

Title 1

GENERAL PROVISIONS

Chapters:

- 1.01 Policy Manual Adoption**
- 1.05.10 Mission Statement**
- 1.05.20 Educational Philosophy**
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Chapter 1.01

POLICY MANUAL ADOPTION

(Reserved)

Chapter 1.05**MISSION STATEMENT, EDUCATIONAL PHILOSOPHY
PROFESSIONAL CERTIFICATIONS AND EDUCATIONAL PARTNERSHIP****Sections:**

- 1.05.010 Mission statement
- 1.05.020 Educational philosophy
- 1.05.030 Life-long Learning
- 1.05.040 Professional certifications
- 1.05.050 The educational partnership

1.05.010**Mission statement**

The International Institute of Municipal Clerks (IIMC) is a professional, non-profit association that promotes continuing education and certification through university and college-based institutes and provides networking solutions, services and benefits to its members worldwide. [November 7, 2009; December 4, 2004; December 6, 2002. Policy E-1].

1.05.020**Educational philosophy**

The primary purpose of the International Institute of Municipal Clerks (IIMC) is to provide education and professional development programs and opportunities for its members. IIMC recognizes that education and professional development are essential to every member, and those needs are diverse worldwide. The educational philosophy of “No Clerk Left Behind” remains at the forefront as IIMC offers extensive educational programs and courses through a variety of methods, including universities and institutes, IIMC-approved institutes, state/provincial/national associations, international study, and online classes, publications, networking opportunities, and annual conferences. IIMC values its affiliations with Municipal Clerk associations and sponsoring educational institutions. IIMC provides members with certifications earned through participation in educational programs and involvement in various professional development activities. These certifications include the Certified Municipal Clerk (CMC) designation and the Master Municipal Clerk (MMC) designation. The educational programs and certifications offered through IIMC empower its members to achieve academic and professional success.

IIMC promotes life-long learning, skill development, and public service to foster a spirit of mutual assistance and goodwill among Municipal Clerks around the globe. We continually strive to promote and lead professional and personal development practices to create opportunities for our diverse membership. In partnership with our national and international institutes and our state/local and provincial associations, we support learning opportunities that enrich our members' knowledge, skills, and abilities, thus creating pathways to certification. Certified professionals can continue their development through participation in programs offered at the state/local/provincial, and national levels even after they achieve the desired certification. This commitment to life-long learning enables the members to keep current with evolving practices in the profession and remain effective in their municipalities.

[May 13, 2023; November 7, 2009; December 4, 2004; December 6, 2002. Policy E-1].

1.05.030

Life-Long Learning

IIMC strongly believes in life-long learning and focuses on providing continuing professional development for the Municipal Clerk Profession. Our Education programs are focused toward attaining certification, resulting in Certified Municipal Clerk (CMC) and Master Municipal Clerk (MMC) designations. Once attained, certified professionals continue their development by participating in programs offered at the local, state, provincial and national levels, enabling them to meet the duties of their public office and remain effective in their communities. [May 2017]

1.05.040

Professional certifications

IIMC has a program of professional certifications intended to increase the development of its members through continuing education. IIMC's professional designation programs, the certified municipal clerk (CMC) and the master municipal clerk (MMC) are designed to raise the standards of the municipal clerk profession and provide the opportunity for further recognition by governmental authorities and the public. These certifications are bestowed on municipal clerks after completion of advanced education and professional contributions. [November 7, 2009; December 4, 2004; December 6, 2002. Policy E-1].

1.05.050

The Educational Partnership

To achieve its educational goals, the International Institute of Municipal Clerks (IIMC) partners with 45 universities, colleges and select affiliates, in cooperation with state/provincial/national associations and IIMC staff. This unique partnership contributes to the success and longevity of the quality of education that has been delivered to IIMC members for many decades. IIMC combines its resources with the resources of its two partners at the state/provincial/national and institute levels to achieve greater efficiency, effectiveness, and relevance for its members. [November 23, 2013; November 7, 2009; December 4, 2004; December 6, 2002. Policy E-1].

