



GSW Disaster Scenario and USG Response

A Successful Disaster Recovery/Business Continuity Example



Presenters

Board of Regents of the University System of Georgia

- Amy Lyn Edwards, DBA
- Brian Finnegan, Director: Emerging Instructional Technology
- Doug Hyche, Associate Director: Emerging Instructional Technology
- Tom Maier, Interim Vice Chancellor/CIO

Georgia Southwestern State University

- Royce Hackett, Manager of Instructional Technology

USG WebCT Vista Trainer/Georgia State University

- Harold Powers, Project Manager



Overview

- Georgia Southwestern State University (GSW)
Disaster Scenario
- USG Response
- USG Response - Timeline/Major Milestones
- USG Response – Major Outcomes
- Benefits of Centralized Hosting



GSW – Disaster Scenario

“Creating A More Educated Georgia”



Disaster Scenario

- Campus Edition (CE) 4.1 instance corrupted
- All tape backups invalid – backup scripts error
- Unable to recover data or restore from tape
- Complete loss of data for 60 fully online courses and an undetermined number of courses that used CE in a supplemental manner
- Institution not currently implemented in GeorgiaVIEW Vista – original pilot targeted for Summer 06



USG Response

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USG Response

- OIIT – in conjunction with GSW developed a high-level action plan to address disaster scenario which included the following major tasks:
 - Data Recovery Efforts
 - Banner Data -> GeorgiaVIEW Vista
 - Faculty Training/Consulting and Rebuilding of Content/Courses
 - Leverage USG Trainers – Coordinate Recruitment, Planning, Logistics, Travel
 - Implement Support Channels/Materials



USG Response



 Georgia Southwestern State University

 USG Vista Trainers/Consultants representing USG institutions onsite at GSW

 Other USG Institutions that Assisted with Data Recovery Efforts

 Other USG Institutions that Expressed Interest in Assisting



GeorgiaVIEW Vista Trainers at GSW



Institution/Organization	Trainer
Advanced Learning Technologies	Mark Johnson
Columbus State University	Jon Haney
Dalton State College	Kim McCroskey
Georgia Perimeter College	David Robinson
Georgia Perimeter College	Tracy Adkins
Georgia Southern University	David Lloyd
Georgia State University	Harold Powers
Georgia State University	Paula Christopher
Georgia State University	Zoe Salloom
Macon State College	Mary Wolfe
Macon State College	Phil Wetherington
Middle Georgia College	Darryl Hancock



GeorgiaVIEW Vista Trainers at GSW



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USG Response – Timeline/Major Milestones

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Timeline/Major Milestones

- Thursday, March 2nd – GSW contacted OIIT about disaster scenario.
- Thursday, March 2nd – Conference call with GSW and OIIT. Collective decision to migrate to GeorgiaVIEW Vista.
- Friday, March 3rd – Disaster scenario discussed at Weekly Institutional Call and a request for assistance to USG GeorgiaVIEW Vista trainers was issued.
- Friday, March 3rd – Data recovery efforts coordinated by OIIT and GSW begin.
- Friday, March 3rd – Emergency meeting with faculty and key GSW Management and Harold Powers (GSU) representing OIIT/ALT perspective.
- Sunday, March 5th – OIIT and GSW completed all Banner data loads into GeorgiaVIEW Vista.
- Tuesday, March 7th through Friday March 17th – USG Trainers/Consultants at GSW.
- Monday, March 13th – GSW live with GeorgiaVIEW Vista.



USG Response: Major Outcomes

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Major Outcomes of Response

- Mid-Semester migration to GeorgiaVIEW Vista completed and opened to GSW community Monday, March 13th at 1:00 pm (Seven business days after the disaster scenario).
- 14 trainers/consultants from 7 institutions and 1 organization were onsite directly working with faculty, students, and staff over the course of March 6th – March 17th.
- Through 138 contact sessions approximately 85 full time and adjunct Faculty provided with direct one-on-one consultation/training regarding migration of materials to GeorgiaVIEW Vista.



Major Outcomes of Response

- New GSW GeorgiaVIEW Vista Website developed and launched in conjunction with Monday, March 13th release to institutional community.
- Online Support Center access for the GSW institutional community solidified and launched in conjunction with Monday, March 13th release.
- Additional GeorgiaVIEW Vista documentation and resources developed and released in conjunction with Monday, March 13th release.



Benefits of Centralized Hosting and Business Continuity Examples

"Creating A More Educated Georgia"



Benefits of Centralized Hosting

- Cost-Effective
- Building Teams/Building Relationships
- Consistent and effective use of Tools, Methodologies, Practices
- Collective experiences and knowledge of overall implementation efforts
- Additional expertise in a variety of fields/areas



Benefits of Centralized Hosting

Cost-Effective

USG/BOR Estimate

USG Training/Travel Expenses	\$8,656.63
USG Data Recovery Efforts	\$5,000
Total	\$13,656.63

Total Estimate - \$13,656.63*

**** This estimate does not include "sunk costs".***



Benefits of Centralized Hosting

Cost-Effective

WebCT - Estimate

Vendor Estimate – Training/Travel for 12 Trainers	\$345,600
Vendor Estimate – Project Manager for Coordination Effort	\$24,000
Vendor List Price for Professional Services	\$369,600
Vendor Volume Discount	10%
Travel	\$23,000
Total	\$355,640

