

## DR Chapter 2 - DR Teams

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## 2.0 | Recovery Plan Teams Overview

This chapter identifies the essential teams required to activate Wells Enterprises Inc.'s disaster recovery plan at the alternate data center. Each team's duties are outlined, team members are identified with name, title, and contact information. Wells Enterprises Inc.'s Disaster Recovery Plan deals wholly with crisis situations where the corporate data center has incurred a catastrophic event causing a total outage forcing Wells Enterprises, Inc. to activate the Disaster Recovery Plan.

While there are several other teams associated with a Business Continuity Plan, the Disaster Recovery Plan is specific to the Information Technology department. The Disaster Recovery Plan details the chronological process needed to start the Tier 0 and Tier 1 environments quickly and efficiently to reduce the outage window and begin production as defined in the Service Level Agreements. Other tier processes will be started accordingly.

**The teams crucial to the Disaster Recovery Plan are:**

- Executive Management Team
- Damage Assessment / Recovery Team
- IT Crisis Management Team
- Disaster Recovery Coordinator
- Information Technology Team
- Support Team

## 2.1 | Executive Management

If an event occurs that disrupts normal computer operations, the executive management team will inspect and assess the aftermath of the event. If the event dictates an extended outage in operations, the executive management team will declare a state of disaster initiating the IT Disaster Recovery Plan.

This team is composed of Wells' executive management that is responsible for the coordination of the entire Business Continuity Plan for Wells' Enterprises.

**The following is the executive organizational chart is as it pertains to the Information Technology department.**

### Executive Management

Name	Title	Cell#	Office#
Mike Wells	CEO & President	712-540-1178	712-548-2292
Liam Killeen	EVP & COO	312-804-0009	712-500-5807
Jeremy Pinkerman	EVP & CFO	712-541-1812	712-548-5503
Erick Opsahl	SVP & GC	712-541-4670	712-548-5635
Ryan Schaap	VP IT & CIO	712-202-4453	712-500-5848
Mary Davis	Executive Admin Assistant	712-346-8210	712-346-8210

## **2.2 | Damage Assessment and Recovery Team**

If an event occurs in the corporate data center, the Damage Assessment and Recovery Team will work in conjunction with the Executive Management team when assessing and determining the results of an event at the corporate location.

### **Damage Assessment**

After an event, inspecting and detailing the extent of the damage is a mission critical task. In a total data center outage, all content of the data center must be replaced. The difficult job is considering partial damage to the data center and what components are operational and which must be replaced. This will be an extensive effort. It's imperative that each member of the Damage Assessment Team inspect, test what they are responsible for, and create comprehensive documentation detailing the status of their equipment.

There are too many 'what if' scenarios to list that can cause damage to a data center. The key is knowing what is functional and what has to be replaced. A report (damage assessment summary) that describes the status of the data center and equipment will be escalated upward to the Crisis Management group and ultimately the Executive Management group.

### **Damage Assessment Team**

This team consists of the personnel essential to evaluate the damages incurred at the corporate headquarters. The safety and well-being of employees and visitors is the main focal point of the disaster recovery plan. The structural integrity of the building and the facilities are the main focus in providing a safe workplace. If entry into the building has been prohibited, Wells' damage assessment team must wait until the 'all clear' has been declared by local, state, or federal authority before entering the building.

IT Damage Assessment members will determine the extent of the damage to the data center including structural, electrical, and HVAC systems. Computer equipment, telephony, and networking equipment will also be inspected.

When the inspections are completed, the Damage Assessment Team will meet and create a Damage Assessment Summary written report defining the extent of the damage. If the corporate headquarters is deemed unsafe and damaged beyond repair, this team will make a recommendation to the Executive Management Committee to declare an IT disaster and initiate the IT Disaster Recovery Plan.

### **Recovery Team**

The Recovery Team has the same members as the Damage Assessment Team. The Disaster Recovery Plan can be declared for various outages such as total destruction of the data center to a toxic event causing evacuation of the area while the data center is intact.