Chapter 1.10

SOCIAL MEDIA

Purpose

IIMC's social media platforms are currently hosted by Facebook®, X® (formerly Twitter®), and a website. These are the social media/networking sites which the International Institute of Municipal Clerk's membership has joined, along with many governments, to promote activities, programs, projects and events. IIMC may use other social media platforms, including but not limited to LinkedIn®, as deemed necessary or desirable. Any social media platforms used by IIMC are individually and collectively referred to "social media platforms" in this policy. Clerks join the IIMC social media platforms, or visit www.iimc.com, to get the latest articles, E-briefings, News Digests, networking opportunities, etc. The IIMC world of focal information, friend recommendations, News Feed Stories, and other virtual enhancements is only a mouse click away on this online community. The Facebook page is designed to drive traffic to the IIMC site and programs at www.iimc.com and to inform more people about IIMC activities, as well as increase membership.

At IIMC, it is imperative that we distribute timely information to the right Clerk at the right time. Social Media assists in disseminating this information.

1. Web presence

IIMC wishes to maximize the effectiveness of its web/Internet presence. Therefore, the following general principles should be followed whether creating a stand-alone website, participating in social media platforms or engaging in any other web/Internet presence that may arise in the future:

- a. Select the format that best enhances IIMC's visibility is the easiest to customize and provides accessible means of measuring readership and membership use.
- b. Identify IIMC as 'Non-profit Association.
- c. Clearly identify accounts for IIMC representative users – e.g., President, Executive Director, etc.

2. Boilerplate

- a. When possible, given the medium, insert the IIMC logo.
- b. Include a short mission statement (should conform to website).

“The International Institute of Municipal Clerks (IIMC) is a professional, nonprofit association that promotes continuing education and certification through university and college-based institutes and provides networking solutions, services and benefits to its members worldwide.”

External Links

External links are provided for your convenience, but they are beyond IIMC's control. IIMC makes no representation as to their content or computer safety. Use of or reliance on any external links and their content is at your own risk. When visiting external links you must refer to that external website's terms and conditions of use.

3. Terms of Use

Post the following Terms of Use:

Standards of professional conduct are expected of those who post. What is said is read by many and reflects on the character of the person who posts as well as on IIMC.

IIMC reserves the right to remove and/or ban the person who posts inappropriate comments, including but not limited to the following: obscene language or sexual content, threats, statements that defame any person or Association, are hostile or harassing in nature, support or oppose political candidates or ballot propositions, promote illegal activity, infringe on IIMC's rights or the rights of any individual or entity, violate the right to privacy, infringe on intellectual property or publication rights, promote or advertise commercial services or products, solicit business or membership in other organizations, or are not topically related to the particular posting.

IIMC is a private non-governmental Association. Therefore, the First Amendment right to free speech is respected, but need not be granted.

- a. Removal of a posting is at IIMC's sole discretion. IIMC will notify the individual and provide a statement regarding the removal.
- b. You may appeal a decision to ban you as a commentator to IIMC's Executive Director; however, the decision to reinstate your permission to post is at IIMC's sole discretion and not subject to further appeal.

4. Link to IIMC

- a. Include a link to www.IIMC.com where appropriate.

5. Page administrators

- a. IIMC's Communication Department will be responsible for monitoring social media platforms.
- b. The Communication Department will designate a back-up administrator in the Communication Coordinator's absence.

6. Style

- a. IIMC pages will use proper grammar and standard AP style, avoiding jargon and abbreviations. Social Media is more casual than most other communication tools but still represents the IIMC's level of professionalism.

7. Applications

There are thousands of social media platform applications. Common applications can allow users to stream video and music, post photos, and view and subscribe to RSS feeds. While some may be useful to the page's mission, they can cause confusion and security risks.

- a. An application should not be used unless it serves a credible business purpose, adds to the user experience and IIMC's mission statement, comes from a trusted source and has been reviewed and approved by the Executive Director.
- b. An application may be removed at any time if there is significant reason to think it is causing a security breach or spreading viruses.

8. Postings

IIMC's Communications Coordinator is the primary individual authorized to post on IIMC's social media platforms on behalf of IIMC. The Communications Coordinator will be the gateway to approving the following information:

- a. All industry-related content to include stories and pictures. Government affairs, public relations, media affairs, association/industry news
- b. Marketing, promotion, industry articles and information
- c. The "fair use" doctrine which allows quotation or copying of small portions of copyrighted materials applies only in limited circumstances. Check with counsel when in doubt.
- d. Obtain written permission before posting photographs of minors. Never provide personally identifiable information about a minor. Obtain written permission before posting photographs of individuals that were not taken in a public setting.

9. Success Rates

IIMC's Communication Officer will be responsible for developing measurements to determine how well IIMC's social media platforms are achieving the stated goals.

