

**Office of Inspector General  
Disaster Recovery**

**Report #C-1516-001**

**April 2016**

**Executive Summary**

In accordance with the Department of Education's (department) fiscal year 2015-16 audit plan, the Office of Inspector General (OIG) conducted a consulting engagement to review the department's disaster recovery (DR) program within the Division of Technology and Innovation and make recommendations for improvement.

During the review we noted that very few of the department's mission essential applications will be restored within the desired timeframe. The department does not have a documented disaster recovery plan, but does have limited disaster recovery procedures in place. The department subscribes to backup services with Northwest Regional Data Center (NWRDC) to ensure routine backups occur for department applications and data. The agreement with NWRDC does not include disaster recovery services; however, limited recovery of mainframe applications is available as a result of the backup agreements. The department outsourced its electronic mail (email) service to Microsoft Office 365, which includes email recovery services to ensure the department maintains access to email in the event of a disaster. The Florida Division of Blind Services (DBS) has created a disaster recovery plan specific to DBS to ensure the recovery of their mission essential applications. Finally, the department has a Continuity of Operations Plan that outlines procedures department personnel should perform to resume critical operations in the event of a disaster.

We recommend the department adopt a disaster recovery framework to establish thorough plans, procedures, and technical measures that will enable systems to be recovered as quickly and effectively as possible following a service disruption. We recommend the department initiate several planned activities and continue efforts currently underway to facilitate the disaster recovery process. The department should continue to identify and classify all of its information systems as high, medium, or low impact systems, focusing on the availability categorization for disaster recovery purposes. The department should also identify and eliminate obsolete or duplicative systems and merge systems performing similar operations to increase efficiency and reduce the cost of recovery efforts. After the department has reduced and refined the list of information systems, the department should conduct a business impact analysis (BIA) with each system owner.

Once the department conducts the BIA, the department will have a defined set of mission essential functions and information systems that support those functions. The department can then determine the desired recovery time for those mission essential information systems and begin to identify the resources and associated costs required to recover mission essential business functions. Finally, we recommend the department execute an agreement with the Betty Easley

Conference Center with a completely defined scope of services. The sections below provide details on the findings and recommendations resulting from our consulting activity.

### **Scope, Objectives, and Methodology**

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The objective of the engagement was to determine if current disaster recovery procedures support desired recovery outcomes. The scope of the engagement included disaster recovery policies, procedures, and processes in place through the end of engagement fieldwork.

To accomplish our objectives we reviewed applicable laws, rules, and regulations; interviewed appropriate department and data center personnel; reviewed policies, procedures, standards, and best practices; reviewed service level agreements (SLAs) between the department and NWRDC; and reviewed other documents related to the department's disaster recovery program. We also conducted a gap analysis and created a recovery roadmap.

### **Background**

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The OIG initially set out to conduct an audit of the department's disaster recovery plan. Through preliminary information gathering, we determined the department did not have a DR plan in place and a consulting activity would better serve the department.

A disaster recovery plan is a documented process or set of procedures to recover and protect a business information technology (IT) infrastructure in the event of a disaster. The purpose of a disaster recovery plan is to restore the department's data and IT system functionality to allow the agency to continue critical business operations.

Section 252.365, Florida Statutes, requires agencies to create a disaster preparedness plan that outlines a comprehensive and effective program to ensure continuity of essential state functions under all circumstances. The plan must identify a baseline of preparedness for a full range of potential emergencies to establish a viable capability to perform essential functions during any emergency or other situation that disrupts normal operations. The plan must include identification and protection of vital records and databases; schedules and procedures for periodic tests, training, and exercises; and identification of alternative facilities and related infrastructure, including those for communications.

### **Current Recovery State**

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To achieve an understanding of the department's recovery state, we created a gap analysis to assess the department's desired recovery outcomes for mission essential applications against current recovery capabilities. The goal of the gap analysis was to identify discrepancies between the desired recovery times and the recovery capabilities currently in place and to provide a clear roadmap for addressing those discrepancies.

For the gap analysis, we focused on the mission essential applications listed in the department's Continuity of Operations Plan (COOP). The COOP lists each division in the department, their

mission essential functions, and the equipment, systems, and vital records/databases associated with those functions. The COOP lists 68 unduplicated applications as mission essential. According to the COOP, department management categorized 51 applications as high recovery priority and 17 applications as medium recovery priority. For this analysis, we did not include low recovery priority applications. (See Appendix 1) The department expects to recover high priority applications within 12 hours after a disruption and medium priority applications within one week of a disruption.

The department does not have a documented disaster recovery plan, but does have limited disaster recovery procedures in place. The department subscribes to backup services with NWRDC to ensure routine backups occur for department applications and data. The agreement with NWRDC does not include disaster recovery services; however, limited recovery of mainframe applications is available as a result of the backup agreements. The department outsourced its electronic mail (email) service to Microsoft Office 365, which includes email recovery services to ensure the department maintains access to email in the event of a disaster. The Florida Division of Blind Services (DBS) has created a disaster recovery plan specific to DBS to ensure the recovery of their mission critical systems. Finally, the department has a Continuity of Operations Plan (COOP) that outlines procedures department personnel should perform to resume critical operations in the event of a disaster.

The department owns operational IT hardware components at NWRDC, but lacks the funding to sustain the proper recovery hardware environment at an alternate facility. The department has attempted to secure funding for disaster recovery services, but has not been successful. According to the Florida Accountability Contract Tracking System, the department spent approximately \$2.5 million for data center services during fiscal year 2014-15, which included backup services, hardware and software maintenance, and floor space. As mentioned, the backup services included in the SLA will allow for the recovery of the department's mainframe applications. In the event the local mainframe fails, NWRDC would resume mainframe operations in an alternate facility and would restore the department's applications housed on the mainframe in the process. Of the 68 mission essential applications listed in the COOP, only one medium priority application resides on the department's mainframe. According to NWRDC, restoration of the mainframe could be completed in as little as 48 hours.

