

only secure form of back-up. For more information about back-up procedures, contact the CTLT Help Desk.

### MeetMe Teleconferencing

Offices may need to meet at times when staff members are not available to gather on-campus or in the same area. Our VOIP phone system supports MeetMe Teleconferencing phone numbers.

Using your office's MeetMe number, staff can call in to a campus phone number from anywhere on any type of phone and join the conversation. These numbers must be set up in advance.

To set up a MeetMe number for your office, contact the Telecommunications Department at 809-4400. For instructions on how to use MeetMe Teleconferencing, visit the Telecom website at:  
[www.murraystate.edu/info/telecom](http://www.murraystate.edu/info/telecom)

Copies of this brochure and more information about the tips explained here are available online at:

<http://campus.murraystate.edu/prepare>



### IMPORTANT WEBSITES & PHONE NUMBERS

#### Emergency Procedures

[www.murraystate.edu/emergency\\_info](http://www.murraystate.edu/emergency_info)

#### Emergency Phone Numbers

Public Safety Police  
911 for emergencies  
(270) 809-2222 for non-emergencies

#### System Updates & Campus News

<http://campus.murraystate.edu>

#### CTLT Help Desk Support

<http://campus.murraystate.edu/helpdesk>  
(270) 809-2346

#### WKMS Campus Radio at 91.3 FM

MSU Information Systems  
Center for Teaching, Learning  
& Technology  
300 N. Applied Science  
Murray, KY 42071

Phone | (270) 809-2535  
Fax | (270) 809-3159

[ctltd@murraystate.edu](mailto:ctltd@murraystate.edu)

## TECHNICAL PANDEMIC & DISASTER PLANNING



## INSTRUCTIONS FOR ADMINISTRATIVE OFFICES

## Basic Checklist-

During an emergency, certain basic tasks will be vital. To prepare, administrative staff members should be able to do the following:



**OFF-CAMPUS ACCESS** - Access computer files, email lists, campus systems & complete mission critical tasks from off-campus.



**OFFICE PLANNING** - Quickly identify mission-critical tasks that must be completed when staffing is limited or staff members are unavailable.



**BACKUPS** - Retrieve important electronic information such as documents, spreadsheets and other materials from back-up locations should the campus be physically damaged.



**TELECONFERENCING** - Communicate with other campus employees and supervisors using teleconferencing or other synchronous communication tools when an on-campus meeting is not possible.

**Why do we need to do this?** Almost all of our daily job tasks rely on technology, systems and networks we assume will always be available. In a time of great emergency, uninterrupted access to these will be necessary.

## GETTING PREPARED.

### Off-Campus Access with VPN

What is VPN? VPN stands for Virtual Private Network. It allows you to use your computer at home, or anywhere you can find a high-speed internet connection, to access your computer at work. By using a VPN connection, you create a secure connection to your office computer.

Once connected, you can access files, log into sensitive systems, connect to network drives, check email and use software programs just as if you were sitting in your office.

Before you can use VPN an access form must be filled out and faxed in. Once you have VPN access, a program must be installed on your home or portable computer. The form and further instructions can be found on the CTLT Help Desk website.

### Office Planning Worksheets & SOPs

During an emergency, mission-critical tasks in your department will need to continue regardless of which staff members may be available. This often requires designating back-up staff capable of completing tasks outside of their normal areas of expertise.

Staff members who document their tasks as part of a Standard Operating Procedure (SOP) document make it much easier for others to carry-on in their absence. These should be detailed and include any special website URLs or FTP locations that may be necessary to accomplish the task.

Making sure everyone in the office is aware of critical tasks and who will be backing up others is very important. Contact information for those involved will be very helpful.

We have developed an Office Planning Worksheet that will assist departments in developing a solid plan. Completed copies should be accessible to all staff in the office. This worksheet is available online at <http://campus.murraystate.edu/prepare>.

### Secure Backups

All office computer files should be backed-up regularly to a Network drive share. Simply printing hard copies of important documents or saving them to CD is not enough. Files saved to Network shares provided through MSU's Networking department are backed-up to secure off-campus locations. Should MSU fall victim to physical damage such as fire, tornado or earthquake, this will be the →