can provide some other way for those to be provided to SunGard at time of Disaster.
13. Customer must provide SunGard a single point of contact and reasonable access to technical support (IT staff and vendors) during Test preparation, Test execution and recovery operations to address questions, provide

application or configuration specific information, and to resolve procedural, application or database issues.

14. Customer is solely responsible for updating its' written recovery procedures to reflect any changes in the production environment(s) and also for requesting any updates needed to the contracted Recovery Services on the applicable Schedule(s) through Customer's assigned SunGard Account Executive, at any time other than during a Disaster. This Service does not provide recovery procedure maintenance.

15. Customer acknowledges the requirement to have representatives on site at the designated SunGard recovery center to validate media inventory and to perform any ancillary media management functions unless Customer separately contracts for SunGard's Media Handling Services and additional tape mounting services.

Recovery Procedure Execution Service

Service Description

SunGard's Recovery Procedure Execution Service provides SunGard resources that are available to support and execute Customer's recovery procedures. The Service includes the following:

1. The recovery of the enterprise backup server environment, if required, for the purpose of obtaining the images necessary to restore Customer's operating system(s) and application data. This will include creation of file system(s) as documented in Customer's recovery procedures.
2. The activation and recovery of the network environment (including devices such as switches, routers, firewalls and VPN gateways), including configuration of OS network communications.
3. The recovery of server platforms, including the following:
   - Recovery of operating systems and configurations.
   - Configuration of each assigned operating system's network communications and security environments.
   - Creation of file systems for each assigned operating system, which must be clearly documented in Customer's recovery procedures.
   - Initialization of external disk storage or the importing and mounting of replicated disk from recovered data storage, whichever may be appropriate.
4. The recovery of application data, including databases, as documented.
5. The activation of applications and databases, as documented.
6. Additional tasks may include the following (with Customer-provided procedures, assistance, and any required software):
   - Configuration of management tools required to recover Customer's environment;
   - Application of logs;
   - Installation of software; and
   - Disk erasure (as described herein).

Prior to the Test

- Customer provides complete recovery procedures for all application data, databases, and operating systems that are contracted for the Service (Note: this requirement is waived for the first test following the development of the procedures, if SunGard is contracted to provide the Recovery Procedure Documentation service).

- SunGard technical specialists will review Customer's recovery procedures to determine (i) if Customer's recovery procedures are adequately documented, (ii) that the procedures are clear and understandable, (iii) that SunGard does not require additional documentation which has not been made available, and (iv) that such procedures do not require specific knowledge of Customer's production environment.
- SunGard's review will include a comparison to previous post-Test reports (defined below), if applicable, to help ensure that previous documentation issues have been addressed and the recovery procedures have been updated by Customer.
- SunGard will host a pre-test conference call with Customer to identify any questions or issues on the recovery procedures, along with suggestions for improvement if applicable.

Procedure Execution

- SunGard technical specialists will execute the restoration of Customer's operating systems and application data during Customer's scheduled Test and at time of Disaster using Customer's documented recovery procedures.
- SunGard will work collaboratively with Customer to resolve issues during the OS and application data restoration process.
- When complete, the operating system(s) and application data, as listed in the Schedule(s) for Recovery Services, will be ready for Customer to execute further restoration activities. Customer should expect the following within the SunGard recovery center:
    - Network hardware configured and active;
    - Customer operating system(s) booted;
    - Initialization of external disks, if applicable;
    - Creation of file systems for each assigned operating system (which must be clearly documented in Customer's recovery procedures);
    - OS network interfaces configured and active;
    - Application data (including databases) restored as documented; and
    - Applications and databases activated as documented.

Post-Test Reporting

- Within 15-30 business days of completion of a Test, SunGard will provide Customer with a detailed post-Test report. The post-Test report will contain the following:
    - A synopsis of the Test, as it relates to Customer's network environment, operating systems and applications data.

- The objective(s) and accomplishment(s) pertaining to server platforms, network environment, and application data.
- Test chronology through the conclusion of the pre-defined scope.
- Observations made, open issues, and recommendations for improvement of Customer's recovery process and procedures.

- Customer is responsible for modifying the procedures based upon the Test results as well as enacting changes driven by updates to Customer's production environment and resulting changes in their contracted Recovery Services.
- To help ensure that SunGard has the most current recovery procedures in the event of an actual Disaster, Customer is urged to maintain current versions and enable the mechanism by which SunGard can retrieve them at time of Disaster (such as with their off-site tape storage vendor, if applicable).

