



# Inmate Telephone System (ITS)

## Disaster Recovery Plan

October 13, 2005

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## **1.0 Executive Summary**

### **1.1 Plan Purpose**

This draft Inmate/Ward Telephone System (ITS) Disaster Recovery Plan addresses the emergency recovery of services in the event a natural or man-made disaster causes damage or service disruption to the ITS.

### **1.2 Plan Scope**

This draft plan sets forth MCI's approach to restoring service in the event a natural or man-made disaster disrupts network service, or service to an ITS site. MCI will provide the PA DOC with a Disaster Recovery Plan for each ITS site on or before the date of acceptance at each installation. Service-affecting disasters comprise two general categories, which are defined as follows:

- **Natural disasters**—disasters that disrupt communications and are caused by earthquakes, flood, hurricane, tornado, or inclement weather. In such instances, the Federal Emergency Management Association (FEMA) also will become involved and restoration procedures will be enacted.
- **Man-made.** Disasters that disrupt communications and are caused by human error or the intentional destruction of a communications path. Included are intentional acts of sabotage, arson, civil disturbance, bombing, or vandalism.

### **1.2 Plan Outline**

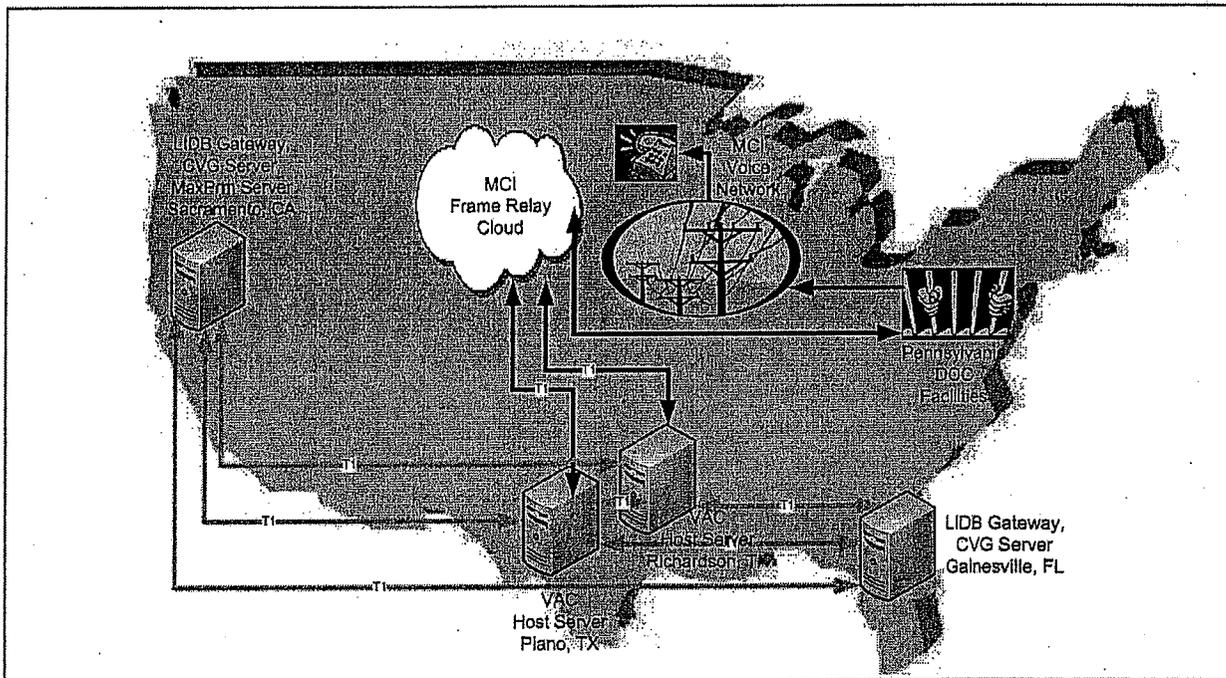
This plan is divided into the following five sections:

- **Section 2.0, Network Disaster Recovery.** This section identifies the network elements of the ITS service, and the disaster avoidance and recovery procedures that are in place to protect those elements from failure or restore service in the event of an outage.
- **Section 3.0, Site Disaster Recovery for On Site Call Processing Equipment at PA DOC Institutions.** This section identifies the site-specific elements of the ITS service, and the disaster avoidance and recovery procedures that are in place to protect those elements from failure or restore service in the event of an outage.
- **Section 4.0, Site Disaster Recovery for Off Site Call Processing Equipment at PA DOC Facilities.** This section identifies the site-specific elements of the ITS service, and the disaster avoidance and recovery procedures that are in place to protect those elements from failure or restore service in the event of an outage.
- **Section 5.0, Disaster Recovery Testing.** This section describes the disaster recovery tests that will be used to train MCI and Commonwealth employees. The tests will simulate disaster those elements from failure or restore service in the event of an outage.
- **Section 6.0, Deliverables.** This section describes the program deliverables that will be delivered under this contract.

## 2.0 Network Disaster Recovery

### 2.1 Approach

MCI has a robust, redundant network system and an effective disaster recovery protocol in place. It combines the technical standards of the industry with an exceptional engineering design that will enable the company to proactively monitor the Commonwealth's ITS for both service level 1 and service level 2 around the clock and to initiate corrective actions in the event of disaster.



MCI safeguards its network and its customers' services by protecting its facilities, distributing its expertise and equipment, and using event-recognition technology. In regards to the MCI ITS network as depicted in Figure 1, MCI utilizes its state of the art network monitoring tools and built in network redundancy to proactively manage and monitor Inmate/Ward calling. MCI robust network is designed to re-route calls utilizing optional network paths when necessary. This re-routing of traffic allows for calls to take place when there are specific network related events.

In the U.S., MCI operates on an all-fiber, high-capacity, nationwide network with enough fibers to stretch from San Francisco to Washington, D.C. 16 times. The driving force behind the improvement of the network is the Synchronous Optical Network (SONET). More than 97 percent of MCI's traffic travels over SONET-compliant facilities which allows for instant network redundancy.

### 2.2 Protected Facilities

The network is actively protected through regular ground and aerial surveillance to identify construction and environmental threats. All accessible ground routes are patrolled, and equipment within all regenerator huts is checked regularly. MCI technicians monitor and direct all construction activity occurring near company facilities.

The company also employs passive protection programs nationwide, such as the "on-call" system. This approach encourages farmers, municipal employees, contractors, and others who plan to excavate near MCI routes to call a single number to request assistance and supervision. Signs and markers placed along routes provide the cable-locate service number and a warning of excavation danger.

### ***2.3 MCI Back-Office Systems***

MCI back-office systems are designed to recognize an outage and to send all traffic to the systems that are on line. When the offline systems return to service, all other systems will detect their presence and adjust traffic flow accordingly. MCI's systems provide for load balancing and speed. All MCI back office systems are monitored in both Gainesville and Sacramento by highly trained staff using state-of-the-art hardware and software. When an outage occurs, MCI's visual alarms and other notifications alert staff to the issue so that it can be addressed as quickly as possible if it is not resolved automatically.

### ***2.4 Distributed Expertise and Equipment***

MCI engineers, technicians, and special equipment are strategically located across the network to reinforce the company's ability to quickly identify and correct network outages. Trained technicians, on call 24 hours a day, are never far from the most remote network location. Spare cable, sophisticated testing and splicing equipment, and fully equipped mobile regenerator units are available to accelerate isolation, repair, and restoration activities.

