

# Disaster Recovery Plan



# **DISASTER RECOVERY PLAN**

**Facility Name: Llano Central Appraisal District**

**Facility Address: 103 E. Sandstone St.  
Llano, TX 78643**

## OBJECTIVE POINTS

- To coordinate the District's response to disruptions and critical/emergency incidents while paying special attention to the safety and security needs of its staff, citizens and visitors.
- To maintain the safety and security of staff, citizens and visitors as a whole in the event of a disruption or critical incident.
- To provide guidance and appropriate support services to the staff, Appraisal Review Board Members and our Board of Director members in the event of a disruption or critical incident.

## POLICY

It is the policy of the Llano Central Appraisal District to minimize the effects of disasters or emergencies of any kind to property owners and employees while diligently restoring all services in the shortest amount of time.

## RESPONSIBILITY

The Chief Appraiser is the designated Emergency Coordinator for the District and is responsible to assure the duties outlined in this document are performed for their respective areas. He will stay in constant communication with the Llano County Judge, Llano City Mayor and/or City Manager and the Emergency Disaster Coordinator of Llano County to identify and implement mitigation measures to reduce damage and risk to human lives in order to protect the health, safety, and welfare of its residents. The rendering of aid and relaying communications about policies and mandates from other local officials of Llano County to the community at large will be the highest priority.

The Chief Appraiser will be notified of a critical incident at 325-423-3414 or the office phone 325-247-3065 should it be functioning.

If the Chief Appraiser is not available or cannot carry out the responsibilities of the designated Emergency Coordinator, the responsibility will fall to Senior Appraiser, Darren Sullivent. The Senior Appraiser will alert the Board of Directors Chairman of the position change, and will assume all responsibilities until further notice by the Chief Appraiser or Board of Directors. The alternate will be notified at 512-468-9032 or the office phone 325-247-3065 should it be functioning.

## TYPES OF WORK INTERRUPTIONS

**Non-routine work interruption** – An unusual emergency event in which there is no immediate or impending threat to the public or employee safety. Example of this type of occurrence is a temporary power failure. This situation could prevent or interrupt the normal course of business but not pose an imminent danger.

**Publicized work interruption** – A type of event that has been recognized by the media as an event occurring or will occur in the future. This includes situations such as storms or major road closures. Imminent threat may or may not place the public or employees in danger.

**Critical work interruption** – A situation that involves the District's employee(s) and/or citizens that creates a major disruption of normal operations and calls for a response beyond

normal operational procedures. Examples may be situations such as natural/structural disasters, violent behavior or life-threatening injury, global pandemic or state of emergency.

## **INCLEMENT WEATHER POLICY**

Llano Central Appraisal District will follow Llano ISD closures during inclement weather situations. All employees will follow the guidelines as announced through the local radio station or contact with the Chief Appraiser.

## **EXAMPLES OF THREATENING OR SERIOUS SITUATIONS**

Fire, severe weather, power outage, hazardous materials, criminal disturbance, bomb threats, disruptive behavior, drug/alcohol intoxication, psychotic/emotionally disturbed or medical emergency

## **EMERGENCY MEDICAL CARE FACILITY**

Baylor Scott & White Medical Center  
200 W. Ollie St.  
Llano, TX 78643  
Phone: 325-247-5040

## **PROCEDURES**

**Work interruptions** - Chief Appraiser or his designee will acknowledge the event and determine the emergency steps to be followed including the following:

- If it is determined there is any potential danger to the staff or the public, the Chief Appraiser or his designee will determine the action(s) to be taken.
- Should a situation require evacuating the facilities the staff will be responsible for aiding and directing the public to the appropriate exits. Following evacuation the appropriate entity will be notified of the situation and asked to schedule an immediate inspection.
- All staff will then proceed to the front area of the building and remain unless the necessity of leaving the building has been determined by other measures.
- One example would be the restoring of electricity that would not be completed until the following day. Another example may be all employees having an illness that necessitates their remaining at home.
- Should the need arise to close the office, or quarantine, the Chief Appraiser or his designee will notify the staff and Board of Directors. Assignments may be made to pertinent staff. The office will attempt to keep the day to day functions in place from home.