Types of measurements will include, but not be limited to:

- e. Number of comments per posts.
- f. Number of times posts or comments within posts are removed monthly and the reason the posts are removed.
- g. Number of new members generated through social media posts.
- h. Number and type of complaints.

IIMC's staff is responsible for helping identify interesting topics to post and for sharing these ideas with the communications coordinator.

[**May 18, 2024**; November 23, 2013; November 12, 2011]

Chapter 1.15

USE OF THE IIMC LOGO

Sections:

1.15.010 Purpose.

1.15.020 Scope.

1.15.030 Policy.

1.15.010 Purpose.

To establish a policy for the use of the IIMC logo (the logo).

1.15.020 Scope.

All IIMC members, affiliated organizations, private companies and individuals.

1.15.030 Policy.

A. The logo is a long established, unique and well recognized symbol of IIMC. For over sixty years, the logo has been a trademark or service mark of the Association. Use of the logo should be managed to protect IIMC's image and to prevent the misrepresentation of IIMC by inappropriate use of it. Only IIMC is allowed to use the logo in its entirety or to use certain components of the design to produce merchandise, awards, souvenirs, apparel, accessories, custom gifts, letterhead/business cards and other materials that can be sold and/or distributed as IIMC Board gifts.

B. Except as stated herein, any and all requests to use the logo shall be submitted to the Executive Director or his/her designee, stating the purpose for which the logo will be used. A draft sample of how the logo will be used should accompany the request. For non-campaign use, the decision of the Executive Director, based on IIMC's best interests, shall be final as to whether or not permission is granted to use the logo. For requests to use the IIMC logo in campaign materials where there is any perceived impropriety with the information or use of the logo, the Executive Director will submit the request to the Election Committee for their final recommendation.

C. The Board of Directors may determine and adopt reasonable rules and regulations regarding the logo's use and forward such rules and regulations to the Executive Director for implementation.

D. The Board of Directors, in the normal course of business representing and advocating on IIMC's behalf, whether individually or as a Board, may use the logo without approval of the Executive Director.

E. IIMC's logo/trademark is not to be used in any way that discriminates or implies discrimination against any persons or groups based on age, ancestry, belief, color, disability, national origin, race, religion, sex, sexual orientation or veteran status, or in any other way that would be a violation of anti-discrimination laws.

F. Improper usage of the logo is not permitted. Other than the size of the logo, altering, redrawing, or distorting the logo, using a portion of the logo, changing the logo font or colors, or otherwise adapting the logo in any way is strictly prohibited except under the written direction of the IIMC Executive Director. Use of IIMC's logo with the following types of products and artwork will not be approved:

- Products that could be used to injure or kill;
- Alcohol, tobacco, and drug related products;
- Sexually suggestive products;
- Food and beverage products and accompanying packaging;
- Products that present an unacceptable risk of liability;
- Products and statements that are unfavorable to the mission or image of IIMC;
- Manufactured products that will be sold for profit, such as clothing, accessories, gifts and other materials.
- Under no circumstances can anyone, other than IIMC, use the logo to distribute or sell promotional items such as pens, pencils, journals, keychains, apparel and similar products.

G. Proper usage consists of using IIMC's logo on items such as letterhead, certificates, stationery or business cards produced with IIMC's input and approval.

H. IIMC's logo is a two-color logo using Pantone Matching System (PMS) 286 – Blue and Pantone Gold. IIMC's logo can also be used as one color: black, blue 286 or pantone gold. The logo colors should never be altered from these standards.

Board Approved - May 21, 2016

Board Approved Logo additions – October 27, 2018

Chapter 1.20

Diversity and Inclusivity Policy Statement

Sections:

1.20.10 Purpose.

1.20.20 Scope.

1.20.30 Policy.

1.20.10 Purpose.

To establish a policy on Diversity and Inclusivity

1.15.20 Scope.

All IIMC members

1.20.30 Policy

Diverse perspectives in IIMC Membership and Leadership are critical to the Organization's ongoing success. IIMC views its members' diverse backgrounds and interests as assets and is committed to promoting inclusive environments where members from across the Municipal Clerk profession feel valued, respected and welcomed. IIMC will not discriminate based on profession, race, gender, religion, age, sexual orientation, nationality, disability, appearance, geographic location or professional level. IIMC is committed to having Board members that are representative of the diverse make-up of its membership.