The Florida Division of Blind Services has created a disaster recovery plan specific to DBS. The Disaster Recovery Run-book serves as a procedures guide in the event of a disaster affecting DBS resources. The guide is the result of a Double-Take disaster recovery project. Double-Take Availability is data migration software that allows for the protection and management of critical IT workloads in physical and virtual environments, regardless of platform or location. DBS has transferred the Double-Take licenses to NWRDC. DBS mirrors servers at a hot site<sup>1</sup> located in Daytona, but the division has plans to discontinue the site and utilize NWRDC's hot site in Atlanta. DBS expects to complete migration of services by summer 2016.

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<sup>1</sup> **Hot site** - a duplicate of the original site of the agency, with full computer systems as well as near-complete backups of user data.

## **Continuity of Operations Alternate Facility**

The department's COOP outlines operations personnel should perform if the department is affected by a disaster. Disasters can range from localized short-term disasters, to multi-day building wide problems, to a permanent loss of the Turlington Building. The COOP explains how the department would recover its operations or move operations to another location after damage by events such as natural disasters.

Within the department's COOP, the Office of Technology and Information Services (OTIS) 2013 Emergency Preparedness Plan lists Tallahassee Community College (TCC) as an alternate disaster facility for the department. Though the COOP does not list the Betty Easley Conference Center, Education Data Center personnel confirmed that it is also an alternate disaster facility. The department has a memorandum of understanding (MOU) with TCC related to alternate disaster facility services, but the department does not have a documented agreement with the Betty Easley Conference Center. Section 2(B) of the MOU with TCC states, "The scope of services provided by the site at TCC during the time of disaster, for up to 30 days, to DOE staff includes Internet access, telephone service, and a physical location to accommodate up to 30 DOE personnel and the laptops, printers, copiers, scanners, office supplies, and telephones that DOE personnel will bring to conduct DOE business." The MOU states that TCC will provide the Fine and Performing Arts Center conference room to the department within 24 hours of a declared disaster. According to the MOU, the department is responsible for setup of the internet and telephone networks within the space assigned. The department's network personnel indicated that the network would be operational within one hour of equipment setup.

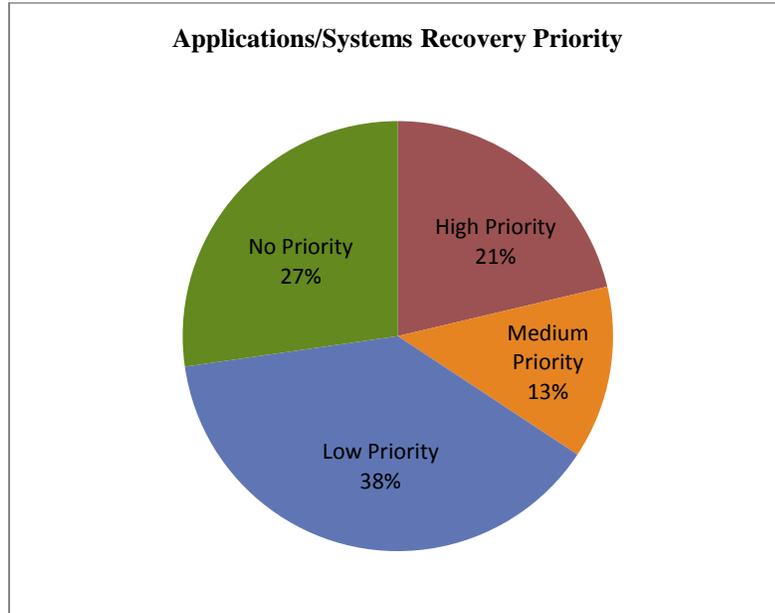
According to the COOP, the department's incident command team (ICT) logistic section will equip, protect, and maintain all equipment and resources at a chosen alternate relocation site. The technology relocation to-go-kit may include laptops, a small office server, multi-function scanner/fax/printer copiers, laser printers, print servers, a network switch, a network router, a data access kit, a wireless access point, a voice access kit, digital phones, scanner toner cartridges, print cartridges, and Universal Serial Bus (USB) jump drives needed to work from a remote location.

## **New Inventory of Applications**

In 2015, the Office of Technology and Information Services began a disaster recovery assessment of the department's applications. The purpose of this assessment was to create an inventory of all the department's production applications. Once the list was compiled, business unit personnel assisted in determining the criticality of the applications, which was the basis for determining the priority ranking (high/medium/low) of the recovery order for each application. The department expects to recover high priority applications within 7 days and medium priority applications within 60 days. There is no known recovery period for low priority applications.

The application inventory resulting from the assessment consists of 385 unique applications. The inventory includes the name of the application, division or program area that owns the application, the IT point of contact, the website address, and the recovery priority ranking. Of the 385 applications identified, department personnel ranked 82 as high recovery priority, 50 as

medium recovery priority, and 148 as low recovery priority. The remaining 105 applications have no recovery priority ranking.