Once the event has concluded, normal operations are to resume in the same day or the day following the conclusion of the event.

**Publicized work interruptions** - The Chief Appraiser will determine that this event has occurred and begin necessary actions.

Depending on the nature of the event and the timing of the event all staff will proceed in aiding and directing the public to the appropriate exit locations. If the event does not allow for the safe leaving of the public, the public will take shelter in the same capacity as the employees of the district.

In the event of weather-related measures, the securing of electrical office hardware will be attempted.

Normal business operations will resume as quickly as possible at the conclusion of the event.

**Critical work interruptions** – Any staff member that has knowledge of the critical work situation shall notify the staff without escalating the threat or creating additional potential harm to themselves or other employees. All staff should take measures to minimize potential threats to themselves or others.

If possible, staff members will aid in the removal of the public from the Districts office.

Staff will remain in the front interior of the building until they have been instructed to leave or they themselves determine that the event may place them in immediate danger. They will take the appropriate measures to leave the building.

If a complete evacuation has been ordered, and sufficient notice has been given to the staff of the CAD; all electronic equipment will be disconnected, elevated, covered and secured with tape.

In the event of a global pandemic or state of emergency, the Chief Appraiser will monitor, update and observe recommendations from the Centers for Disease Control and Prevention (CDC). Educate our staff and discuss preventions. Increasing the frequency of cleaning and taking care to wipe down heavy uses-surfaces. Providing hand sanitizer and reminding our staff to wash their hands. Ensure any employee with symptoms of illness does not come to work. Should the pandemic affect Llano County the office will immediately close for quarantine and safety of the staff.

Once the event has concluded, measures have been taken to restore the Districts office to a safe and operational location, operations will begin as normal.

**Employee Contact** - Employees have and retain the contact information for the Chief Appraiser as well as all staff members. All employees will remain in contact with the Chief Appraiser after an event that causes closure of the District office. Calls should be made to determine the exact timing for the employee to return to work and resume their normal duties or other duties that will aid in the restoring of the work area.

**Duties of employees** – The Chief Appraiser or his designee will coordinate communications between the Board of Directors, local officials and the staff of the appraisal district.

The Chief Appraiser or his designee will assist in the evacuation efforts of the office.

The Chief Appraiser or his designee will issue guidance on the securing of all property owned by the CAD to assure the least damage or loss possible that may occur during the event.

The Chief Appraiser or his designee will contract Harris Govern and BIS Consulting to request immediate data backup for records recovery and technical assistance.

The Chief Appraiser or his designee will issue iPads and laptops to essential staff members whose work may be affected. Each piece of equipment will have the capability to access the District's network from their home. The employees will stay in contact with the Chief

Appraiser or his designee to maintain their assignments and perform their duties to the best of their ability.

## **Alternate Work Location/Offices**

The Chief Appraiser or his designee will make necessary efforts to locate temporary work locations with the appropriate office equipment, supplies, records recovery, coordination of duties and other necessities to resume work operations. Due to the various locations of Llano County facilities the Chief Appraiser will coordinate directly with the County Judge for the establishment of an alternate work site. The temporary location will be announced publicly as soon as recovery process is verified and tested.

The Chief Appraiser or his designee will designate or assign staff members to make available and distribute supplies necessary to perform the securing of the office, ensure all pending paperwork is secured and ready for transport, and if required the securing and protecting all equipment and supplies of the CAD.

In the event of a global pandemic or state of emergency, the Chief Appraiser will assign the alternate work location to the home or establishment to which the employee resides.

## **READINESS**

The Llano Central Appraisal District Chief Appraiser or his designee shall provide overall direction for readiness actions and will:

- 1) Contact the Board of Directors and staff of the pending or predicted emergency or disaster.
- 2) Contact the district's current software vendors to secure off-site software and hardware protection.
- 3) Notify the district's current insurance carrier of the pending or predicted emergency or disaster.

## **RECOVERY**

The Chief Appraiser or his designee with the joint effort of the local mitigation group will analyze the impact of the event on the District's office to determine necessary action needed to assume normal operations.

The Chief Appraiser or his designee will hold informal periodic meetings with employees to discuss their individual responsibilities in case of disaster or an emergency.