Board Approved – October 27, 2018



International Institute of Municipal Clerks Emergency Disaster/Communication Recovery Plan

1.25.10 Purpose

To establish a policy on Emergency Disaster/Communication Recovery Plan

1.25.20 Scope

All IIMC members, Staff and Board of Directors

1.20.30 Policy

This Emergency Disaster/Communication Recovery Plan encompasses two areas which would be deemed emergencies for the Organization:

1. Organizational Issues/Crisis
2. Disasters: Earthquakes, Fires and other natural disasters in Southern California

The former deals with organizational issues or a crisis and requires immediate response from IIMC's President, Executive Director and Board of Directors. The latter are an unplanned interruption to normal business function or process for an unacceptable period of time. To that end, IIMC must take inventory of its most important functions, in preparation for a disaster that might strike in the future. The following outlines the various steps required of IIMC staff and the Board to mitigate the effects through emergency disaster planning. The disasters range from the following:

Section 1: Organizational Issues/Crisis

First of all, it's important to be able to recognize the difference between an issue and a crisis.

- An **ISSUE** is something negative that IIMC must deal with. It doesn't have any long-lasting impact on the reputation or bottom line of the Organization but, if left alone or handled badly, could turn into a crisis. An example of an issue could be negative comments about IIMC posted online or a tweet gone wrong situation or a conference disaster.
- A **CRISIS** is something that *does* have a long-lasting effect on the reputation or bottom line of the Organization. An example of a crisis could be a scandal or corruption of the leadership or a natural disaster that affects or prevents IIMC from carrying out its activities.

Communication

Regardless of the emergency or disaster, IIMC needs to quickly and accurately communicate the problem with its members, how we're handling and trying to mitigate it and a brief timeline of when work will resume.

The Executive Director is responsible for contacting IIMC's President and relaying the extent of the emergency, first to the IIMC Board of Directors and second to the IIMC members. This is done through a statement which is crafted by the Executive Director and President. The statement is then conveyed through E-Briefings, the website, twitter and other vehicles deemed appropriate to release such information.

IIMC's statement must acknowledge the crisis and its severity and aim to alleviate any fears our members might have. If the crisis occurred because of an IIMC mistake or error, we need to tell our members what steps we plan to take (or are already taking) to fix it. If the situation can't be fixed, tell our members how we plan to make them feel better and how we will improve going forward. *Communication is a two-way street.* Be prepared for people to engage in conversation with you and engage right back with them.

Section 2: Goals of a Disaster Recovery Plan

The major goals of the disaster recovery plan are to:

- Minimize interruptions to normal operations.
- Limit the extent of disruption, damage, and economic impact.
- Establish alternative means of operation in advance.
- Train management and employees on emergency procedures.
- Provide for smooth and rapid restoration of service.

Section 3: Disaster Response

Normal Business Hours Response

During an emergency that happens during normal business hours, procedures are in place to evacuate personnel from the building, if ordered by property management.

Evacuation Team

Name	Position	Role
Office Manager	Floor Warden	Oversees evacuation of entire floor, verifies floor clearance
Chris Shalby/ED	Suite Monitor	Coordinates evacuation of IIMC staff, searches suite and verifies clearance
Administrative Associate	Group Leader	Leads staff into stairwell, out of building, and to Safe Refuge Area (see below)

Once evacuated, the employees should assemble at one of the following Safe Refuge Areas:

Primary site: The parking lot area closest to the tennis courts

Alternate site: Across the street in the empty lot if IIMC's parking lot is unsafe

Further instructions will be provided by the Fire Safety Director or Property Manager.

