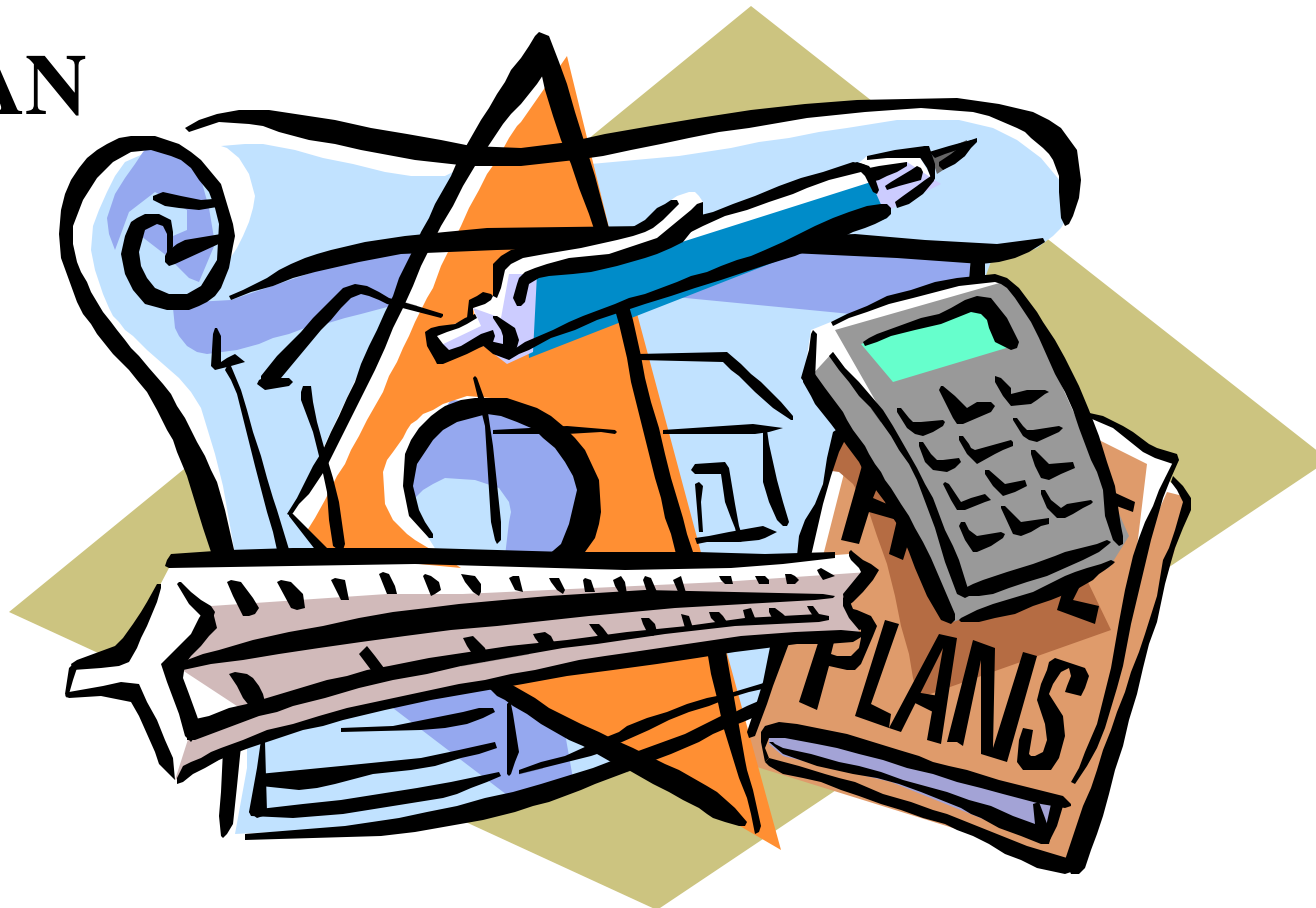


3/28/02

Disaster Recovery

PLAN



Topics Covered

- Departments' Responsibility
- Assessment
- List of Vendors
- Describe Hardware
- S and S
- Building Information
- Applications
- Backup
- Documentation
- Employee Assistance Team

Department's Responsibility

- Create a purpose and objectives.
- Do not limit to only IT.
- Address your priorities for business function.
 - Business requirements.
- Authorize your contingency plan
 - Create a list of individuals.
 - Request that they keep plan off-site at their home.
 - Location of Keys for storage area and offsite vaults.
- Update and maintain plan on a yearly basis.
 - Need to keep plan current.

Assessment

- Assessment of type of loss, Full or Partial, etc.
 - Identify what might consist when one of these loss occur.
 - Break plan down into procedures covering different types of loss.
 - Lost electrical power
 - Evacuation due to flood, chemical spill, etc.
- What type of site will provide appropriate recovery.
 - Hot site
 - Cold site
- Clearly develop an executable process that will support your business requirements.
 - Develop scenarios
 - Rehearse process and create time lines

List Vendors

- Create a list of the names, addresses, and phone numbers of all vendors.
 - For hardware vendors
 - Acknowledge your Company's IT, department areas, and divisions areas.
 - For software vendors
 - Acknowledge your Company's IT, department areas, and division areas.

Hardware

Describe hardware: model number, serial number, and where it is located.

- PC servers
- MF servers
- String Cables
- Modems
- Network Hubs
- Terminals
- PC workstations
- Routers
- Control Units
- Mau connectors
- Phone lines
- Printers
- Check equipment
- Air conditioners
- Electrical Requirements
- Battery backups
- Switches
- External Disk

S and S

- Software
 - List Vendors names, addresses, phone numbers, and associated products used.
- Security
 - How to contact outside or internal security unit that provides services.
 - Contact database security officers for IT systems.

Building Information

- What buildings are our concern?
- How do you identify?
 - Supply blueprints
 - Create charts describing each building and the geographical area.

Applications

- List applications in order of importance.
 - What server platform do the applications run on?
 - Decide financial impact on company if not running applications for given amounts of times.
 - Provide application flow and restart procedures.
 - To Defined Application: Any process a user executes to do their job.

Backup

- You'll be fine if...
 - All systems are backed up.
 - Create daily, weekly, monthly and yearly backups.
 - Provide tape rotation information.
 - Listing of backup volumes and where they are stored.
 - Keep listing at your offsite vault.
 - » An offsite vault should be several miles away or either out of state.

Documentation

- Add to your plan:
 - Schedules
 - Charts
 - Include hardware topology, etc.
 - Network topology.
 - Copies of invoices that list information.

Employee Assistance Team

- Develop a plan to engage an Employee Assistance Team.
 - Deploy a call center consisting of a team to answer questions.
 - Depending on the severity of the event, you should address issues your employees will face.
 - Issues: death, health, emotional stress, etc.