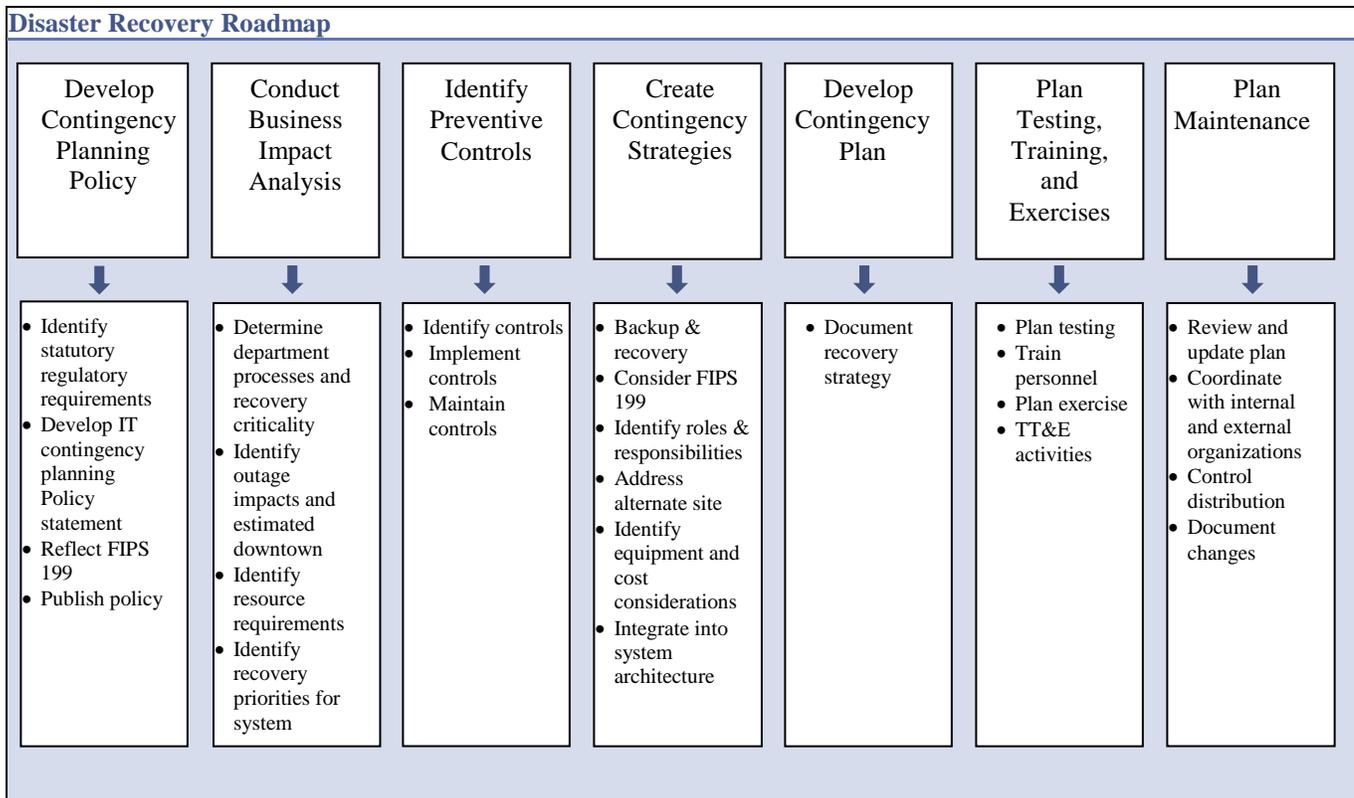


The inventory also indicates that 57 (15%) of the 385 applications are located on the department’s mainframe. NWRDC will restore these applications in the event of a system loss. The mainframe applications include 4 high priority, 5 medium priority, and 13 low priority applications. The remaining 35 mainframe applications have no assigned recovery priority.

**Disaster Recovery Roadmap**

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The National Institute of Standards and Technology (NIST) developed standards and guidelines for providing adequate information security for agency operations and assets. NIST Special Publication (SP) 800-34, Revision 1, *Contingency Planning Guide for Federal Information Systems*, provides instructions, recommendations, and considerations for federal information system contingency planning. The guide addresses specific contingency planning recommendations for three platform types, which include clients/server systems, telecommunications systems, and mainframe systems. The steps listed represent key elements in a comprehensive information system contingency plan. The guide outlines a sample format for developing an information system disaster recovery plan. The figure below illustrates the contingency planning process.



**1. Develop the Contingency Planning Policy Statement**

To ensure personnel fully understand the department’s contingency planning requirements, the contingency plan must be based on a clearly defined policy. The contingency planning policy statement should define the department’s overall contingency objectives and establish the organizational framework and responsibilities for system contingency planning. To be successful, senior management must support the contingency program and be included in development of the program policy. The policy must reflect the FIPS 199 impact levels and the contingency controls that each impact level establishes. Key policy elements are roles and responsibilities, scope, resource requirements, training requirements, exercise and testing schedules, plan maintenance schedule, minimum frequency of backups, and storage of backup media. The contingency plan should be coordinated with related department-wide policies and programs, including information system security, physical security, human resources, system operations, and emergency preparedness functions.

**2. Conduct business impact analysis**

The next step is to perform a business impact analysis (BIA), which involves a detailed review of the vulnerabilities that IT and the overall department face. It is important that the BIA is a joint project between stakeholders and IT. The BIA should assess the likelihood of threats such as power outages, natural disasters, or fires. The BIA should also cover the possible consequences in terms of lost revenue, productivity, and reputation. According to NIST SP 800-34, BIA

results should determine contingency planning requirements and priorities. Results from the BIA should be appropriately incorporated into the analysis and strategy development efforts for the department's COOP, business continuity plans (BCP), and disaster recovery plan (DRP). The department should perform the BIA during the initiation phase of the system development life cycle (SDLC). As the system design evolves and components change, the BIA may need to be conducted again. Three steps are typically involved in accomplishing the BIA:

- Determine business processes and recovery criticality
- Identify resource requirements
- Identify recovery priorities for system resources

### **3. Identify Preventive Controls**

Preventive controls are measures that reduce the effects of system disruptions, increase system availability, and reduce contingency life cycle costs. NIST SP 800-34 states, "In some cases, the outage impacts identified in the BIA may be mitigated or eliminated through preventive measures that deter, detect, and/or reduce impacts to the system. Where feasible and cost-effective, preventive methods are preferable to actions that may be necessary to recover the system after a disruption." Preventive controls can include appropriately sized uninterruptible power supplies (UPS); gasoline or diesel-powered generators to provide long-term backup power; air-conditioning systems with adequate excess capacity to prevent failure of certain components; fire suppression systems; fire and smoke detectors; and offsite storage of backup media, non-electronic records, and system documentation.

### **4. Create contingency strategies**

Contingency strategies mitigate the risks associated with information system disruptions. These strategies cover the full range of backup, recovery, contingency planning, testing and ongoing maintenance. Alternatives to consider when developing strategies include cost, allowable outage time, security, and integration with larger, department-level contingency plans. Backup and recovery methods and strategies should address disruption impacts and allowable downtimes identified in the BIA. The type of backup and recovery approaches to consider will vary depending on the type of incident, type of system, system impact level, and the system's operations requirements. Specific recovery methods to consider may include commercial contracts with alternate site vendors, reciprocal agreements with internal or external organizations, and SLAs with equipment vendors.