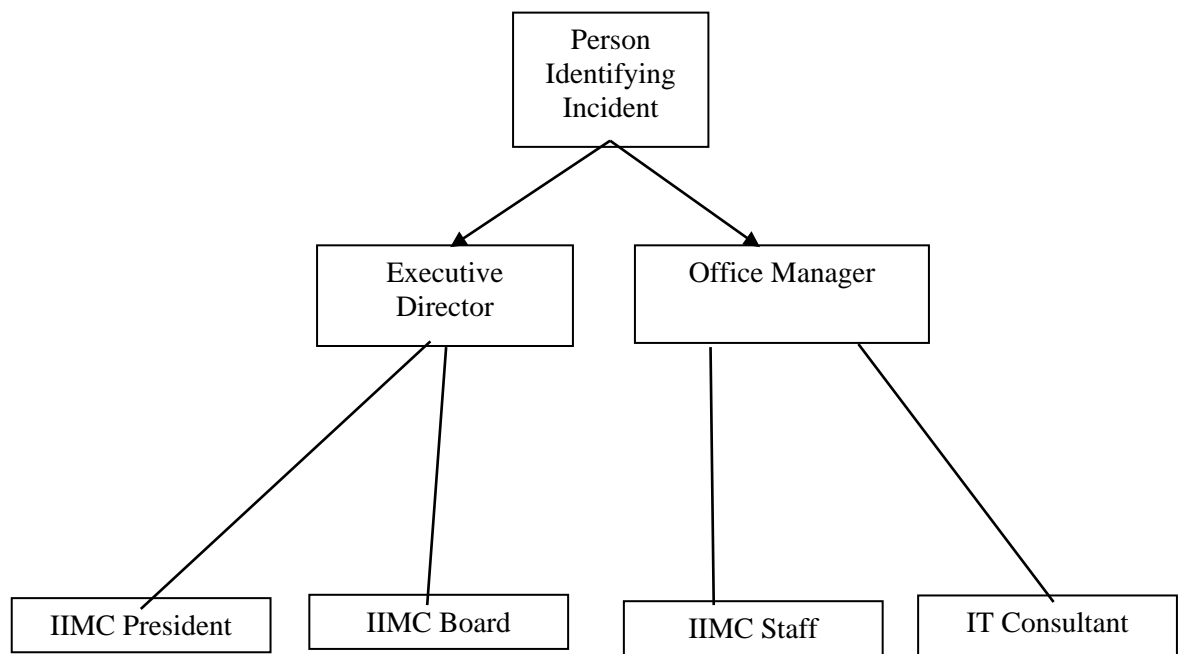
After Business Hours Response

Disaster Recovery Team

Name	Position	Telephone
Chris Shalby – Team Leader	Executive Director	Mobile: 626/755-1045
Office Manager	Office Manager	Home: Mobile:
Finance Specialist	Finance Specialist	Mobile:

Disaster Recovery Team Response

- The Disaster Recovery Team will communicate according to the Staff Calling Tree (below) and shall determine what information to pass on to any employees that are not on site.
- Use the Staff Contact List (Attachment A) to notify employees that the Disaster Recovery Plan has been enacted. Each member of the Disaster Recovery Team shall record the status of all notifications.



Disaster Recovery Team – Communication Plan

The Disaster Recovery Team will need to meet either in person or, more likely, via conference call using their cell phones. IIMC has a cloud base telephone system which can be used to

communicate status information.

Disaster Recovery Steps

The following recovery actions are to be used as a guide. During a real disaster, circumstances may dictate that some or all of the steps documented may have to be altered. The Team leader should use his/her judgment while managing the recovery operation.
(RTO).

Disaster Assessment

1. Assess the severity of the disaster to the office building and other affected areas.
 - a. Is the building accessible?
 - b. Is the IT infrastructure accessible?
 - c. What is the status of electrical and telecommunications systems in the area (utilities)?
 - d. What is the status of transportation systems in the area (roads, public transportation, etc.)?
2. The probability and accessing the IT infrastructure and the recovery time required should be evaluated to determine the appropriate recovery steps. See matrix below.

Probability of Restoring Access to IT Infrastructure		Recovery Time
<i>High</i>	<i>Low</i>	
<i>Long</i>	Rebuild infrastructure at temporary location	Full rebuild of all infrastructure
	No rebuild	Wait 24-48 hours for more information, then make decision on rebuilding

- a. If the recovery time is short and the probability of gaining access to the IT infrastructure is high, no rebuild will be necessary. Normal business operations will resume once access to the IT infrastructure is available.

- b. If the recovery time is short and the probability of gaining access to the IT infrastructure is low, the Disaster Recovery Team will wait for up to 48 hours to determine whether a rebuild is necessary.
- c. If the recovery time is long and the probability of gaining access to the IT infrastructure is high, the Disaster Recovery Team will begin rebuilding the IT infrastructure at a temporary location. If telecommunications systems are active and staff members have access to the internet, staff will be asked to work remotely. If the telecommunications systems are unavailable, then the Disaster Recovery Team needs to procure a larger office space for the temporary location.
- d. If the recovery time is long and/or the probability of restoring access to the IT infrastructure is low, a complete rebuild of the entire IT infrastructure may be necessary (see Section 7).