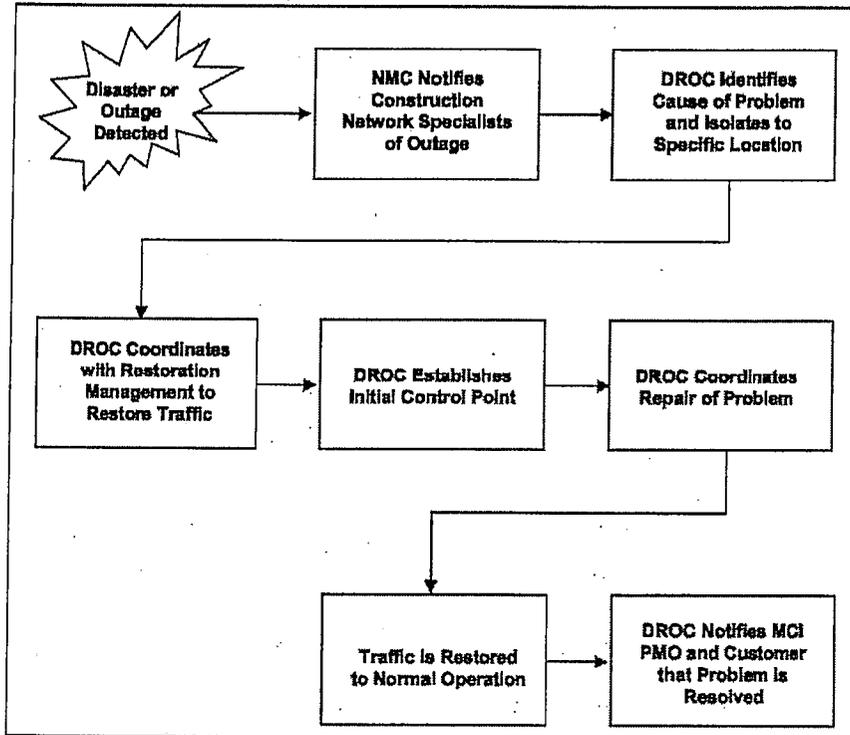
### ***2.5 Event Recognition***

MCI's multilevel alarm system encompasses network components, including fiber-optic terminals, microwave stations, power supplies, and environmental systems. This system includes status alarms to identify potential problems such as an open door at a regenerator hut, and system alarms to identify system-level performance problems, such as a deteriorating card in the redundant transmission system. Over 800,000 individual status and system alarms are monitored in real time from MCI's Network Management Centers (NMCs) located in Cary, NC, and Tulsa, OK. When an alarm is triggered, the company's intelligent alarm-filtering system sorts alarms to identify the actual problem.

MCI uses real-time restoration (RTR) to minimize the effects of a large fiber cut. The RTR application is designed to speed restoration of intra-digital cross-connect links into real time. RTR allows rerouting of network traffic~network reconfiguration~in seconds. In the case of a fiber cut or similar occurrence, preplans~scripts~can be uploaded from MCI's NMCs to the RTR application platform. Preplans consist of a string of digital cross-connect commands that automatically reroute traffic to pre-designated alternate paths.

## 2.6 Recovery Activities

In the event of a catastrophic network outage, MCI's NMC will notify the construction network specialists group, which, in turn, will contact the local network operations group. Together, these groups will form, within one hour of notification, a Disaster Recovery Operations Center (DROC). The DROC will provide a centralized communications structure between the construction network specialists group and the local network operations group. Figure 2 depicts the sequence of events in MCI's disaster recovery process.



MCI will work with facility and Commonwealth managers to ensure continued service or the restoration of service as quickly as possible in light of the disaster conditions.

## 3.0 Site Disaster Recovery for On-Premise Call Control Equipment (System 100) at all PA DOC Institutions

### 3.1 Approach

MCI's restoration capabilities and timely recovery at an ITS site will depend on the location, type of equipment, kind of emergency, travel time, and the amount of advance work accomplished on site. The Team recognizes that effective handling of a disaster requires preparation, an ability to quickly collect reliable information, the ability to make effective and timely assessments and decisions, and the capability to execute those decisions by applying the appropriate resources to recovery.

### 3.2 Diagnostics

Each PA DOC facility, the MCI Service Center, MCI Project Team office and the VACI Network Operations Center (NOC), in Plano, TX, will be connected to MCI's wide area network (WAN). The WAN will allow complete remote visibility into the ITS at each facility

This visibility will enhance the trouble resolution process because the MCI Project Team will not have to rely on PA DOC personnel to identify service-impacting events.