The justification is that those inspecting the building and data center after an event will be those responsible for preparing the return to the corporate data center if the Disaster Recovery Plan is activated. They have the expertise to obtain the specific services and equipment needed to return to the corporate data center.

The damage assessment summary will be instrumental in preparing the corporate data center to operate the business computers again.

The Senior Manager of Office Services and Facilities will act as the liaison addressing needs between the IT group and other business units.

#### **Damage Assessment and Recovery Team**

<b>Name</b>	<b>Title</b>	<b>Cell#</b>
Deb McCannon	SR MGR Office Services & Facilities	712-540-1162
Ryan Schaap	VP IT & CIO	712-202-4453
Mike Kooistra	Director of Technology	712-540-1142
Ron Zellers	SR MGR of Enterprise Computing	712-540-4369
Jeff Wolthuizen	MGR of Technology	712-539-2285
Mark Vos	SR Network Engineer	712-540-1189
Penny Wichers	Security	712-541-8381

## 2.3 | IT Crisis Management

### IT Crisis Management

The overall coordination of an organization's response to a crisis, in an effective, timely manner, with the goal of avoiding or minimizing damage to the organization's profitability, reputation, and ability to operate.

### IT Crisis Management Team

- Team of IT senior management for overall management of a potentially disastrous event.
  - Determining the need to initiate the Disaster Recovery plans
  - Establishing an IT command / control center
  - Activating the Disaster Recovery teams
  - Issuing 'disaster declarations' to recovery service providers, if applicable
  - Determining when to move to the next phase of the DRP plans
  - Coordinating communications between DRP teams
  - Authorizing and prioritizing team activities
  - Tracking completion of activities and reporting progress to key stakeholders
  - Approving any external communications related to the event
  - Authorizing the return to normal operations

### Crisis Management Leader

- This role must possess the right balance of technical skills, business process knowledge, leadership, and the attitudes to successfully maintain an effective Disaster Recovery Plan.
  - Receives disaster declaration from the Executive Management Team
  - Assesses the aftermath of an event
  - Provides the initial and periodic updates to the Information Technology department
  - Assembles team leaders
  - Tracks the progression of the alternate data center disaster recovery process
  - Provides timely updates to whom this position reports
  - Assess overall performance of the teams during the recovery process

### Crisis Management Team

Name	Title	Cell#	Home#
Ryan Schaap - Crisis Mgmt Leader	VP IT & CIO	712-202-4453	712-943-1213
Mike Kooistra	Director of Technology	712-540-1142	
Scott Grosenheider	Applications Director	712-540-5412	
Jasen Heaton	Applications Director	712-301-8995	
Ron Zellers	SR MGR of Enterprise Computing	712-540-4369	
Kevin Wadle	SR MGR IT Applications	712-305-1632	712-546-8331



## 2.4 | Disaster Recovery Coordinator

The IT Disaster Recovery Coordinator directs IT disaster response/crisis management activities in compliance with the IT disaster recovery plan and helps provide and coordinate disaster preparedness training with respect to the organization's information technologies, helping ensure business continuity.

- Disaster Recovery Coordinator Duties and Responsibilities
  - Work with Business Continuity management to ensure that the disaster recovery (crisis management) and business continuity plans drive disaster recovery strategy and procedures.
  - Establish and maintain the overall plans for executing all DR procedures and understand their interdependencies.
  - Work with the IT technical staff to ensure that disaster recovery solutions are adequate, in place, maintained, and tested as part of the regular operational life cycle.
  - Develop and understand all testing necessary for a successful DR execution.
  - Schedule and lead all DR exercises.
  - Provide ongoing feedback for risk management, mitigation, and prevention.
  - Regularly report Disaster Recovery activities to upper management.