Disaster Recovery Rebuild Process

Once the disaster recovery team has assessed the situation and determined that a rebuild is necessary, the following critical functions must be implemented:

Operational Functions

Function	RTO
Secure recovery location	Within 18 hours
Purchase required furniture/supplies (if needed)	Within 18 hours
Determine employee recovery schedule (based on IT recovery progress)	Within 18-36 hours
Retrieve key organizational documents (Google Drive/Iron Mountain)	Within 6-12 hours

IT Functions

Function	RTO
Confirm data backup is intact	Within 12-24 hours
Purchase equipment	Within 24 hours
Deploy equipment	Within 24-36 hours
Restore server OS, then critical applications, then critical data	Within 36-72 hours
Deploy user workstations	Within 72 hours
Test core functionality (file sharing, databases)	Within 96-120 hours
Create and implement new data backup schedule	Within 96-120 hours

Communications Functions

Function	RTO
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Notify staff	Within 6-12 hours
Notify Board	Within 6-12 hours

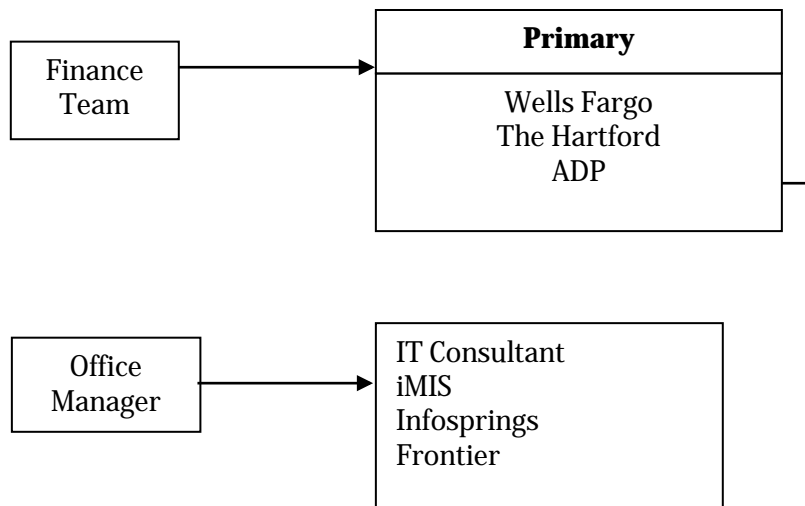
Extended Recovery

Management will discuss the timeframe and implementation steps for returning to the original location, if possible, or choosing a new permanent location. The Board of Directors will review and vote on management's recommendations.

Section 4: Critical IT Vendors

IT Vendors			
Name	Service Provided	Contact Person/E-mail	Telephone
Doug Griffith	IT Consultant	Doug Griffith dgriffith@cbsitservices.com	(909) 260--5020
Frontier	Telecommunication s	Support@frontier.com (702) 316-6668 or (216) 816-7050 Account # 42114	(833) 533-7911
AASG	iMIS Database	Pilar Archer	(916) 601 5310
Infosprings	MAS90	Brad Boston	(909) 910-3737

Vendor Calling Tree



Section 5: Application Profile

This is a list of all applications that are involved with payroll, mission critical services, accounts payable/receivable, orders etc.

Application Name	Critical? Yes/No	Manufacturer	Comments
iMIS	Yes	ASI	Membership database
MAS90	Yes	SAGE	Financial database
Microsoft Office	Yes	Microsoft	Outlook (email), Word/Excel/Powerpoint/Access (productivity)

Note on Microsoft Outlook: Microsoft Office 365 (Exchange Online). Outlook provides convenience and advanced features, all IIMC staff can use login.microsoftonline.com for email access from any location with secured Internet access.

Section 6: Inventory Profile

This is a list of physical inventories that involves our LAN and WAN.

This list should include the following:

- Standard workstations
- Telephones
- Printers
- Servers
- Switches
- Firewall

Standard Workstationse

Dell OptiPlex 330/390

iMac

Telephone Handsets

8x8 Polycom

Printers

HP LaserJet

Physical Servers

1. Name: IIMCSFS

Model: Dell PowerEdge T320

ST: 4mz9v52

IP: 192.168.0.