Responsibility Matrix

SunGard and Customer responsibilities are segregated across the following categories:

- **R** = **Responsible** – owns the particular task;
- **A** = to whom "R" is **Accountable** – must sign off (**Approve**) on work before it is effective;
- **C** = to be **Consulted** – has information and/or capability necessary to complete the task; can provide resources or can play a supporting role in implementation; and
- **I** = to be **Informed** – must be notified of results, but need not be consulted.

SunGard roles:

- **NS** = Network Specialists
- **TS** = Technical Specialists (technical services engineers that execute Customer's recovery procedures)
- **CS** = Customer Support (Recovery Services point-of-contact for Customer in preparation for the Test)
- **SS** = Storage Specialists

Customer roles:

- **NS** = Network Specialists
- **PS** = Platform Specialists (by Platform / OS)
- **SS** = Storage Specialists
- **AS** = Application Specialists / DBAs

In order for the Service to be delivered by SunGard, the following general and associated product specific responsibility matrices must be understood and executed by

both parties. Customer's failure to fulfill its responsibilities noted herein may prevent, delay, or impact the quality of SunGard's Services.

Recovery Procedure Execution Service – General Responsibilities	Customer (Role Involved)	SunGard (Role Involved)
Pre-Test Activities		
Provide detailed network configurations and procedures/scripts in electronic form that are to be used for the restoration execution of the items listed in the Schedule for Recovery Services at least 8 weeks prior to the scheduled Test	**R (NS, SS, PS, AS)**	**C (CS)**
Provide procedures and software to SunGard for use in erasing Customer data from disk, if applicable	**R (SS, PS, AS)**	**C (TS)**
Complete restoration process review of all written procedures provided by Customer	**C (NS, SS, PS, AS)**	**R (TS)**
Schedule and conduct a conference call between SunGard and Customer to review the procedures/scripts provided by Customer	**R (NS, SS, PS, AS)**	**R (CS, TS)**
Update written procedures based on the results of the conference call and return them to SunGard no later than two weeks prior to the Test	**R (NS, SS, PS, AS)**	**C (TS)**
Conduct a pre-load test of network hardware with Customer's configurations, as listed in Customer's Schedule(s) for Recovery Services	**C (NS, PS)**	**R (NS)**
At-Time-Of-Test / At-Time-Of-Disaster Activities		
Stage tapes (receive, validate shipment, all tape mounting, tape return), if applicable (SunGard responsibility if Customer contracts for Media Handling Services and additional tape mounting services)	**R (SS, PS)**	**C (CS)**
Load network configurations and execute procedures to activate network hardware and verify connectivity to attached devices	**C (NS, PS)**	**R (NS)**
Provide data to SunGard via tape or data vault	**R (SS, PS, AS)**	**C (TS)**
Provide to SunGard any AdvancedRecovery (replicated) disk volumes that are being managed by Customer	**R (SS)**	**C (SS, TS)**
Install and configure backup server environment as documented for the restoration of operating systems and applications, and install third party disk management software (as required)	**C (SS, PS)**	**R (TS)**
Restore and install operating systems (physical and virtual), including the configuration of network communications and initialization of internal and SAN-based disk volumes as documented	**C (NS, SS, PS)**	**R (TS, SE)**
Creation of file systems for each assigned operating system (which must be clearly documented in Customer's recovery procedures)	**C (SS, PS)**	**R (SS, PS)**
If Customer is restoring from replicated data on disk, mount the presented LUNs as directed in Customer's written documentation	**C (NS, SS, PS)**	**R (TS)**