### Disaster Recovery Coordinator

Name	Title	Cell#
Ryan Schaap	VP IT & CIO	712-202-4453
Mike Kooistra	Director of Technology	712-540-1142
Ron Zellers	SR MGR of Enterprise Computing	712-540-4369

## 2.5 | Information Technology Team

- Group of IT specialists that may be activated by the Crisis Management Team to restore the technology infrastructure, computer systems, and data
  - Use the Disaster Recovery outline as a roadmap to efficiently and accurately prepare the Tier 0 and Tier 1 tasks to assume the role as Wells Enterprises, Inc.'s production environment
  - Record all changes and enhancements to the existing Disaster Recovery Plan
  - Configure data replication and data saving to the existing storage devices
  - When Tier 0 & 1 are operational, start the Tier 2 machines, databases, applications, and applicable appliances.
  - Tier 3 is the last set of servers to start when all other prior tiers are functional.

### Information Technology Director

- The IT Technology Director will focus on the critical functions from the impact of the disaster. The IT Technology Director needs to have a solid understanding of both the Information Technology and Support teams.
  - Follows Disaster Recovery manual Chapter 4 to track the progress of the recovery
  - Provide timely updates to the Crisis Management Leader on the progress of the IT Team
  - Is familiar with the entire IT structure; environment, processes, and an operational understanding
  - Run interference on unforeseen alternate site issues and anything else that comes up
  - Coordinate schedules, accommodations, and food during the alternate data center start-up
  - Directs and tracks the steps when moving from the alternate data center to the corporate data center

## Information Technology Team

Name	Title	Cell#	Home#
Mike Kooistra	Director of Technology	712-540-1142	
Mike Murad	Security Engineer	712-541-9788	
Ron Zellers	SR MGR of Enterprise Computing	712-540-4369	
Dan Waldschmitt	SR Database Administrator	712-540-5583	712-548-4678
Stacy Dempster	Database Analyst	712-539-1427	712-938-2512
Scott Linden	SR System Engineer	712-540-5674	
Doug Tinklenberg	System Engineer	712-441-5228	
Nick Cook	System Engineer	712-635-0614	
Jason Verros	System Engineer	712-898-0932	712-943-3631
Jeff Crawford	SR MGR IT Security & Apps Admin	712-540-4756	712-546-7196
Blake Mullins	SR System Administrator	712-203-1042	402-404-2878
Brian Held	System Administrator	712-251-7125	
Dustin Riedemann	Associate System Administrator	712-540-1732	
Aileen Meyer	Service Desk MGR	712-389-2661	712-943-5693
Teresa Held	Lead Service Desk Technician	712-540-5676	
Sandra Eickholt	SR Service Desk Technician	712-291-9738	
Jeff Wolthuizen	MGR of Technology	712-539-2285	
Mark Vos	SR Network Engineer	712-540-1189	
John Johnson	Network Engineer	712-540-1589	
Leo Brennen	SR Network Administrator	712-539-2939	712-546-1697
Randy Schiltz	Network Engineer	712-540-5682	712-786-3285
Greg Haverdink	SR Audio Visual Engineer	712-737-4712	
Todd Nilson	Security Analyst	712-301-1370	

Name	Title	Cell#	Home#
Jeff Priestley	Associate System Engineer	712-253-2580	

## 2.6 | Support Team

- A group that may be activated by the Crisis Management Team to help manage the various activities necessitated by the incident or disaster.
  - After Tier 0 and Tier 1 tasks have been completed, the various support teams thoroughly test the applications.
  - When the Support Teams validates that the applications are functioning correctly, they release it back to the Critical Management Team

**Applications Team - Jasen Heaton**

<b>Name</b>	<b>Title</b>	<b>Cell#</b>	<b>Home#</b>
Holli Pogeler	SR Software Architect	712-229-8818	
Diane Riediger	Finance Manager	712-944-5366	
Erica Doyle	System Analyst	712-539-8344	
Kerri Riedemann	HR Manager	712-540-2310	
Amber Faust	System Analyst	712-539-1037	
Sandy Pauley	IT Data Services Manager	712-546-1640	
John Barbagallo	SR System Analyst	712-898-5064	712-266-3189
Xianmin XU	Computer Programmer	605-670-8716	
Adilyn Regenritter	Programmer Analyst	503-949-5824	
David Vander Leest	Software Architect	712-943-3051	
Scott Taylor	SR System Analyst	712-254-4000 x7038	
Jasen Heaton	Applications Director	712-301-8995	