The System 100 platform at each ITS will automatically perform self-diagnostic checks every 2 minutes. During this check, the platform will search for non-compliant events, including possible T-1 board failures and loss of site connectivity to the MCI network. If a failure is detected by the system, an alarm will be generated and a ticket will be simultaneously forwarded to MCI's Customer Service Center and to VACI's NOC. Upon receipt, technical personnel will analyze the ticket to determine the nature and severity of the failure and the appropriate corrective actions.

**System Recovery.** Typically, remote diagnostics will resolve the problem; on-site assistance will be provided from MCI, if necessary, to determine whether a component or entire system replacement is required to restore service. If an on-site technician is required to restore service, MCI will dispatch a technician. Once on site, the technician will perform diagnostics on the system to determine the extent of the damage. The technician will then work to restore service to the facility using either a spare part kit or a system replacement kit.

MCI has a very robust system with several layers of redundancy built into its system. MCI has vast experience with redundancy and disaster recovery planning. MCI has a very effective disaster recovery protocol in place. It has proven very effective for all our customers. For emergency purposes, please see Attachment 2 for the table that indicates the proper escalation chain.

**Data Recovery.** A central database, located at the VACI NOC (Network Operations Center), will maintain a duplicate copy of critical information from each facility, including call detail records (CDRs) and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure the most up to date information is stored at the central database and reloaded to the facility in the event of a disaster.

By maintaining a redundant off-site copy of critical information, the Commonwealth will be protected from losing mission critical data. Once the system is repaired or a spare system is installed at the facility and connectivity to the WAN has been established, communications to the central database will resume and the archived database will be populated onto the new or repaired ITS system.