When choosing a storage facility, the department must consider cost and information ready times. A mirrored site<sup>2</sup> is the most expensive choice, but it ensures virtually 100 percent availability. Cold sites<sup>3</sup> are the least expensive to maintain, although they may require substantial time to acquire and install necessary equipment. Partially equipped sites, such as warm sites<sup>4</sup>, fall in the middle of the spectrum. In many cases, mobile sites may be delivered to

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<sup>2</sup> Mirrored site: is a site that fully duplicates the primary site.

<sup>3</sup> Cold site: is a backup facility that has the necessary electrical and physical components of a computer facility, but does not have the computer equipment in place.

<sup>4</sup> Warm site: is an environmentally conditioned workspace that is partially equipped with information systems and telecommunications equipment to support relocated operations in the event of a significant disruption.

the desired location within 24 hours, but the time necessary for equipment installation and setup can increase this response time.

The department should develop an MOU or SLA for an alternate site specific to the department's needs and the partner organization's capabilities. The agreement should address at a minimum, agreement duration, cost/fee structure, disaster declaration, site priority access and use, site availability and guarantee, extension of service negotiation process, guarantee of compatibility, information system requirements, change management, security requirements, personnel support, facility services, testing, records management, service-level management, work space requirements, supplies provided, and technical requirements.

## **5. Develop information system contingency plans**

Developing an IT contingency plan is a critical step in the recovery process. The plan contains detailed roles, teams, responsibilities, technical capabilities, and procedures designed to support contingency operations. NIST SP 800-34 presents a guide for creating such a plan; however, the department should modify the format to meet its needs. The contingency plan includes supporting information, the activation and notification phase, the recovery phase, the reconstitution phase, and appendices.

The supporting information component includes an introduction and concept of operations section. The introduction section may include background information, the scope of services, and any assumptions that involved parties should understand up front. The concept of operations section provides additional details about the information systems, the three phases of the contingency plan (activation and notification, recovery, and reconstitution), and a description of the information system contingency plan roles and responsibilities.

The activation and notification phase defines initial actions the department must take once a system disruption or outage has been detected or appears to be imminent. This phase includes notifying the recovery personnel, conducting an outage assessment, and activating the plan. At the completion of the activation and notification phase, information system contingency plan (ISCP) personnel will be prepared to perform recovery measures to restore system functions.

After activating the ISCP, completing outage assessments, notifying personnel, and mobilizing the appropriate teams, the department then begins the recovery phase. The recovery phase focuses on implementing recovery strategies to restore, repair, and resume operation to systems. After completing the recovery phase, information systems should be functional and performing the mission critical tasks identified in the plan. It is also important to note the possibility that only system resources identified in the BIA as high priority will be recovered at this stage. The department should ensure that detailed procedures to restore information systems or components to a known state are conveyed in the ISCP. A checklist format is useful for documenting the sequential recovery procedures and for troubleshooting problems if the system cannot be recovered properly.

The reconstitution phase is the final phase of ISCP implementation and defines the actions taken to test and validate system capability and functionality. During this phase, the department will

complete recovery activities and resume normal system operations. If the data center is unusable for an extended period of time, the activities in this phase can be applied to a new location. This phase consist of two major activities: validating successful recovery and deactivating the plan. Validation of recovery typically includes ensuring that the information systems and supporting hardware at the permanent location are operating correctly and securely and all data files have been recovered completely and accurately. If the validation tests are successful, ISCP personnel can declare reconstitution efforts complete and all systems operating normally. At this stage, the department can start the process of deactivating the plan by returning systems to normal and finalizing all reconstitution activities.

The last component of the ISCP process is the appendices. Contingency plan appendices provide key details not contained in the main body of the plan. Common contingency plan appendices include contact information for contingency planning team personnel, vendor contact information, the BIA, detailed procedures and checklists, equipment and systems requirements, system interconnections, and vender agreements.

## **6. Test, training, and exercises**

Testing the plan is a critical element to ensure a viable contingency capability. Testing identifies plan deficiencies and helps evaluate the ability of the recovery personnel to implement the plan quickly and effectively. The department should test each IT contingency plan element to confirm the accuracy of individual recovery procedures and the overall effectiveness of the plan.

Training for personnel with contingency plan responsibilities should complement testing. Best practices are to provide training at least annually. The department should train contingency plan personnel to the extent that they are able to execute their respective recovery procedures without aid of the actual document. This is an important goal in the event that paper or electronic versions of the plan are unavailable for the first few hours resulting from the extent of the disaster.

An exercise is a simulation of an emergency designed to validate the viability of one or more aspects of an ISCP. In an exercise, personnel with roles and responsibilities in a particular ISCP meet to validate the content of a plan through discussion of their roles and their responses to emergency situations, execution of responses in a simulated operational environment, or other means of validating responses that do not involve using the actual operational environment. Exercises are scenario-driven, such as a power failure in one of the department's data centers or a fire damaging certain information systems, with additional situations often introduced during the course of an exercise.

## **7. Ensure plan maintenance**

The department must maintain the plan in a ready state that accurately reflects system requirements, procedures, departmental structure, and policies. IT systems undergo frequent changes due to shifting business needs, technology upgrades, or new internal or external policies; therefore, it is essential to review and update the plan regularly as part of the department's

change management process. The department should review the plan for accuracy and completeness at least annually or whenever significant changes occur to any element of the plan.

## Recommendations

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This engagement focused on the department's disaster recovery state. We found that the department is taking steps to improve disaster recovery efforts; however, the department does not have a documented disaster recovery plan. To assist in the development of a disaster recovery plan, we recommend the department adopt a disaster recovery framework to establish thorough plans, procedures, and technical measures that will enable systems to be recovered as quickly and effectively as possible following a service disruption.

We recommend the department initiate several planned activities and continue efforts currently underway to facilitate the disaster recovery process. The department should continue to identify and classify all of its information systems as high, medium, or low impact systems, focusing on the availability categorization for disaster recovery purposes. The department should also identify and eliminate obsolete or duplicative systems and merge systems performing similar operations to increase efficiency and reduce the cost of recovery efforts. After the department has reduced and refined the list of information systems, the department should conduct a business impact analysis with each system owner.