Recovery Procedure Execution Service – General Responsibilities	Customer (Role Involved)	SunGard (Role Involved)
Restore application data provided by Customer on the hardware configuration(s) listed in the Schedule for Recovery Services	**C (SS, AS)**	**R (TS)**
Execute application or database activation as documented	**C (SS, AS)**	**R (TS)**
Execute the application of transaction logs, journal updates, etc. as documented	**C (AS)**	**R (TS)**
Provide specific platform, operating system, application and configuration knowledge, as well as an escalation point for procedural, application, and database errors that cannot be resolved	**R (NS, SS, PS, AS)**	**C (TS)**
Data Synchronization: synchronize point-in-time data across databases with applications, prior to using the applications	**R (AS)**	
Validate the recovered network environment, operating systems, and application data, perform any recovery specific configuration required that was not documented, perform end-user testing (including any application user interface recovery activities), and perform any ongoing administrative support activities	**R (NS, SS, PS, AS)**	**C (TS)**
Erasure of data restored on the disk in the SunGard recovery center during a Test or recovery operation, through Customer-provided procedures and/or software applications. Customer acknowledges that the erasure of all Customer data from the disk(s) must be done during the scheduled Test Period(s) and that Customer is ultimately responsible for the success of the erasure process.	**C (SS, PS, AS)**	**R (TS)**
Post-Test Activities		
Complete a post-Test report (as described herein)	**I (NS, SS, PS, AS)**	**R (TS, CS)**
Execute a post-Test conference call to review the report	**R (NS, SS, PS, AS)**	**R (TS, CS)**
Update recovery procedures based upon Test results	**R (NS, SS, PS, AS)**	**I (TS, CS)**

Recovery Procedure Execution Service

Delivery Expectations and Limitations

SunGard will provide the following as part of the Recovery Procedure Execution Service:

- A review of Customer's written OS and application data recovery procedures (as described herein), not including validation
- If requested, a copy of Customer's OS and application data recovery procedures with mark-ups from the review
- Execution of Customer's recovery procedures, during Customer's scheduled Test period and at time of Disaster, to restore the following:
    - Network environment (including network devices such as switches, routers, firewalls and VPN gateways);
    - Operating system environment;
    - Tape backup (including tape catalog and media servers); and
    - Application data (including databases), as documented.
- A post-Test report within 15-30 business days of completion of a Test (as described herein)

At time of Test, due to the customizable and complex nature of various database and application layers within Customer's environment, it is required that Customer provide direct access to representatives (third party or otherwise) that have detailed knowledge of the target applications, how they are configured within Customer's environment, and how they should be recovered and restored. This will help to ensure that Customer's recovery objectives are met. SunGard should not be viewed as a replacement for those representatives in the event that issues should arise. In addition, Customer must provide SunGard access to the data required for recovery.

It is the responsibility of Customer to perform any data synchronization activities prior to using Customer's applications, as well as any graphical user interface (GUI) specific recovery steps pertaining to Customer's applications.

SunGard's goal is to be able to provide primary execution of Customer's recovery procedures during Test(s) and in the event of a Customer Disaster declaration. Because the accuracy of new procedures cannot be fully validated without testing, the active participation of Customer during Test(s) that involve new processes or procedures is a critical component of success. The objective of this process is for Customer to hand-off procedures that can be executed by SunGard within a SunGard recovery center in the event of a Customer Disaster declaration.

TS102210

Addendum to Schedule Number 3006263100 v.1.0
For Recovery Services Governed by
Master Agreement for U.S. Availability Services
Between
SunGard Availability Services LP and State of Rhode Island

Dated August 1, 2009

Schedule Reference Name: A

The Master Agreement for U.S. Availability Services, having the above date, between SunGard Availability Services LP ("SunGard") and the Customer named below, ("Agreement"), with regard to the Schedule identified above ("Specified Schedule") is amended effective October 26, 2012 as follows:

SunGard will provide Customer with the Recovery Procedure Execution Services described in the Services Description attached hereto for the Recovery Services defined on the Specified Schedule. The Monthly Fee for the Recovery Procedure Execution Services has been included in the Monthly Fee defined on the Specified Schedule.

By the signatures of their duly authorized representatives below, SunGard and Customer, intending to be legally bound, agree to all of the provisions of this Addendum and ratify the terms of the Agreement.