## Equipment Call Processing Diagram

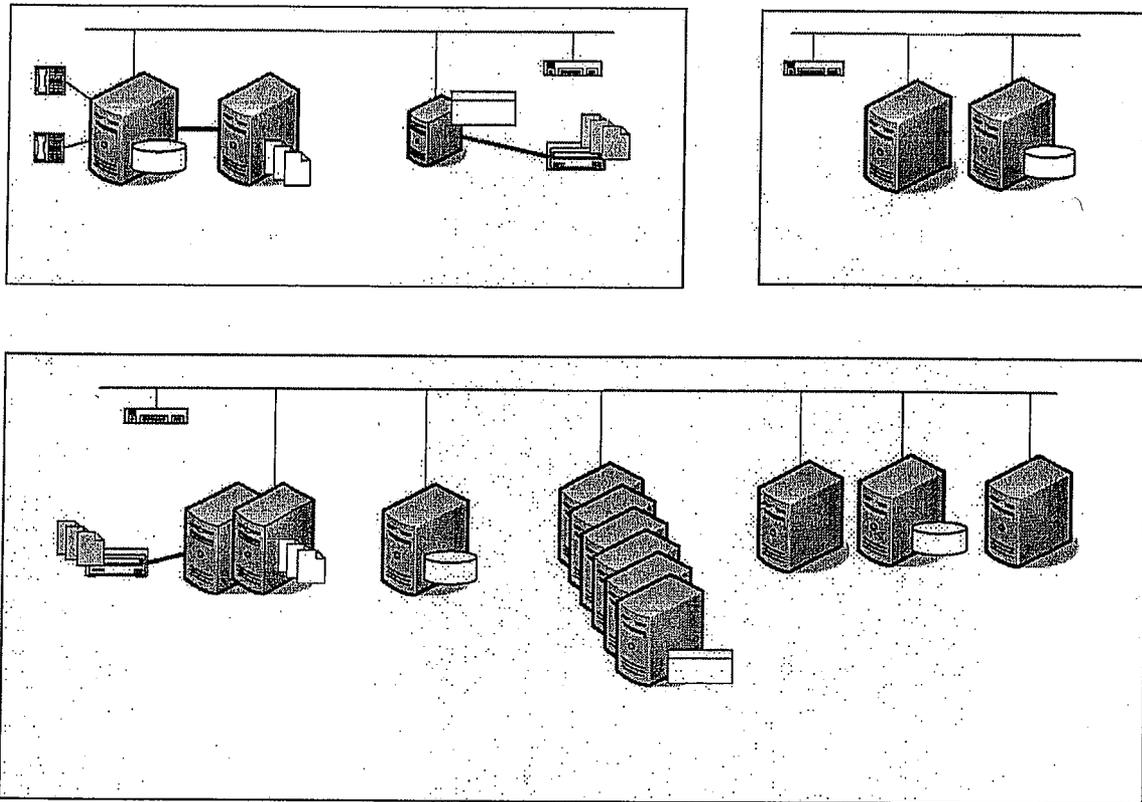


Figure 3

### Redundant Call Data Storage:

*Call detail records:* As depicted in Figure 3, Call detail records are stored on the following locations:

- 1) On site at each institution on the ITS system
- 2) On site at each institution on the MCI temporary storage device.
- 3) At the VACINOC in Plano, TX.
- 4) Backed up weekly on redundant storage devices at the VACINOC in Birmingham, AL.
- 5) At the MCI Data Warehouse in Rancho Cordova, CA.
- 6) Backed up weekly on redundant storage devices at MCI in Gainesville, FL. *Call*

*Recordings:* As depicted on Figure 3, Call recordings are stored on the following locations:

- 1) On site at each institution on the ITS system.
- 2) On site at each institution on the MCI temporary storage device
- 3) At the MCI Data Warehouse in Rancho Cordova, CA.
- 4) Backed up weekly on redundant storage devices at MCI in Gainesville, FL

### 3.3 Spare Parts

To ensure the highest level of service during disasters, MCI places technicians throughout the Commonwealth. These technicians carry enough equipment on their service vehicles to completely replace a facility's full ITS suite. Furthermore, both MCI and VACI warehouse additional ITS equipment and can have equipment on site and restored with backup data the day after the disaster if the site is accessible. If the site is not accessible, the equipment will be stored at the closest staging area, with certified technicians available to make all necessary repairs, replacements, or relocation of equipment to maintain total operation of the ITS.

MCI typically can resolve the problem through remote diagnostics; on-site assistance will be provided from VACI to determine whether a component or entire system replacement is required to restore service.

Each of MCI's 5 technicians will be provided with spare parts kits that include critical component parts. The system will have the ability to provide call processing and call recording to an impacted facility. MCI will be able to deliver the spare system and install it at the affected facility within 24 hours.

### 3.4 Redundant Systems

MCI's approach to disaster recovery of services extends to the VACI NOC. There are several critical functions integral to VACI's System 100 system that provide ready-made solutions to potential disaster situations. The effectiveness of these functions is reflected in the System 100 system reliability rate, which exceeds 99.9 percent. These functions are described in the following subparagraphs.

- **Back-up Power.** Twin uninterruptible power supply (UPS) units will provide back-up power to all NOC systems. If a power failure outlasts the life of the UPS units, an emergency generator will supply power to the NOC to maintain critical network equipment.
- **Redundant Power Supply.** If the NOC becomes inoperable, all network management and control will be routed to the alternate VACI NOC in Birmingham, AL. This rerouting of control will occur immediately after notification of a problem at the NOC.
- **Triple Redundant Computer System.** This computer system will be responsible for archiving all mission-critical data from each PA DOC institution, including information on attempted and completed calls and site-specific calling parameters such as time limits. If the first computer system fails, a second system will automatically assume control. Should the second system fail, a third system will operate exactly as the first and second were intended to operate.
- **Redundant Call Record Data Storage.** Call records will be stored at each facility's call processor and at the NOC's central database. If a disaster occurs at a PA DOC facility and the call records are destroyed, a new System 100 system will be installed and repopulated with the CDRs that have been archived in the NOC's central database.