**Applications Team - Scott Grosenheider**

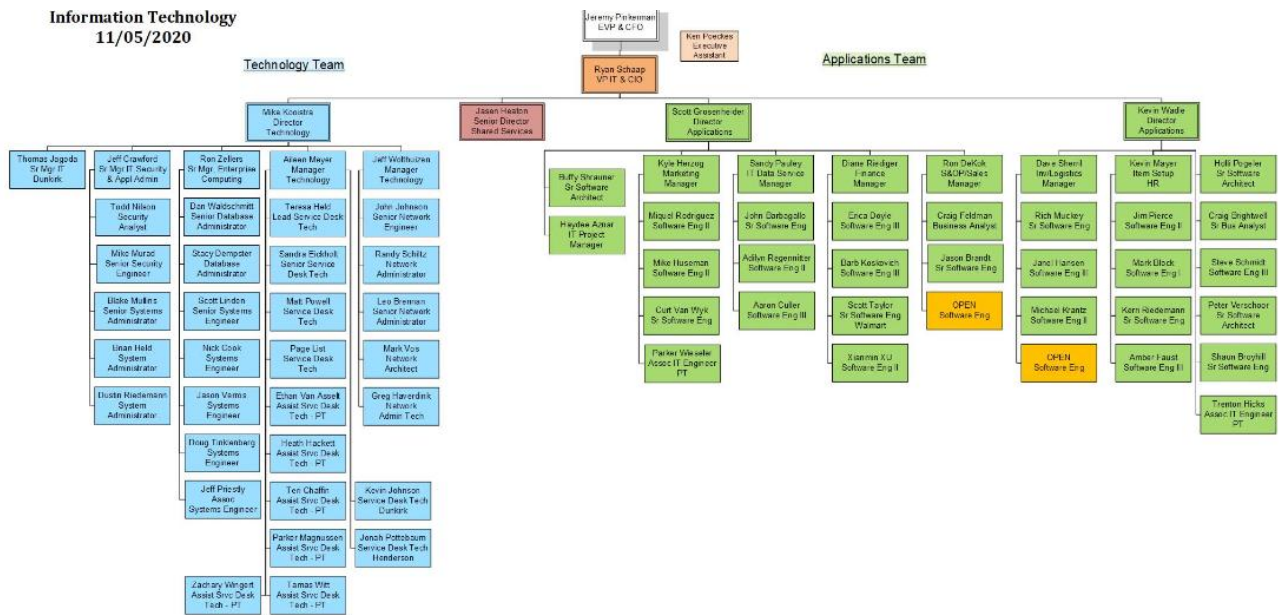
<b>Name</b>	<b>Title</b>	<b>Cell#</b>	<b>Home#</b>
Scott Grosenheider	Applications Director	712-540-5412	
Buffy Shrauner	Software Architect	712-277-0562	
Kevin Mayer	Master Data Manager	712-540-2240	712-548-4010
Jim Pierce	Programmer Analyst	712-540-2240	712-221-9514
Chad Winter	Senior Systems Analyst	515-778-0446	
Ron De Kok	S&OP Sales Manager	712-540-7043	712-546-4532
Craig Feldman	Business Analyst	712-540-4742	
Jason Brandt	Senior Systems Analyst	712-541-9445	
Barbara Koskovich	System Analyst	712-253-4128	402-494-3421
Miquel Rodriguez	Computer Programmer	712-291-5822	
Kyle Herzog	Marketing Manager	712-546-6116	712-541-2295
Steve Schmidt	System Analyst	712-540-4573	