Once the department conducts the business impact analysis, the department will have a defined set of mission critical functions and information systems that support those functions. The department can then determine the desired recovery time for those mission essential information systems and begin to identify the resources and associated costs required to recover mission critical business functions.

It is important that the department maintain proper agreements with business partners. While the department has a proper MOU with TCC, no official agreement exists with the Betty Easley Conference Center. We recommend the department execute an agreement with the Betty Easley Conference Center with a completely defined scope of services. With proper agreements in place, the department will have a full understanding of what services the partner will provide, should a disaster occur. For an example, the agreement should specify whether business partners would provide necessary equipment and space required for the department to continue its processes. This will allow the department to be fully prepared when making a transition to the alternate facility.

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## Closing Comments

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The Office of the Inspector General would like to recognize and acknowledge the Division of Technology and Innovation for their time and assistance during the course of this review. Our review was facilitated by the cooperation and assistance extended by all personnel involved.

*To promote accountability, integrity, and efficiency in state government, the OIG completes audits and reviews of department programs, activities, and functions. Our audit was conducted under the authority of section 20.055, F.S., and in accordance with the International Standards for the Professional Practice of Internal Auditing, published by the Institute of Internal Auditors, and Principles and Standards for Offices of Inspector General, published by the Association of Inspectors General. The audit was conducted by Jeremy Anderson and supervised by Janet Snyder, CIA, CGAP, Audit Director.*

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**Appendix 1: Mission Critical Applications**

Priority 1 = First 12 hours, Priority 2 = One week, Priority 3 = 30+ days  
 Note: Some applications appear multiple times due to utilization by various divisions.

<b>Applications</b>	<b>Division</b>	<b>Mission-Essential Functions</b>	<b>Priority</b>
Activity Web-Based Activity Reporting Environment (AWARE)	Blind Services - Rehabilitation Center for the Blind and Visually Impaired	Provides specific training for the recently blind/visually impaired person in order for them to maintain employment; MIS - maintain the AWARE database and network connections for both the State Office and outlying field offices and provide helpdesk services; Maintain budget and available funding sources; Maintain contracts; Provide oversight and coordination to District offices and Community Rehabilitation Partners in order to provide counseling, assessment, medical services, training, job placement, and advocacy;	1
Activity Web-Based Activity Reporting Environment (AWARE)	Finance and Operations - Comptroller	Recurring K-20 & Client Services' Payments	1
ARAMIS	Vocational Rehabilitation - Bureau of Administrative Services	Maintains Wide Area Network - contingent upon power; Assist with Bureau Personnel Issues; Communication with Field Offices and customers; Determine Suitability of Field Offices for Operations; Maintains ARAMIS (only through 6-30-12); Determine Emergency Customer Services and Policy Exceptions; Verbal Authorization of Client Services and Payments through ARAMIS	1
ARTS BUDGET TRACKING SYSTEM	Finance and Operations - Budget Management	Preparation of Legislative Budget Request (Annually)	1
ASP Web	Finance and Operations - Student Financial Assistance	State Financial Aid Database (SSFAD); SSFAD Security; SSFAD Vouchering (Dependent on DOE Comptroller, State Banking and Finance and the US Mail); Student Evaluations-Determination of Program Eligible Students	1
BAPS	Finance and Operations - Budget Management	Review Appropriation Expenditure Levels; Review Annual and Quarterly Budget Release Plans (Quarterly); Preparation of Budget Amendments	1

Applications	Division	Mission-Essential Functions	Priority
BEC Application Server Cluster	Public Schools	State appropriations assigned to Bureau: Provide continuous development of applications/ documents, monitoring, review of deliverables, and reporting; School Advisory Council: Provide technical assistance; review compliance reports; Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners (Applicant Info only, no Web image viewing)	1
BEC DEKMPUDB Database	Public Schools	State appropriations assigned to Bureau: Provide continuous development of applications/ documents, monitoring, review of deliverables, and reporting School Advisory Council; review compliance reports; Blue Ribbon Schools; School Advisory Council: Provide technical assistance; review compliance reports; Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners	1
BEC FileNet Imaging Servers	Public Schools	Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners	1
BEC Partnership Access & Services System (BEC-PASS)	Public Schools	State appropriations assigned to Bureau: Provide continuous development of applications/documents, monitoring, review of deliverables, and reporting School Advisory Council: Provide technical assistance; review compliance reports; Blue Ribbon Schools; School Advisory Council; review compliance reports; Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners	1

Applications	Division	Mission-Essential Functions	Priority
BEC Storage Area Network	Public Schools	Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners	1
BEC Telephony Application Workstations	Public Schools	Certification Information for School District Partners (Applicant Info only, no Web image viewing)	1
Cables	Technology and Innovations - Education Data Center	COOP Support - Alternate Relocation Site (ARS)	1
Cash Advance And Reporting Of Disbursements System (CARDS)	Finance and Operations - Comptroller	Recurring K-20 & Client Services' Payments	1
Cell phone	Finance and Operations - Personnel Management	Staffing; Benefits, Insurance & Retirement (Including Workers' Compensation); Classification; Personnel File Management; Respond to Public Record Requests; Provide Administrative Support; Coordinate Personnel's Corr-Track Responses	1
Comptroller's database	Finance and Operations - School Business Services	FEFP Funds Distribution	1
Computer	Vocational Rehabilitation - Bureau of Administrative Services	Assists with Facilities Assessment; Assists with Management Information Systems; Assists with Bureau Personnel Issues ; Assists with Invoice Processing; Assists with Purchasing; Determines Suitability of Facilities for Operations - helps ensure compliance with OSHA and ADA regulations; Approve Field Services Purchases; Assist with Bureau Personnel Issues; Leadership for the Division; Communication with Field Offices; Communication with Injured Worker District Offices Related to the Impact, Status, and Needs; Maintains communications and provides technical assistance on an as-needed basis	1