SunGard Higher Education - Estimate

Vendor Estimate – Banner Integration Knowledge – Onsite Consulting	\$5696
Vendor Estimate – Banner Integration Knowledge – Remote Consulting	\$4,272
Vendor Estimate – Travel/Preparation and Follow Up	\$1,200
Vendor Travel Estimate	\$1,500
Total	\$12,668

Total Estimate - \$368,308



Benefits of Centralized Hosting

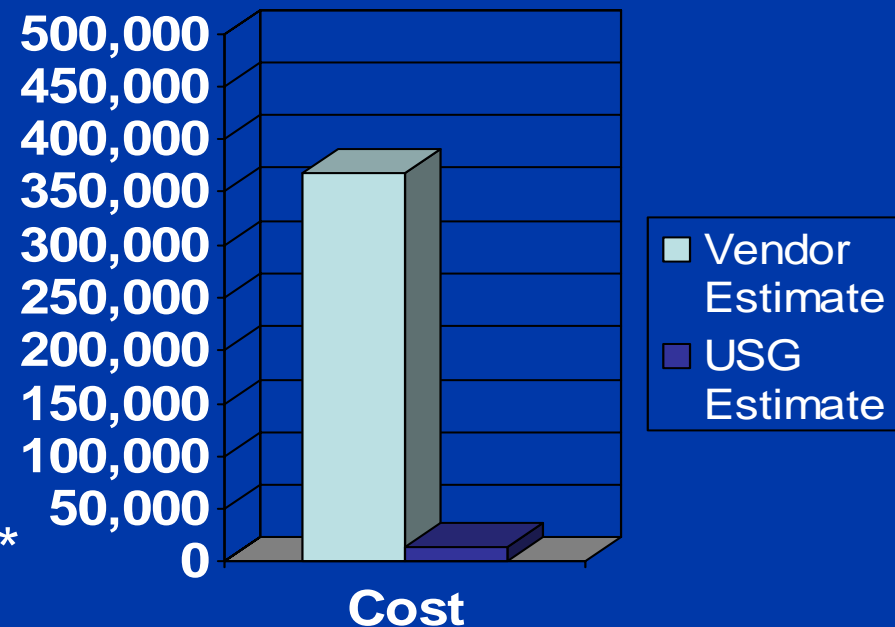
Cost-Effective

Cost Comparison

**USG Total Estimate -
\$13,656.63***

**Vendor Total Estimate -
\$368,308**

Cost Savings – \$354,651.37*



*** This estimate does not include “sunk” costs.**



Benefits of Centralized Hosting

Building Teams/Building Relationships

- Collaborative Communication Channels
 - Weekly Institutional Call
 - GeorgiaVIEW Vista Listservs (VAT-L, VAT-TRAIN-L)
- Training/Professional Development Events
 - GeorgiaVIEW Vista Institutional Administrator Meeting
 - GeorgiaVIEW Vista Certified Trainer Opportunity (which included cost-sharing model with institutions)



Benefits of Centralized Hosting

Building Teams/Building Relationships

- Direct Involvement with Vista Implementation
 - GeorgiaVIEW Functional Sub Team
 - (Representatives from different USG sectors/institutions)
 - Serve in advisory role regarding key issues/concerns
 - Tasked and held accountable for completing key work related responsibilities associated with overall implementation
- Leveraged relationship with key partner institutions to provide USG services – Georgia Southern University



Benefits of Centralized Hosting

Consistent Tools, Methodologies, Practices

- ITSM Remedy (HelpDesk Cases, Change Management Cases, Tasks)
- GeorgiaVIEW Vista FTU, GeorgiaVIEW Resource Gateway
- Project Management (Facilitation, Documentation, Reports)



Benefits of Centralized Hosting

Collective Experiences/Knowledge

- Expert knowledge of USG GeorgiaVIEW Vista Implementation (Project and Processes)
- Experience in training, consulting, and supporting faculty in the use of GeorgiaVIEW Vista
- Knowledge of common challenges and solutions related to GeorgiaVIEW Vista implementation at an institution



Benefits of Centralized Hosting

Additional Expertise

- In addition to collective experiences and knowledge, USG representatives brought additional expertise to the table that made the transition successful
 - Web Design
 - Instructional Design
 - Multi-media Design/Instruction
 - Technical Writing



Summary – Benefits of Centralized Hosting

- Cost-Effective
- Building Teams/Building Relationships
- Consistent and effective use of Tools, Methodologies, Practices
- Collective experiences and knowledge of overall implementation efforts
- Additional expertise in a variety of fields/areas



USG Response Exec. Leadership Reaction

Letter from Chancellor Davis to USG Vista Trainers *(copied to all USG Presidents)*

...Your collective response exemplifies what “customer service” means on many levels: the teamwork approach from a number of institutions, the focus on solving the problem for the benefit of customers rather than dissecting who had responsibility, the timely response that led you to put aside a weekend, and, ultimately, the dedication to see the task through to success as defined by the ability of our customers to use the service.

Each of you is to be commended for your efforts. On behalf of the Board of Regents, the entire University System of Georgia, and, most importantly, our customers, thank you for your outstanding and selfless response.



Questions

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