**Redundant Call Record Data Storage.**

*Call detail records: As depicted in Figure 3, Call detail records are stored on the following locations:*

- 1) *On site at each institution on the ITS system*
- 2) *On site at each institution on the MCI temporary storage device.*
- 3) *At the VACINOC in Plano, TX.*
- 4) *Backed up weekly on redundant storage devices at the VACINOC in Birmingham, Al.*
- 5) *At the MCI Data Warehouse in Rancho Cordova, CA.*
- 6) *Backed up weekly on redundant storage devices at MCI in Gainesville, Fl.*

*Call Recordings: As depicted on Figure 3, Call recordings are stored on the following locations:*

- 1) *On site at each institution on the ITS system*
  - 2) *At each institution on the MCI temp call storage devices*
  - 3) *At the MCI Data Warehouse in Rancho Cordova, CA.*
  - 2) *Backed up weekly on redundant storage devices at MCI in Gainesville, Fl*
- **Redundant Line Information Database Processing.** The System 100 platform will use two separate line information database (LIDB) providers to the NOC for validation purposes to provide redundancy in this critical area. If one LIDB encounters a problem that would affect the System 100 platform, the second will serve as a dedicated alternative.
  - **Fault-Tolerant Industrial PC.** The System 100 system uses a fault-tolerant, industrial-grade, rack-mounted computer that includes a redundant power supply and mirrored hard drives. The on-site call processors have been designed with enough intelligence to complete calls in the event of a total central system failure. If the NOC is unavailable through the WAN connection, the phones will have the capability to check their internal databases for number validation and to place the call if the number is valid.
  - **MCI's back office systems** for inmates' calls are located in Sacramento, CA, and Gainesville, FL. These systems work in concert for all the company's corrections customers with dedicated equipment for each one. The back-office systems are connected to the customer locations and with each other using high-bandwidth data circuits to offer full redundancy and security.

### **3.5 Recovery Activities**

Much of the recovery of a site's ITS operation after a disaster will be automated by virtue of the sophisticated software in the equipment that senses a problem and initiates corrective actions.

### **3.6 Data**

The central database at the VACI NOC will maintain a duplicate copy of critical information from each facility, including CDRs and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure that current information is stored at the central database and can be reloaded to the facility in the event of a disaster. Once a replacement

system is installed at the facility and connectivity to the WAN has been reestablished, communication with the central database will resume and the archived data will be populated onto the new or repaired ITS.

### **3.7 Equipment**

If a technician is required at a PA DOC institution, MCI will dispatch the assigned technician. Once on site, the MCI technician will perform a complete diagnosis of the system to determine the extent of the damage. The technician will restore service to the facility using either a spare part kit or the system replacement kit. These spare units will be used to replace the damaged units and restore phone or monitoring service to the site. MCI will monitor the quantity of spare units and, as quantities are depleted, will order new units and ship them to the appropriate technician. If requested by the PA DOC, the MCI technician will provide a portable inmate telephone for emergency use. These phone sets can be used in the event an emergency prohibits the use of the standard inmate telephone sets.

MCI's restoration capabilities and timely recovery of the ITS will be depending on equipment type and availability, location and type of emergency, travel time, and the amount of advance work accomplished on site.

In summary, here is the process of restoration of service:

- 1) Based on proactive site monitoring of PA DOC institutions highly trained MCI Service Center personnel will contact the appropriate MCI Technician to report a specific event. MCI Service Center personnel will attempt to resolve the issue remotely. If remote resolution is not accomplished, the MCI Technician will be dispatched to the institution for on-site repair.
- 2) If the site is accessible and depending on the event, the MCI Technician will go on-site to the PA DOC institution. Once on site, the MCI technician will perform a complete diagnosis of the system to determine the extent of the damage. The MCI technician will restore service to the facility using either a spare part kit or the system replacement kit. These spare units will be used to replace the damaged units and restore phone or monitoring service to the site. In addition, MCI will upload call detail and call recording information to ensure PA DOC has the most current inmate calling data. MCI will monitor the quantity of spare units and, as quantities are depleted, will order new units and ship them to the appropriate MCI Technician. If requested by the PA DOC the Team will provide a portable inmate telephone for emergency use. These phone sets can be used in the event an emergency prohibits the use of the standard inmate telephone sets.