Applications	Division	Mission-Essential Functions	Priority
Computer	Blind Services - State Office/Headquarters	Overall administration of Division; Personnel; Communications - assist the Director and Senior Management with internal and external communications	1
Computer	Technology and Innovations - Education Data Center	COOP Support - Alternate Relocation Site (ARS)	1
Computer	Office of the Commissioner - Chief of Staff	Chief Information Officer	1
Computer	Public Schools - K-12 Student Achievement & School Improvement - Bureau of Federal Educational Programs	Choice with Transportation and Supplemental Educational Services - Ensures that students in schools in need of improvement, corrective action, or restructuring are provided the opportunity to transfer to a higher performing school or are provided supplemental educational opportunities to increase their academic achievement. Approves supplemental educational services providers for the state and ensures that parents are notified in a timely manner of the availability of such services and the opportunity to transfer.	1
Computer	Technology and Innovation	Web site communications - employees, school districts and general public; School support - financial funding; Teacher Certification system support; Bright Futures eligibility; Database maintenance and support (support for all systems with relational database); Support the State Student Financial Aid Database System (OSFA); Support the Federal Family Education Loan Program System (OSFA); Receive and redistribute national and/or state news/weather (Media Services); Coordinate State Public Broadcasting Service (Media Services); Technology Purchases; Coordination of all information technology support functions; Desktop Support; Helpdesk	1
Computer	Finance and Operations	Calculation of adjustments to the class size operating categorical resulting from noncompliance with class size maximums; Claims Processing	1

Applications	Division	Mission-Essential Functions	Priority
Computer and IP/Mainframe Printer	Finance and Operations - Budget Management	Reports for DOE Management, Budget Technical Assistance to DOE Staff; Provide budget authorization for purchases and personnel actions; Review Appropriation Expenditure Levels; Review Annual and Quarterly Budget Release Plans (Quarterly); Preparation of Legislative Budget Request (Annually); Preparation and Management of Agency Operating Budget; Administer Personnel Activity Reporting System; Preparation of Budget Amendments; Maintain Salary Rate and Dollar Projections for all Divisions; Maintain Appropriation Tracking System (Quarterly); etc.	1
COOP Emergency Technology Kit	Technology and Innovations - Education Data Center	COOP Support - Alternate Relocation Site (ARS)	1
COOP Planning and Procedures manual	Technology and Innovations - (Chief Information Officer)	Coordination of all information technology support functions	1
CTI Server	Public Schools - K-12 Student Achievement & School Improvement - Bureau of School Improvement	Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners	1

Applications	Division	Mission-Essential Functions	Priority
DOE Servers	Public Schools	<p>Title I, Part C - Supports high-quality and comprehensive educational and support services programs for migratory children to help reduce the educational disruptions faced by such children, and ensures that migratory children receive full and appropriate opportunities to reach proficiency on the Next Generation Sunshine State Standards;</p> <p>Title I, Part D - Supports educational programs for children and youth in neglected or delinquent institutions to ensure such children and youth reach proficiency on the Next Generation Sunshine State Standards, ensures the provision of transition services from such institutions, and supports at-risk and dropout prevention programs;</p> <p>Title X - Ensures that homeless children and youth have equal access to free, appropriate education as provided to all children, that such children and youth reach proficiency on the Next Generation Sunshine State Standards, and addresses the problems that homeless children and youth face in enrolling, attending, and succeeding in school.</p>	1
EA System housed at NWRDC	Finance and Operations - School Business Services	<p>Calculation of Florida Education Finance Program (FEFP) and Transportation Funding; Review of Annual Financial Reports; Review of Program Cost Report; District Summary Budget Submittal; Create District Summary Budget and Annual Financial Report Templates; Prepare state and federal reports;</p>	1
Education Information and Accountability Services (EIAS)	Finance and Operations - School Business Services	<p>Web-based Student Database FEFP Reporting; Web-based Hazardous Walking Conditions</p>	1
Educator Certification databases	Public Schools	<p>Handle prosecution procedures prior to taking final disciplinary action against educator certificates or applicants for certification (this includes noticing parties, issuing final orders, and collating, writing and submitting appeals); Suspend and reinstate educator certificates related to non-payment of Child Support.</p>	1

Applications	Division	Mission-Essential Functions	Priority
Educator Certification Lookup	Public Schools	School Advisory Council: Provide technical assistance; review compliance reports; Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the development of applications; Certification Information for School District Partners	1
Email	Board of Governors	Communications	1
Email	Finance and Operations - Contracts, Grants & Procurement	Communications	1
Email	Florida Colleges	Communications	1
Email	Office of the Commissioner - Chief of Staff	Communications	1
Email	Public Schools	Communications	1
fax machine	Blind Services - State Office/Headquarters	Overall administration of Division; Personnel; Communications - assist the Director and Senior Management with internal and external communications	1
FLAIR	Blind Services - State Office/Headquarters	Maintain budget and available funding sources; Maintain finance and accounting services (i.e., process invoices)	1
FLAIR	Finance and Operations	Reports for DOE Management, Budget Technical Assistance to DOE Staff; Provide budget authorization for purchases and personnel actions; Review Cash Accounts; Preparation of Legislative Budget Request (Annually); Preparation and Management of Agency Operating Budget; Administer Personnel Activity Reporting System; Maintain Appropriation Tracking System (Quarterly); Reports for DOE Management, Budget Technical Assistance to DOE Staff; Provide budget authorization for purchases and personnel actions; Preparation of Legislative Budget Request (Annually); Preparation and Management of Agency Operating Budget; Administer Personnel Activity Reporting System; Maintain Appropriation Tracking System (Quarterly); Disbursement of Monthly Appropriations to Colleges; Reports for DOE Management, Budget Technical Assistance to DOE Staff; Provide budget authorization for purchases and personnel actions etc.	1