SUNGARD AVAILABILITY SERVICES LP	**CUSTOMER: STATE OF RHODE ISLAND**
BY:	BY:
PRINT NAME:	PRINT NAME: Michael A Lombardi
PRINT TITLE:	PRINT TITLE: DIPO
DATE SIGNED:	DATE SIGNED: 10/28/12

Exhibit 25: Plan Control List

Date	Team Name	Member Name	Plan Number	Storage Location	Signature
04/01/08	Management	Jonathan DePault	1	Office	
11/09/06	Management	Kevin Carvalho	2 & 10	Office/Off Site	
12/27/08	Technology	Mike Lombardi	4	Office	
03/15/10	Management	Richard A. Licht	5	Office	
12/28/06	Management	John Landers	6	Office	
12/28/06	RIEMA	Robbie Lopez	7	Office	
07/25/07	Management	Ronald Renaud	8 & 9	Office/Off Site	

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
2/19/07	11	Recovery Teams	Personnel changes		GPG
March 2007	11	Recovery Teams	Team Replacements & Phone # Chgs		GPG
March 2007	12	Exhibit 7 Emp Call List	New Names & Phone #		GPG
3/30/07	18	Appendix A	Added Tenants		GPG
“	11	Recovery Teams	Replaced Names		GPG
“	Table of Contents	Added Section 18	Appendix A Added		GPG
4/9/07	17	LifeWatch Manual	Added EAP		GPG
4/19/07	18	Exhibit 7A Tenant Call List	Added Tenants Call list		GPG
5/4/07	12	Exhibit 7 Emp Call List	Changed Address		GPG
5/7/07	11	Operations Recovery Team	Changed Phone #		GPG
5/23/07	12	Exhibit 7 Emp Call List	Energy new phones		GPG
5/30/07	11	Exhibit 1 Mgt Recov	Added Alternate Team Members		GPG
6/5/07 & 6/20/07	14	Exhibit 20 Command Center Locations. Exhibit 24	Added 2 Command Center. Added page for Purchasing Policies		GPG
6/27/07	11	Ex. 1, 2, & 3	Alt. Recovery Team members		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
6/29/07	11 & 12	Ex. 2 & 7	Removed Jim Pitassi's name as Alternate from Logistics Recovery Team & Emp. Call list.		GPG
7/3/07	12	Ex. 7	Made changes to Calling list phone #'s		GPG
7/5/07	11	Exhibits 1-4.	Added new Executive Director to Ex. 1. Replaced forms 1-4 with ones containing addresses.		GPG
7/11/07	11, 12	Exhibits 1-4, 7	Added addresses to Recovery Teams, Updated Employee Call List		GPG
7/1207	11	Exhibit 2	Added addresses		GPG
7/13/07	11	Exhibit 1	Removed Howard from Coordinator	Per Beverly Najarian	GPG
7/18/07	17	Growing Children of Providence	Removed Chief Tocco's name & added Sgt Habershaw	Per Beverly Najarian	
7/19/07	18	Appendix	Added Powers Building Floor plans		GPG
7/24/07	TOC, 11	Pg 7, Exhibits 2 & 4	Added addresses		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
7/30/2007	1, 12, 13	Pgs 1-2,Exhibits 9, 12, 13	Corrected typos, updated/added names		
7/31/2007	11, 14	Exhibit 1 & 20	Added Ron Renaud's Cell phone number		
8/8/2007	18	Template Request	Added columns for when they request software.		GPG
8/15/2007	11	Exhibit 3 Operations Recovery Team, Exhibit 4, Technology Recovery Team	Removed Norm Tremblay's name, Changed Mike Aubin's Phone		GPG
8/16/2007	Cover & Spines		Updated the Date to reflect the most recent changes.		GPG
8/17/2007	12	Exhibits 7, 9, 10	Removed Norm Tremblay from Call List, Changed Utility name to National Grid, added Ron Renaud's Cell phone number.		
8/23/2007	18	Requests Made by Agencies	Added the date PUC requested access to on-line BCP		GPG
9/4/2007	11, 12, 18	Exhibits 2, 7 & Requests	Phone changes & added alternates		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
9/19/07	25	Exhibit 25	Added another copy of Recommendations given to Ron Renaud		GPG
9/27/07	14	Exhibit 24. Added 3 pages as subfolders of above with laws & policies of Purchasing	The 3 pages had been omitted from the online version of the BCP		GPG
11/29/07	11,12,13,14,15,17,18	Started making changes. Need to get replacement names	Personnel changes	Not completed on this date.	GPG
03/10/08	11,12,13,14,15,17,18	Contact updates	Personnel changes		SB
04/08/08	1,10,25	Contact updates	Personnel changes		SB
04/17/08	Section 11	Exhibit 1	Personnel changes		SB
04/17/08	Section 12	Exhibit 10	Personnel changes		SB
05/12/08	Section 17	Pandemic Flu	Added to plan		SB
05/20/08	Section 17	Pandemic Flu	Updated documents received from Kevin Carvalho		SB
12/03/08	Section 12	Exhibit 9	Added DLT contact info		SB
12/03/08	Section 11	Exhibit 3	Updated contact info		SB
12/03/08	Section 11	Exhibit 4	Updated contact info		SB
12/09/08	Section 11	Exhibit 2	Updated contact info		SB