<b>Name</b>	<b>Title</b>	<b>Cell#</b>	<b>Home#</b>
Mike Huseman	Computer Programmer	712-749-0170	
Curt Van Wyk	System Analyst	605-759-1569	

#### **Applications Team - Kevin Wadle**

<b>Name</b>	<b>Title</b>	<b>Cell#</b>	<b>Home#</b>
Kevin Wadle	Senior IT Applications Manager	712-305-1632	712-546-8331
Peter Verschoor	Senior Software Architect	712-540-8455	
Michael Coats	Programmer Analyst	712-661-9844	
Dave Sherrill	Logistics/CS Manager	712-898-4033	
Craig Brightwell	Business Analyst	515-556-4810	
Janel Hansen	Systems Analyst	605-660-3161	
Aaron Culler	Systems Analyst	712-541-9024	

## 2.7 | IT Organization Chart





## 2.8 | Vendor List

The following list contains the vendors whose hardware, software, and support are currently utilized by Wells' Enterprises, Inc.

### Vendor List

Title	Support Number
Brocade	800-752-8061
CDW	800-383-4239
Cisco	800-553-6387
IBM	800-426-7378
Kemp	844-556-4398
Long Lines (After Hours)	712-271-4662
Long Lines Main Switchboard	712-271-4000
Microsoft	800-642-7676
Oracle	800-392-2999
Pure Storage	402-415-8304
Red Hat	888-733-4281
Rimini Street (Oracle Support - John Hutsell)	248-880-7356
VMWare (Cust # - 115119240)	877-486-9273
Woodbury County (Rebecca Socknat)	712-222-4421 (office) 712-560-5944 (cell)
Woodbury County Emergency Center Office	712-222-4421
WWT	402-686-9817

## 2.9 | Long Lines / Woodbury County

# Emergency Department Contact Information

Ron Zellers and/or Jeff Wolthuizen are authorized to contact Long Lines / Woodbury County Emergency Department to inform them that an event has occurred at Wells forcing us to operate the business from the alternate data center for an undetermined time period.

- Refer to the [Alternate Data Center](#) to see a complete list of Long Lines / Woodbury County contact information.

## 2.A | WEI Access to Woodbury County Emergency Services

The following list shows Wells Enterprises' employees who have approved access to the alternate data center. Or, in special circumstances, the approved requestor (on the list below) can provide a name of a Wells' employee that needs access. In either case, employees must always show their badge to a Long Lines representative to get into the Datacenter at the Security Institute.

### Authorized WEI Employees at WITCC

Title	Position
Ryan Schaap	IT VP & CIO
Mike Kooistra	Technology Director
Ron Zellers	Senior Manager Enterprise Computing
Jeff Wolthuizen	Technical Services Manager
Mark Vos	Senior Network Engineer
John Johnson	Network Engineer
Leo Brennan	Senior Network Administrator
Randy Schiltz	Network Engineer
Scott Linden	Senior System Engineer
Nick Cook	System Engineer
Jason Verros	System Engineer
Greg Haverdink	Senior Audio Video Engineer
Aileen Meyer	Service Desk Manager
Teresa Held	Lead Service Desk Technician
Sandy Eickholt	Senior Service Desk Engineer
Matt Powell	Service Desk Technician
Paige List	Service Desk Technician
Jeffrey Priestley	Associate System Engineer

## 2.B | IT Calling Tree

The IT group will use a hierarchy calling tree to contact IT team members.

During a declared disaster, the CIO, directors, and managers are responsible for contacting their direct reports.

The following charts show the calling tree responsibilities.