Applications	Division	Mission-Essential Functions	Priority
FLAIR	Office of the Commissioner - Commission for Independent Education	Administrative	1
FLAIR	Vocational Rehabilitation - Bureau of Administrative Services	Authorization of Payment through FLAIR; Approve Field Services Purchases; Facilities Management; Approves Purchases; Assists with Personnel Issues; Assist with Bureau Personnel Issues	1
Grants Management System (GMS)	Career and Adult Education - Grants Administration	Maintain Integrity of Grant Administration; Approve grant deliverables to ensure continued flow of funds to districts; Differentiated Accountability- Florida's statewide system of support for high-need schools: Provide technical assistance and support for school improvement through Regional Executive Directors (REDs); School and District Improvement Plans: Provide technical assistance and management, including Web system lookup and baseline and mid-year reporting	1
Interactive Voice Response (IVR) System	Public Schools	School Advisory Council: Provide technical assistance; review compliance reports; Blue Ribbon Schools Program: Submit nominations for the State of Florida to the United States Department of Education, provide technical assistance to schools in the develop; Certification Information for School District Partners	1
Internet access	Finance and Operations - Personnel Management	Staffing; Benefits, Insurance & Retirement (Including Workers' Compensation); Classification; Personnel File Management; Respond to Public Record Requests; Provide Administrative Support; Coordinate Personnel's Corr-Track Responses; Claims Processing	1
Internet access	Technology and Innovations - Education Data Center	Receive and redistribute national and/or state news/weather (Media Services); Coordinate State Public Broadcasting Service (Media Services); Web site communications - employees, school districts and general public; School support - financial funding; Teacher Certification system support; Bright Futures eligibility; Database maintenance and support (support for all systems with relational database); Support the State Student Financial Aid Database System (OSFA); Support the Federal Family Education Loan Program System (OSFA); Coordination of all information technology support functions; Technology Purchases	1

Applications	Division	Mission-Essential Functions	Priority
Internet access	Office of the Commissioner - Chief of Staff	Chief Information Officer	1
Investigation and Case Management System (ICMS)	Public Schools - Educator Quality - Education Practices Commission	Handle prosecution procedures prior to taking final disciplinary action against educator certificates or applicants for certification (this includes noticing parties, issuing final orders, and collating, writing and submitting appeals); Maintain open and closed disciplinary action files; Suspend and reinstate educator certificates related to non-payment of Child Support.; Respond to records requests regarding action and to inquiries regarding the duties and responsibilities of the Education Practices Commission; communicate with other agencies and members of the Commission.	1
Keystone Library Automation System (KLAS)	Blind Services - Braille & Talking Book Library (Daytona)	Communicate with postal/shipping carriers to hold circulating materials in route to the library (shipping/receiving notifications); Maintain the KLAS database (Keystone Library Automation System, primary automated ordering system for library services). Notify KLAS to suspend mail delivery runs; Coordinate with sub-regional libraries to provide for customers (limited distribution; can back up for some collections).	1
Laptop	Finance and Operations - Personnel Management	Staffing; Benefits, Insurance & Retirement (Including Workers' Compensation); Classification; Personnel File Management; Respond to Public Record Requests; Provide Administrative Support; Coordinate Personnel's Corr-Track Responses	1
Laptop	Public Schools - K-12 Student Achievement & School Improvement - Bureau of Federal Educational Programs	Title I, Part A - Ensures that all children have the opportunity to obtain a high-quality education and reach proficiency on the Next Generation Sunshine State Standards through the provision of federal supplemental educational funding to low-income schools. Holds schools and school districts accountable for improving academic achievement.	1

Applications	Division	Mission-Essential Functions	Priority
Legislative Appropriations System/Planning And Budgeting Sub-System (LAS/PBS)	Finance and Operations - Budget Management	Reports for DOE Management, Budget Technical Assistance to DOE Staff; Provide budget authorization for purchases and personnel actions; Review Appropriation Expenditure Levels; Review Annual and Quarterly Budget Release Plans (Quarterly); Preparation of Legislative Budget Request (Annually); Preparation and Management of Agency Operating Budget; Preparation of Budget Amendments; Maintain Appropriation Tracking System (Quarterly); Reports for DOE Management, Budget Technical Assistance to DOE Staff; Provide budget authorization for purchases and personnel actions; Review Appropriation Expenditure Levels; Review Annual and Quarterly Budget Release Plans (Quarterly); Preparation of Legislative Budget Request (Annually); Preparation and Management of Agency Operating Budget; etc.	1
MFMP	Blind Services - State Office/Headquarters	Maintain budget and available funding sources.	1
MFMP	Vocational Rehabilitation	Facilities Management; Assists with Personnel Issues; Assist with Bureau Personnel Issues; Approve Field Services Purchases	1
NASDTEC	Public Schools - Educator Quality - Education Practices Commission	Handle prosecution procedures prior to taking final disciplinary action against educator certificates or applicants for certification; Suspend and reinstate educator certificates related to non-payment of Child Support.	1
Network equipment	Technology and Innovations - Technology and Information Services - Education Data Center	COOP Support - Alternate Relocation Site (ARS)	1
NWRDC	Finance and Operations - Student Financial Assistance	Guarantee Processing; Claims Processing	1

Applications	Division	Mission-Essential Functions	Priority
NWRDC	Vocational Rehabilitation - Bureau of Administrative Services	Maintains e-mail throughout State	1
On-Demand Payroll	Finance and Operations - Comptroller	Payroll	1
Oracle	Finance and Operations - Student Financial Assistance	State Financial Aid Database (SSFAD); SSFAD Security; SSFAD Vouchering (Dependent on DOE Comptroller, State Banking and Finance and the US Mail); Student Evaluations-Determination of Program Eligible Students	1
Payroll database	Finance and Operations - Personnel Management	Attendance & Leave (Including Payroll)	1
Printers	Technology and Innovations - Education Data Center	COOP Support - Alternate Relocation Site (ARS)	1
PRODWEB server (IP 10.10.70.65)	Public Schools	Respond to questions from legislative staff; Manage and approve K-12 Comprehensive Reading plans (April, May, June); Differentiated Accountability- Florida's statewide system of support for high-need schools: Provide technical assistance and support for school improvement through Regional Executive Directors (REDs); School and District Improvement Plans: Provide technical assistance and management, including Web system lookup and baseline and mid-year reporting; Restructuring Plans: Provide technical assistance and management; College Reach-Out Program (CROP): Provide continuous oversight, technical assistance, and operation	1