## **4.0 Site Disaster Recovery for Off Premised Centralized Call Control Equipment (LazerNet) at all PA DOC Locations**

### **4.1 Approach**

MCI's restoration capabilities and timely recovery at an Off Premise ITS site will depend on the location, type of equipment, kind of emergency, travel time, and the amount of advance work accomplished on site. The Team recognizes that effective handling of a disaster requires preparation, an ability to quickly collect reliable information, the ability to make

effective and timely assessments and decisions, and the capability to execute those decisions by applying the appropriate resources to recovery.

### **4.3 Diagnostics**

Each PA DOC facility will process calls via VAC's ON Premise Call Control Equipment in Plano at a VACI facility. The Premise equipment is monitored by VACI personnel in addition to being monitored by MCI personnel via MCI's wide area network (WAN). The WAN will allow complete remote visibility into the Premise Based platform. This visibility will enhance the trouble resolution process because the MCI Project Team will not have to rely on PA DOC personnel to identify service-impacting events.

The platform automatically performs self-diagnostic checks every 2 minutes. During this check, the platform will search for non-compliant events, including possible T-1 board failures and loss of site connectivity to the MCI network. If a failure is detected by the system, an alarm will be generated and a ticket will be simultaneously forwarded to MCI's Customer Service Center and to VACI's NOC. Upon receipt, technical personnel will analyze the ticket to determine the nature and severity of the failure and the appropriate corrective actions.

**System Recovery.** On site VACI personnel will perform diagnostics on the system to determine the extent of the damage. VACI will then repair or replace the necessary equipment to restore service.

MCI has a very robust system with several layers of redundancy built into its system. MCI has vast experience with redundancy and disaster recovery planning. MCI has a very effective disaster recovery protocol in place. It has proven very effective for all our customers. For emergency purposes, please see Attachment 2 for the table that indicates the proper escalation chain.

**Data Recovery.** A central database, located at the VACI NOC (Network Operations Center), will maintain a duplicate copy of critical information from each facility, including call detail records (CDRs) and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure the most up to date information is stored at the central database and reloaded to the facility in the event of a disaster.

### **4.3 Spare Parts**

By maintaining a redundant off-site copy of critical information, the Commonwealth will be protected from losing mission critical data. Once the system is repaired and connectivity to the MCI WAN has been established, communications to the central database will resume and the archived database will be populated onto the new or repaired VAC system.

To ensure the highest level of service during disasters, MCI places technicians throughout a Commonwealth in which MCI provides ITS service. These technicians carry enough equipment on their service vehicles to completely replace a facility's full ITS suite. Since the majority of the Call Processing equipment for PA DOC facilities is off site, the MCI technicians will have the necessary equipment for on site repairs at the PA DOC facilities,

such as handsets and volume controls.

#### **4.4 Redundant Systems**

MCI's approach to disaster recovery of services extends to the VACI NOC. There are several critical functions integral to VACI's System 100 system that provide ready-made solutions to potential disaster situations. The effectiveness of these functions is reflected in the System 100 system reliability rate, which exceeds 99.9 percent. These functions are described in the following subparagraphs.

- **Back-up Power.** Twin uninterruptible power supply (UPS) units will provide back-up power to all NOC systems. If a power failure outlasts the life of the UPS units, an emergency generator will supply power to the NOC to maintain critical network equipment.
- **Redundant Power Supply.** If the NOC becomes inoperable, all network management and control will be routed to the alternate VACI NOC in Birmingham, AL. This rerouting of control will occur immediately after notification of a problem at the NOC.
- **Triple Redundant Computer System.** All System 100 controls are housed in a triple redundant SUN system computer at the NOC. This computer system will be responsible for archiving all mission-critical data from each PA DOC facility, including information on attempted and completed calls and site-specific calling parameters such as time limits. If the first computer system fails, a second system will automatically assume control. Should the second system fail, a third system will operate exactly as the first and second were intended to operate.
- **Redundant Call Record Data Storage.** If a disaster occurs at a PA DOC facility and the call records are destroyed, a new VAC system will be installed and re-populated with the CDRs that have been archived in the NOC's central database.