## Ryan Schaap - VP IT & CIO

Name	Title	Contact Number
Mike Kooistra	Technology Director	712-540-1142
Jasen Heaton	Applications Director	712-301-8995
Scott Grosenheider	Applications Director	712-540-5412
Kevin Wadle	SR IT Application Manager	712-305-1632

## Mike Kooistra - Technology Director

Name	Title	Contact Number
Jeff Crawford	SR MGR IT Security & Apps Admin	712-540-4756
Ron Zellers	SR MGR Enterprise Computing	712-540-4369
Jeff Wolthuizen	Technology Manager	712-539-2285
Aileen Meyer	Service Desk Manager	712-389-2661

## Jeff Crawford - SR MGR IT Security & App Admin

Name	Title	Contact Number
Todd Nilson	IT Security Analyst	712-301-1370
Mike Murad	IT Security Engineer	712-541-9788
Blake Mullins	SR Systems Administrator	712-203-1042
Brian Held	Systems Administrator	712-251-7125
Dustin Riedemann	Associate Systems Administrator	712-540-1732

## Ron Zellers - SR MGR Enterprise Computing

Name	Title	Contact Number
Dan Waldschmitt	SR Database Analyst	712-548-4678
Stacy Dempster	Database Analyst	712-539-1427
Scott Linden	SR Systems Engineer	712-540-5674
Doug Tinklenberg	Systems Engineer	712-540-0934
Nick Cook	Systems Engineer	712-635-0614
Jason Verros	Systems Engineer	712-898-0932

## Jeff Wolthuizen - Technology Manager

Name	Title	Contact Number
Mark Vos	SR Network Engineer	712-540-1189
John Johnson	Network Engineer	712-540-1589
Leo Brennan	SR Network Engineer	712-539-2939
Randy Schiltz	Network Engineer	712-540-5682
Greg Haverdink	SR Audio Video Engineer	712-737-4712

#### Jasen Heaton - Applications Director

Name	Title	Contact Number
Holli Pogeler	SR Software Architect	712-301-8818
Diane Riediger	Finance Manager	712-944-5366
Kerri Riedemann	HR Manager	712-540-2310
Sandy Pauley	IT Data Services Manager	712-546-1640

#### Scott Grosenheider - Applications

Name	Title	Contact Number
Buffy Schrauner	Software Architect	712-277-0562
Kevin Mayer	Master Data Manager	712-548-4010
Ron De Kok	S&OP/Sales Manager	712-546-4532
Kyle Herzog	Marketing Manager	712-546-6116

#### Kyle Herzog - Marketing Manager

Name	Title	Contact Number
Steve Schmidt	Systems Analyst	712-540-4573
Mike Huseman	Programmer	712-749-0170
Curt Van Wyk	Systems Analyst	605-759-1569

#### Diane Riediger - Finance Manager

Name	Title	Contact Number
Erica Doyle	Systems Analyst	712-539-8344

#### Kerri Riedemann - HR Manager

Name	Title	Contact Number
Amber Faust	Systems Analyst	712-539-1037

#### Sandy Pauley - IT Data Services Manager

Name	Title	Contact Number
John Barbagallo	SR Systems Analyst	712-202-1362
Xianmin XU	Computer Programmer	605-670-8716
Adilyn Regennitter	Computer Programmer	503-949-5824
David Vander Leest	Software Architect	712-943-3051
Scott Taylor	SR Systems Analyst	712-546-4000 x7138

#### **Kevin Wadle - SR Manager IT Applications**

Name	Title	Contact Number
Peter Verschoor	Software Architect	712-277-0562
Dave Sherrill	Logistics Manager	712-898-4033

#### **Dave Sherrill - Logisitics/CS Manager**

Name	Title	Contact Number
Craig Brightwell	Systems Analyst	515-556-4810
Janel Hansen	Systems Analyst	605-660-3161
Aaron Culler	Systems Analyst	712-541-9024

#### **Kevin Mayer - Master Data Manager**

Name	Title	Contact Number
Jim Pierce	Programmer Analyst	712-221-9514
Chad Winter	SR Systems Analyst	515-778-0446

#### **Ron DeKok - S&OP / Sales Manager**

Name	Title	Contact Number
Craig Feldman	Business Analyst	712-540-4742
Jason Brandt	Systems Analyst	712-541-9445
Barb Koskovich	Systems Analyst	712-253-4128
Miquel Rodriquez	Computer Programmer	712-291-5822