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
01/27/09	Section 12	Exhibit 7	Updated contact info		SB
03/11/09	Section 11	Exhibit 1	Updated contact info		SB
03/11/09	Section 12	Exhibit 10	Updated contact info		SB
03/11/09	Section 15	Exhibit 25	Updated contact info		SB
04/30/09	Section 11	Exhibits 1-4	Updated contact info		SB
05/07/09	Section 11	Exhibit 4	Updated contact info		SB
5/8/2009	Section 4	Page 7	Chain of Command	Updated	GPG
5/8/2009	Section 11	Exhibits 1 - 4	Updated Contact Info		GPG
5/8/2009	Section 15	Exhibit 25	Updated Plan Control		GPG
5/18/2009	Section 1	Overview 1, 3	Updated Relocation Strategies P.2		GPG
5/18/2009	Section 3	Communications Plan	Updated 3.6 News Media Comm P. 4		GPG
5/18/2009	Section 11	Exhibit 4	Technology Recovery	Team	GPG
5/18/2009	Section 13	Exhibit 14A	Resources Taxation		GPG
5/18/2009	Section 15	Exhibit 26	Maintenance Log	Page 5	GPG
5/19/2009	Section 12	Exhibit 9	Updated Emergency Contact List	Fire Marshal Contact Info	GPG
5/26/2009	Section 12	Exhibit 7	Updated Addresses	Pages 10 & 13	GPG
5/26/2009	Section 13	Exhibits 14A & 14B	Updated Counts		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
5/28/2009	Section 7	Pages 37 & 86	Spelling/Grammar		GPG
5/28/2009	Section 8	Page 12	Spelling		GPG
5/28/2009	Section 13	Exhibits 12 & 13	Contact name change		GPG
5/29/2009	Section 14	Exhibit 20	Contact name change		GPG
5/29/2009	Section 14	Exhibit 22	Change Alt work site		GPG
5/29/2009	Section 19	Pandemic P2	Contact name change		GPG
5/29/2009	Section 17	Incident report form	Created new form		GPG
6/2/2009	Section 4	Page 7	Added Human Interest to disaster events	Updated Chain of Command	GPG
6/2/2009	Section 8	Page 12	Grammar error		GPG
6/2/2009	Section 7	Pages 27 & 86	Grammar & Spelling		GPG
6/2/2009	Section 12	Exhibit 9 Pgs 2-3	Updated Emergency Contact List		GPG
6/2/2009	Section 14	Exhibits 20, 22	Command Center Alt Work sites		GPG
6/2/2009	Section 17 Policies		Incident Report Form		GPG
6/2/2009	Section 19		Pandemic Page 2		GPG
7/2/2009	Section 16	Glossary of Terms	Added “Call Tree”		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
7/10/2009	12	Exhibit 7 pgs 13 & 22	Personnel Change		GPG
	13	Exhibit 15 2 Pages	Office Space Config		GPG
	14	Exhibit 20	Added Cell Phone #	Tom O'D Nextel Direct	GPG
		Exhibit 21	Command Center Equipment & Supplies	Filled in Form	GPG
	19	Pandemic Page 2	Personnel Change		GPG
7/17/2009	7	7.7.2: 13:21;26	Agency Updates		GPG
7/20/2009	12	Exhibit 7 Page 3	Addition of Name		GPG
7/24/2009	7	Note: DMV no longer part of DOA		Section 7 now 83 pages, not 88	GPG
7/24/2009	14	Exhibit 23	Added Recovery priorities, Apps & Systems	Had not been used before	GPG
7/30/2009	7	Updated those pages returned with changes	Part of complete BCP update		GPG
8/4/2009	13	Exhibit 14C	Critical Process list	Updates	GPG
8/4/2009	14	Exhibit 14 Recovery Priorities	Updates		GPG
8/19/2009	13	Exhibit 14A	Updated Sheriffs	Added Critical Proc	GPG
9/12/2009	12	Exhibit 8	Vendor Calling List	Added LifeWatch	GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
9/8/2009	Table of Contents		Adjusted Sections		GPG
9/21/2009	13	14B	Reevaluation of need	Employee Reduction	GPG
10/21/2009	All Sections & Exhibits	Server problem	Reload BCP	Checked all updates	GPG
10/22/2009	All Sections	All	General Maintenance		GPG
10/30/2009	Section 1	Pages 1 & 2	Corrected typos		GPG
10/30/2009	Section 11	Exhibit 1 Management Recovery Team	Phone Number updates		GPG