##### **Redundant Call Data Storage.**

*Call detail records: Call detail records are stored on the following locations:*

- 1) *On site at each PA DOC workstation.*
- 2) *At the VACI platform in Plano*
- 3) *Backed up weekly on redundant storage devices at the VACI NOC in Plano*
- 4) *At the VACINOC in Plano*

*Call Recordings: Call recordings are stored on the following locations:*

- 1) *At the VACI platform in Plano*
  - 2) *Backed up weekly on redundant storage devices at the VACINOC in Plano*
- **Redundant Line Information Database Processing.** The VAC/MCI platform will use two separate line information database (LIDB) providers to the NOC for validation purposes to provide redundancy in this critical area. If one LIDB encounters a problem that would affect the platform, the second will serve as a

dedicated alternative.

- **Fault-Tolerant Industrial PC.** The LazerNet system uses a fault-tolerant, industrial-grade, rack-mounted computer that includes a redundant power supply and mirrored hard drives. The on-site call processors have been designed with enough intelligence to complete calls in the event of a total central system failure. If the NOC is unavailable through the WAN connection, the phones will have the capability to check their internal databases for number validation and to place the call if the number is valid.
- **MCI's back office systems** for inmates' calls are located in Sacramento, CA, and Gainesville, FL. These systems work in concert for all the company's corrections customers with dedicated equipment for each one. The back-office systems are connected to the Platform with each other using high-bandwidth data circuits to offer full redundancy and security.

#### **4.5 Recovery Activities**

Much of the recovery of a site's ITS operation after a disaster will be automated by virtue of the sophisticated software in the equipment that senses a problem and initiates corrective actions.

#### **4.6 Data**

The central database at the VACI NOC will maintain a duplicate copy of critical information from each facility, including CDRs and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure that current information is stored at the central database and can be reloaded to the facility in the event of a disaster. Once a replacement system is installed and connectivity to the WAN has been reestablished, communication with the central database will resume and the archived data will be populated onto the new or repaired LazerNet platform.

#### **4.7 Equipment**

Since the majority of the Call Processing equipment for PA DOC facilities is off site, the MCI technicians will have the necessary equipment for on site repairs at the PA DOC facilities, such as handsets and volume controls.

MCI's restoration capabilities and timely recovery of the ITS will be depending on equipment type and availability, location and type of emergency, travel time, and the amount of advance work accomplished on site.

In summary, here is the process of restoration of service:

- 1) Based on proactive site monitoring of PA DOC facilities and the VAC platform highly trained MCI and VACI Service Center personnel will contact the appropriate MCI Technician to report a specific event. MCI/VACI Service Center personnel will resolve the issue by repairing the VAC equipment.
- 2) If the inmate/ward phones are in need of repair, MCI will dispatch an MCI technician to repair the inmate/ward phones.

## 5.0 Disaster Recovery Testing

Because of the numerous redundancy processes deployed for PA DOC facilities, call detail records and recordings are constantly being backed up and stored. As depicted in Figure 3 (Equipment / Call Processing Diagram for On-Premise Central Call Control Equipment (System 100) at all PA DOC Institutions) and Figure 4 (Equipment / Call Processing Diagram for Off-Premised Central Call Control Equipment at all PA DOC facilities these extensive redundancy process constantly tests the MCI and VACI backup servers and data warehouses.

## 6.0 Deliverables

The MCI Team will submit the following deliverables related to disaster recovery:

- **Enterprise-Wide Disaster Recovery Plan.** This appendix represents the Team's initial enterprise-wide Disaster Recovery Plan for the ITS project. The Team will update and maintain this plan as agreed during the Project Initiation Meeting with Commonwealth representatives.
- **Site Disaster Recovery Plans.** MCI will provide a Disaster Recovery Plan to each PA DOC facility at which ITS equipment is installed. These plans will be submitted on or before the date of acceptance at each installation and will address the major components of the site's VAC System 100 platform & inmate phones.