Applications	Division	Mission-Essential Functions	Priority
Randolph Sheppard Vendor Program Database (RSVP)	Blind Services - State Office/Headquarters	Provide oversight and coordination to Blind vendors and trainees. Maintain RSVP (Randolph-Shepard Vending Program).	1
Rehabilitation Information Management System (RIMS)	Finance and Operations - Comptroller	Recurring K-20 & Client Services' Payments	1
Rehabilitation Information Management System (RIMS)	Vocational Rehabilitation	Facilities Management; Assists with Personnel Issues; Budget & Purchasing; Management Information Systems; Communication with Field Offices and customers; Determine Suitability of Field Offices for Operations; Authorization of Contract Payments through RIMS; Maintains RIMS; Approve Field Services Purchases; Determine Emergency Customer Services and Policy Exceptions; Verbal Authorization of Client Services and Payments through RIMS	1
Scanner	Blind Services - State Office/Headquarters	Overall administration of Division; Personnel; Communications - assist the Director and Senior Management with internal and external communications	1
Sequel	Finance and Operations - Student Financial Assistance	State Financial Aid Database (SSFAD); SSFAD Security; SSFAD Vouchering (Dependent on DOE Comptroller, State Banking and Finance and the US Mail); Student Evaluations-Determination of Program Eligible Students	1
Shared Drive	Agency Wide	Multi- Function	1
SSFAD	Finance and Operations - Student Financial Assistance	State Financial Aid Database (SSFAD); SSFAD Security; SSFAD Vouchering (Dependent on DOE Comptroller, State Banking and Finance and the US Mail); Student Evaluations-Determination of Program Eligible Students	1

Applications	Division	Mission-Essential Functions	Priority
Telephone	Office of the Commissioner - Chief of Staff	Chief Information Officer	1
Telephone	Finance and Operations - Student Financial Assistance	Claims Processing	1
Telephone	Blind Services - State Office/Headquarters	Overall administration of Division; Personnel; Communications - assist the Director and Senior Management with internal and external communications	1
Telephone	Technology and Innovation	Technology Purchases; Web site communications - employees, school districts and general public; School support - financial funding; Teacher Certification system support; Bright Futures eligibility; Database maintenance and support (support for all systems with relational database); Support the State Student Financial Aid Database System (OSFA); Support the Federal Family Education Loan Program System (OSFA); Receive and redistribute national and/or state news/weather (Media Services); Coordinate State Public Broadcasting Service (Media Services); Coordination of all information technology support functions	1
Telephone	Vocational Rehabilitation - Bureau of Administrative Services	Assists with Facilities Assessment; Assists with Management Information Systems; Assists with Bureau Personnel Issues ; Assists with Invoice Processing; Assists with Purchasing; Maintains communications and provides technical assistance on an as-needed basis; Determines Suitability of Facilities for Operations - helps ensure compliance with OSHA and ADA regulations; Approve Field Services Purchases; Assist with Bureau Personnel Issues; Leadership for the Division; Communication with Field Offices; Communication with Injured Worker District Offices Related to the Impact, Status, and Needs.	1

Applications	Division	Mission-Essential Functions	Priority
Internet access	Public Schools – Bureau of Educator Recruitment, Development and Retention	Operation of TeachinFlorida.com. Provides communication among instructional and administrative personnel candidates, districts, and the state.	1
APPLE	Finance and Operations - Comptroller	Comptroller Systems - Accounting Interfaces; Preparation and Management of Agency Operating Budget	2
ARIBA	Finance and Operations - Student Financial Assistance	Purchasing - invoicing, purchase order	2
CIE File Server (Doe-cie01)	Office of the Commissioner - Commission for Independent Education	Administrative; Licensure of Nonpublic Postsecondary Educational Institutions; Information/Data Management and Retrieval	2
Commission Information Management System (CIMS) database	Office of the Commissioner - Commission for Independent Education	Administrative; Licensure of Nonpublic Postsecondary Educational Institutions; Information/Data Management and Retrieval	2
Comptroller Server (Doe-cmpax)	Office of the Commissioner - Commission for Independent Education	Administrative	2
DB Jobs	Finance and Operations - Comptroller	Comptroller Systems - Accounting Interfaces	2
DM-1000 Mail Machine, Computer and Fax Line	Finance and Operations - General Services	Mail Service; Processing of Department Mail, Shipping and Receiving	2
DOE File Server (Doeefs1)	Office of the Commissioner - Commission for Independent Education	Administrative	2

Applications	Division	Mission-Essential Functions	Priority
DOE Servers	Office of the Commissioner - Inspector General	Review and oversight of procurement and contracting activities during the emergency period to help ensure that appropriate processes are followed, and help reduce the opportunity for fraud, waste, and abuse.	2
Federal Family Education Loan Program (FFELP)	Finance and Operations - Student Financial Assistance	Batches Operations; watches cycle and notifies on-call personnel; Batches On-Call; Sends/Receives POP3 E-mails; Loads Yearly ISIR data; Sends/Receives Treasury Offset Program Tapes; Sends/Receives Subrogation Tapes; Sends/Receives NSLDS Tapes; PTI Server Up and Running; PTI Server Backup; Accounting - payment posting and reconciliation; Accounting - federal reporting; Mail and other deliveries	2
Fireproof cabinets	Finance and Operations - Student Financial Assistance	Claims Processing	2
Forecasting System	Finance and Operations - School Business Services	Full-Time Equivalent (FTE) Forecasting	2
G5	Finance and Operations - Comptroller	Comptroller Systems - Accounting Interfaces	2
Payroll/ Personnel Budget System	Finance and Operations - Budget Management	Administer Personnel Activity Reporting System; Maintain Salary Rate and Dollar Projections for all Divisions; Administer Personnel Activity Reporting System; Maintain Salary Rate and Dollar Projection Reports and Programs	2
SAMAS	Office of the Commissioner - Commission for Independent Education	Administrative	2
SQL Server Database (DOE-PSQL01\PROD)	Office of the Commissioner - Commission for Independent Education	Administrative; Licensure of Nonpublic Postsecondary Educational Institutions; Information/Data Management and Retrieval	2
Treasury	Finance and Operations - Comptroller	Comptroller Systems - Accounting Interfaces	2