		Exhibit 4 Technology Recovery Team	Phone number updates		GPG
11/9/2009	Section 10	Pgs 1 - 4	Spelling errors		GPG
12/14/2009	Section 17	Uploaded "Response to Active Shooter Incident"	Part of updating Section 17	Waiting for approvals for Section 17 updates	GPG
02/19/2010	Section 4	Recovery Team Structure	Chain of Command	New Director & Budget Officer	GPG
	Section 11	Exhibit 1 Management Recovery Team	Removed Gary Sasse, added Rosemary Galloglly & Tom Mullaney		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
02/19/2010	Section 12	Employee Calling List	Removed Rosemary Gallogly from Budget		GPG
	Section 17	Policies	Part of Section update	New Floor Plans – all floors.	GPG
02/25/2010	Section 17	Property Loss Reporting Form & Procedures Inst	Most recent Form & procedures		GPG
	Section 17	New Employee Assistance Plan	No longer using LifeWatch.		GPG
	Section 15	Exhibit 26 Maintenance Log	Added Current Maintenance		GPG
	Section 18 Appendix A	Powers Bldg Tenants	RICW Office Temporarily Closed	Unfunded	GPG
03/16/2010	Section 11	Exhibit 1 Management Recovery Team Assignment	Added Rosemary's email address		GPG
03/17/2010	Section 12	Exhibit 10: Disaster Declaration Authoriz.	Moved Rosemary to Director & Tom Mulaney to Budget Officer		GPG
03/17/2010	Section 12	Exhibit 7: Employee Calling List	Added Wayne Hannon		GPG
3/23/2010	Section 14	Exhibit 20	Command Center	Added new director	GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
03/25/2010	Section 11	Exhibit 1 Mgt Team	Update names		GPG
03/25/2010	Section 15	Exhibit 25 Plan Control list	Added Rosemary		GPG
07/02/2010	Section 11	Exhibit 1 Management Recovery Team	Steve Johnston replaced by Tony Bucci		GPG
9/13/2010	Section 11	Exhibit 3 Operations Recovery Team	Changed Names		GPG
9/13/2010	Section 12	Exhibit 7 Emp Calling List	Added & Removed names.		GPG
9/27/2010	Section 14	Exhibit 20 Command Center Locations	Changed from Conf Room to Gym		GPG
9/28/2010	Section 12	Exhibit 7 Emp Calling List.	Updated addresses & phone nbrs		GPG
	Section 14	Purchasing – Exceptions to Comp Bidding	Added Paragraphs		GPG
10/4/2010	Section 12	Exhibit 7, Employee Calling List	Completely updated & new copy printed		GPG
10/4/2010	Section 14	Under Exhibit 24, Hurricane Emergency Requests	Added		GPG
10/4/2010	TOC	Page 7	Updated		GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
11/1/2010	Section 11	Exhibit 3 Operations Response Team	Added Team Member		GPG
11/5/2010	Section 11	Exhibit 6 IT Response Team Chart	Complete Update		GPG
11/10/2010	Section 11	Exhibits 1 – 6	New Email Addresses	Updated email	GPG
11/12/2010	Section 12	Exhibits 7, 10	Updated Email addr	New Email Format	GPG
11/12/2010	Section 15	Exhibit 25 Plan Control List	Updated location of BCP Hardcopies		GPG
12/9/2010	Section 15	Exhibit 25 Plan Control List	Updated Name changes		GPG
1/11/2011	Sections 11, 12, 14	Ex 1, 10, 20	Updated for new Director & Governor		GPG
01/19/2011	Section 12	Exhibit 9 Emergency Contact List	Updated for new posts in Gov Office		GPG
2/2/2011	Sections 11, 12, 14	Exhibits 1, 10, 14	Added Director Licht's cell phone as his home phone	Printed and distributed Pages	GPG
2/15/2011	Section 14	Exhibit 20 Pgs 1 & 2	New Email Addresses		GPG
2/23/2011	Section 17	TOC & Evacuation Plans	Added new Plan, Updated TOC	Distributed Evac Plan **8/31/2011**	GPG
2/25/2011	Section 11	Exhibit 3 Operations Recovery Team	Added Peter Dennehy Removed J. Kelley		GPG
3/2/2011	Section 12	Exhibit 7	Changed Names	Emp Calling List	GPG