The Chief Appraiser or his designee will give regular status reports of the Board of Directors.

The Llano Central Appraisal District has identified the essential records of the district as the data base within Harris Govern software which includes parcels, parcel numbers, legal descriptions, owners, maps, images, exemptions, property history, etc. In addition, the financial records of the district created through Quick Books accounting software that is also hosted on the district's server as well as back up at another offsite location.

The District's data recovery system utilizes two backup storage locations. One copy of the data is located on site in the District's computer room on an external hard drive and the other copy of data is located in Dallas, Texas at BIS's COLO (server storage facility, SAS 70 Type II facility).

BIS Consulting provides the district with the following services and will aide with recovery:

- 1) Websitehost/maintenance
- 2) Emailhost/maintenance
- 3) General technical assistance
- 4) Off-site data storage and back-up
- 5) Anti-virus protection/licensing
- 6) Purchasing and maintenance of computer hardware (current district hardware specifications attached)

Recovery from off-site backups through BIS and Harris Govern and will begin testing of recovered back-up information as soon as possible.

The Chief Appraiser or his designee will attend daily briefings with emergency and recovery personnel and officials participate in damage assessment, recovering essential equipment and records, and identifying items to be destroyed, and development of a plan to re-establish services.

Contact with local, state, federal, software providers, and contractors will be made in order to arrange and coordinate the reopening of the office complex to provide services to the community.

## **RECOVERY TIMELINES**

### 24 hours

If small in scope, begin clean up and minor repairs. Assess damage and determine length of outage secure alternative location if needed

Move computers and equipment

Determine scope of damage for servers and workstations

Obtain backup computer equipment if needed

Work with BIS Consulting to gather and restore off site backup

Restore network

Determine what is needed to restore voice and data communication

Contact Telephone Company to redirect communication to alternate location if needed

Restore telecommunications

Contact utility companies to assess and restore services

Remove any vital records subject to damage or exposure

Secure building, doors and broken windows

Make arrangements with police secure/patrol the damaged area if necessary

Notify employees and board members of the situation

### 48-72 hours

Work with BIS Consulting to contact Internet provider to restore internet connection at alternate location if necessary

Reinstall software as necessary

Restore data as necessary

Prepare statements/contact media and the public of situation

Notify key customers of situation

Notify all vendors and delivery services of change of location

Remove/secure all documents and records

Notify insurance company

Document all damage to facility

Order supplies and equipment required

Notify post office of new address to deliver mail

Provide assistance to employees

Keep employees and board members informed of recovery process

### 1- 2 weeks

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

### 3-4 weeks

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

## **OFF-SITE RECOVERY LOCATION**

Llano County Annex Office  
1447 E. State Highway 71  
Llano, TX 78643-3534  
Phone: 325-247-3783

## **DEVELOPMENT/MAINTENANCE/TESTING**

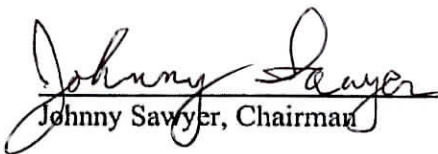
If a plan is to be effective, its contents must be understood by those who are responsible for its implementation. The Chief Appraiser will brief the staff and Board of Directors concerning their role in an emergency and disaster recovery management and ensure proper distribution of the plan to the staff.

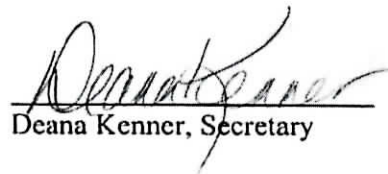
Testing is a critical component to business continuity planning. Testing should be done on all critical functions, particularly those that would be most vulnerable during a disaster. This includes servers, PC's/workstations, network/Internet, building security, phones/communications, workflow/staff procedures.

Phase testing will be done with data recovery and network/Internet recovery, both in the office and with our off-site backup recovery team of BIS Consulting. Any necessary changes will be made immediately according to test results.

Testing procedures will help ensure the disaster plan operates smoothly and closes any gaps that may be present.

Plan and policies adopted November 16, 2020

  
Johnny Sawyer, Chairman

  
Deana Kenner, Secretary