Function: DC, DNS, AD, File sharing

2. Name: IIMC

Model: Dell PowerEdge 1500

ST: 9qp8z81

IP: 192.168.0.104

Function: Data File sharing – iMIS Reports/Crystal Reports

3. Name: IIMCDATA

Model: Dell PowerEdge T300

ST: HHDYH1

IP: 192.168.0.20

Function: File sharing – Membership Records, Company Shared Folders, User Shared Folders

Virtual Servers

Name: IIMCIMISVSM

Hardware: Dell PowerEdge T410

Service Tag: 4h9txr1

IP Address: 192.168.0.5

1. Name: IIMCIMIS

IP: 192.168.0. 8

Function: iMIS Database, MAS 100

2. Name: ADSERVER

IP: 192.168.0.9

Function: Active Directory, DNS

Power Supply (Uninterrupted Power Supply (UPS))

APC Smart-UPS 2200 XL (S/N: AS1121242199)

Switches

Dell PowerConnect 2948-SFP Plus (S/N: 2TGGAIN9B07C0)

Firewall

SonicWALL TZ210 (S/N: 0017C5AF5524)

Section 7: Backup Procedures

The main backup procedures applies to the following servers:

- IIMCDATA
- IMIS
- IIMCIMIS
- IIMCIMISVSM

Backups are performed every weeknight to external USB drives. Backup jobs are configured specifically for each server listed above. The scheduling and scope of backups is as follows:

- IIMCDATA
 - Schedule: Backed up every weekday at 9:30pm

- Scope (fully selected, no exclusions)
 - C:
 - Company Shared Folders
 - User Shared Folders
- IMISIMIS
 - Schedule: Backed up every weekday at 9:00pm
 - Scope (fully selected, no exclusions)
 - D:
 - Microsoft SQL Server Instances – iMIS Database
- IMIS
 - Schedule: Backed up every weekday at 11:30pm
 - Scope (fully selected, no exclusions)
 - D:
 - IMIS Directory
- IMISIMISVSM
 - Schedule: Backed up every Thursday at 5:00 pm
 - Scope (fully selected, no exclusions)
 - D:
 - System State

Section 8: Recovery Plan

Employee Responsibilities

When notified by the Disaster Recovery Team that Disaster Recovery Plan (DRP) has been activated, the primary responsibilities of the employees will be to support the organization recovery effort and to activate their recovery procedures.

Disaster Recovery Team Responsibilities/Checklist

Read the entire section before performing any assignments. Refer to the Staff Calling Tree in Section 2 for primary notification responsibilities.

Critical Functions

Restore the following critical functions within the Recovery Time Objective (RTO). RTO is the amount of downtime before an outage threatens the survival of the organization. RTO is determined by the Disaster Recovery Team.

IT Infrastructure Requirements

The following are the minimum requirements for IT infrastructure at the recovery location:

- Two physical servers (or one physical server with a hypervisor – ability to create virtual servers)
 - One server/VM will replace the functionality of AD SERVER, IIMCDATA, IIMCFS:
 - Domain controller, Active Directory, DNS, file sharing
 - One server/VM will replace the functionality of IIMCIMIS, IMIS
 - Databases (iMIS, MAS100)
- Three server operating system licenses
 - 2 x Windows Server Standard

- One monitor for servers (VGA switch optional)
- 5-10 PC / Laptops
- Firewall
- Switch with at least 16 ports
- CAT5e/CAT6 Ethernet (RJ-45) cables of assorted lengths
- Printer
- Basic office supplies
- 3 Polycom Phones - staff will be asked to use personal cell phones for work purposes. Staff will be reimbursed for this usage.

Section 9: Emergency Location Requirements

Most disasters are isolated to a single building or block. During those situations an emergency location in the local area will be used for recovery. Some disasters are community wide and, as such, may eliminate the option of using the local emergency location. In those instances, we may resort to using more distant recovery sites.

The following should be considered when choosing a recovery site:

- Size of workable space (800-1,000 sq. ft.), with enough room for:
 - Three servers (in a server rack)
 - 5-10 workstations
 - Furniture (either purchased or provided by rental/leasing company)
 - At least one printer
- Access to bathrooms
- Proper data cabling and electrical wiring

In the event that choosing a more distant location is necessary, the Disaster Recovery Team should divide the available personnel into two groups: those who will go to the emergency location first and those who will be sent as replacements after a few days. The Disaster Recovery Team should not over commit resources during the first few days.

Section 10: Recovery Box

The Disaster Recovery Team will consider creating a “Recovery Box.” This Recovery Box could contain specific items that our organization would need if our building were not accessible (permanent files, etc.). Some items that could be contained in this box include:

- Copies of forms which would be needed immediately
- Copies of Procedure Manuals
- A small quantity of unique supplies which would be needed immediately

This box will be stored at a reachable location.

Section 11: Rebuilding Process

The Disaster Recovery Team must assess the damage and begin the reconstruction of a new permanent location.