Exhibit 26: Plan Maintenance Log

Maintenance Date	Section Number	Procedure Number	Reason for Update	Comments	Approved By
3/3/2011	Section 13	Exhibit 14A Resource Requirements List Critical Process Only	Made corrections to addition for total items needed by Agencies		GPG
3/14/2011	Section 11	Exhibit 1 MRT	Added Fred Stolle	Per Kevin Carvalho	GPG
3/16/2011	Section 12	Exhibit 7 Emp Calling List	Added Chief Joseph Little		GPG
3/16/2011		Emergency Call Cards	Issued new cards	Last issue was 2009	GPG
3/24/2011	User Access	Deleted Rosemary Gallogly & added Chief Jos Little		Rosemary no longer needed access. Chief Little added (Capitol Police)	GPG
3/24/2011	Cover & Spines	Issued new dated 3/24/11			GPG
8/22/2011	Section 17	TOC & Repairs to Insured State Property	Accts & Control updated		GPG
8/26/2011	Exhibit 1 & 3	Recovery Team Listing	Phone numbers needed updating.		GPG
8/29/2011	Section 4	Pg 7,	Chain of Command updated		GPG
1/30/2012	Section 11	Exhibits 1 - 4	Updated phone #'s		GPG
1/14/2013	All Sections	Exhibits 1 - 26	Restored exhibits, made BCP as close to		GPG

Exhibit 26: Plan Maintenance Log

			original as possible.		
Maintenance Date	**Section Number**	**Procedure Number**	**Reason for Update**	**Comments**	**Approved By**
4/1-15/2013	1 through 19	All updates & changes To bring BCP up to date	Hadn't been able to make changes as needed		GPG
5/20/2013	Section 11	Exhibit 3 Operations Recovery Team	Replacement names Due to retirement		GPG
5/20/2013	Section 11	Exhibit 4 Technology Recovery Team	Replacing people due to retirement		GPG
5/20/2013	Section 12	Exhibit 7 Employee Call List	Some people listed were also on Recovery Teams	Started to Replace those who were on Recovery Teams	GPG
5/20/2013	Section 14	Exhibit 21 Command Center Equipment & Supplies	Made some clarifications, fixed heading & footing		GPG
5/23/2013		Cover & Spines	Updated to New Design		GPG
5/31/2013	Section 16	Glossary of Terms	Added Terminology for Violence in the Workplace.	Not printed yet – waiting for cartridges	GPG
5/31/2013	Section s 5, 6, 7, 8	Recovery Team Descriptions	Clarified descriptions	Printed & distributed all 4 sections	GPG
6/11/2013	Sections 2 & 9	Replaced Both	Both Sections had not been transferred by SunGard		GPG

Exhibit 26: Plan Maintenance Log

6/12/2013	Section 13	Exhibits 14A & 14B	Critical & Non-critical Processes		GPG
Maintenance Date	**Section Number**	**Procedure Number**	**Reason for Update**	**Comments**	**Approved By**
6/17/2013	Section 1	Updated Section	Hadn't been done since 2006		GPG
6/18/2013	Section 19	Printed Self-Care Guide	Had not distributed to all		GPG
6/20/2013	Section 18	Tenants in Building	Added Health Benefits Exchange & OMB	Removed RICW & E-911(no longer in building)	GPG
6/21/2013	All Sections	Created new Book for Jonathan DePault	His book loaned to Rosemary	Book is missing or lost Never returned	Kevin said to make new one. GPG
7/23/2013	Exhibits 2 and 4	Added Name to Logistics Recovery Team and corrected data in the Data Recovery Team	New staff and corrections		RAI
10/9/13 – 11/5/13	All Sections	#1 Updated contact info – #2 Corrected spelling & grammar, as needed	#1 Updated info #2 More professional look & added clarity		RAI

Exhibit 26: Plan Maintenance Log