If the original site must be restored or replaced, the following are some of the factors to consider:

- What is the projected availability of all needed computer equipment?
- Will it be more effective and efficient to upgrade the computer systems with newer equipment?
- What is the estimated time needed for repairs or construction of the data site?
- Is there an alternative site that more readily could be upgraded for computer purposes?

Section 12: Testing the Disaster Recovery Plan

In successful contingency planning, it is important to test and evaluate the plan regularly. Data processing operations are volatile in nature, resulting in frequent changes to equipment, programs, and documentation. These actions make it critical to consider the plan as a changing document. Use these checklists as you conduct your test and decide what areas should be tested:

Table 1. Conducting a Recovery Test

Item	Yes	No	Applicable	Not Applicable	Comments
Select the purpose of the test. What aspects of the plan are being evaluated?					
Describe the objectives of the test. How will you measure successful achievement of the objectives?					
Meet with management and explain the test and objectives. Gain their agreement and support.					
Have management announce the test and the expected completion time.					
Collect test results at the end of the test period.					
Evaluate results. Was recovery successful? Why or why not?					
Determine the implications of the test results. Does successful recovery in a simple case imply successful recovery for all critical jobs in the tolerable outage period?					
Make recommendations for changes. Call for responses by a given date.					
Notify other areas of results. Include users and auditors.					
Change the disaster recovery plan manual as necessary.					

Table 2. Areas to be tested

Item	Yes	No	Applicable	Not Applicable	Comments
Recovery of individual application systems by using files and documentation stored off-site					
Reloading of data from backups by using files and documentation stored off-site					
Ability to process on a different computer					
Ability of management to determine priority of systems with limited processing					
Ability to recover and process successfully without key people					
Ability of the plan to clarify areas of responsibility and the chain of command					
Effectiveness of security measures and security bypass procedures during the recovery period					
Ability to accomplish emergency evacuation and basic first-aid responses					
Ability of users of real-time systems to cope with a temporary loss of on-line information					
Ability of users to continue day-to-day operations without applications or jobs that are considered not critical					
Ability to contact the key people or their designated alternates quickly					
Ability of data entry personnel to provide the input to critical systems by using alternate sites and different input media					
Availability of peripheral equipment and processing, such as printers and scanners					
Availability of support equipment, such as air conditioners and dehumidifiers					
Availability of support: supplies,					

transportation, and communication					
Distribution of output produced at the recovery site					
Availability of important forms and paper stock					
Ability to adapt the plan to limit extent of damage from a disaster					

Section 13: Disaster Plan Updates

This plan must be reviewed and updated by the Disaster Recovery Team. Information to be updated includes:

1. Changes to our network configuration, hardware inventory, applications, and backup schedules and procedures (every six months)
2. Documentation and results of testing the Disaster Recovery Plan (test schedule)
3. Changes to backup location(s)

Disaster Recovery plans are intended to be living documents. They should reflect the latest information available. The Disaster Recovery Team is responsible for reviewing and updating the Plan on a semiannual basis.

The Disaster Recovery Team is also responsible for updating the following:

Disaster Recovery Team Roster

This section provides contact information for all personnel assigned to the team. This list is prone to change since team members may leave or join the team, names may change due to marriage and contact information may change. The Disaster Recovery Team should review and update the List.

Staff Contact List (Appendix A)

This section identifies the contact information for all Employees. The Disaster Recovery Team will review this list to determine that the list is complete and accurate.

Organizational Chart (Appendix B)

This section identifies the Employees by department. The Disaster Recovery Team will review this chart to determine that the chart is complete and accurate.

Vendor Contact List (Appendix C)

This section identifies the contact information for critical vendors. The Disaster Recovery Team will review this list to determine that the list is complete and accurate.

Equipment Asset Inventory (Appendix D)

This section lists important information (manufacturer, model/serial numbers, etc.) about assets defined as “equipment” by the organization.

Board Roster (Appendix E)

This section identifies the contact information for all Board members. The Disaster Recovery Team will review this list to determine that the list is complete and accurate.

Server Hardware & OS Configuration (Appendix F)

This section identifies specific technical details of the hardware and operating systems of the company servers.

Timeline for Restoring Critical Functions (Appendix G)

This section outlines the theoretical, day-by-day expectations for restoring the critical functions of the Foundation.

Recovery Box

This section identifies critical records or resources stored off site. The Disaster Recovery Team will review this information to determine that it is complete and accurate.

IIMC Board Approved – May 2019