**Disaster Recovery PLAN**

**Application Name Goes Here**

Document Change Management:

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# Introduction

Disaster Recovery plans are developed to detail the tasks to be executed in order to recover an infrastructure component. The standard is to have one Disaster Recovery plan for each infrastructure component or application. In some instances exceptions will occur where multiple infrastructure components are documented in one plan. Examples of this include infrastructure components that are similar in recovery procedures or integration of the infrastructure components requires parallel recovery steps that are better documented in one plan.

At the time of a business interruption, crisis or disaster, the Business Continuity plan is invoked. It contains the steps and procedures that are executed during an incident. Depending on the scenario, the Business Continuity plan will invoke Disaster Recovery plans. All contact information for disaster recovery including teams, vendors etc. are contained in the Business Continuity plan. All decisions regarding assessments and execution of Disaster Recovery plans are the result of tasks executed in the Business Continuity plan. When the Business Continuity plan has triggered the Disaster Recovery plan, the following tasks have been executed from the BC plan:

* Evacuation
* Escalation
* Assembly of your BC Team at the rally point
* Notifications
* Business Operations Assessments
* Technical Assessments including detailed assessment of what infrastructure components require recovery and what disaster recovery plans are to be executed
* Recovery Teams identified and Notified

This DR plan begins at the point of Recovery. Technical recovery resources have been identified as well as the location of the recovery. The plan begins with the verification of resources at the recovery site and the detailed steps required for recovering and testing the specific infrastructure component. Tasks and Procedures include the following 3 phases:

* Recovery
* Resumption
* Return to Normal/Home

## Instructions

*Instructions are included throughout this document. They are all in italics. They are intended to assist the plan developer by providing guidance and examples. All instructions (in italics) should be removed from this document once it is completed.*

# Infrastructure Component Overview (Information Only)

*List all infrastructure components covered by this plan in this table.*

| **Application Overview** | |
| --- | --- |
| Infrastructure Component(s) |  |
| Infrastructure Recovery Team |  |
| Application/Business Recovery Team |  |
| Product Description |  |
| Version (if Applicable) |  |
| Infrastructure Component Descriptions |  |
| Backup Process Overview |  |
| High Level Recovery Strategy |  |

# Tasks and Procedures

*This section is to be completed per building site. i.e. Vancouver and Toronto where the Component is housed.*

*Data Centre Systems have to be restored at an alternate location and within the Recovery Time Objective (RTO).*

*Each Team responsible to recover the Component will document all recovery and testing procedures in this Section*

*All recovery tasks and procedures are documented in a table format. For each task or procedure you must describe the task or procedure, identify who is responsible for execution, what are the key dependencies for this task or procedure, and indicate whether this task is a milestone that would be tracked at the Command Centre.*

*Tasks and procedures are steps in this plan and are documented as follows:*

* *Decisions*
* *Approvals*
* *Key tasks*
* *Reports needed*
* *Etc*

Key Dependencies are:

* *Steps in this plan (use the task number)*
* *Steps in other plans (use the task number and plan name)*
* *External Dependencies*

## Recovery Phase

### Staff Relocation

*Once the decision to recover is made, the infrastructure recovery begins. One of the first things that must be completed is the verification of all staff resources at the Recovery site. This may include:*

* *Initial Team Meeting – Set-up of conference calls*
* *Establish regular Team Check-in Status Meetings – Set-up & timing of conference calls procedures*
* *Establish communications with the Corporate Command Centre and document the co-ordination procedures*
* *Establish Staff arrival & check-in confirmation procedures*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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### Verify Technical Resources at Recovery Site

*To ensure recovery of the component(s) can be completed successfully, verify that all technical resources required are available. This may include:*

* *Servers and hardware*
* *Workstations*
* *Network access*
* *Critical tapes*
* *Vital records and recovery tools*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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### Pre-Work

*Once all resources have been verified, the infrastructure recovery begins. There may be things that you need to do before this specific infrastructure component(s) can be recovered:*

*Do you need to contact a vendor for any set up help or information?*

* *Is there pre-work that needs to be done before you can do recovery*
* *Do you need to do anything special to be ready for the production print requirements*
* *Etc*

###### Application Print Requirements (Optional)

*Do you have any print requirements? Document this in your pre-work and communicate these needs to your recovery team leader.*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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### Technical Recovery Procedures

*In full detail, document all procedures and processes required to recover this infrastructure component. This must include all critical dependencies. (E.G. Network, Active Directory etc.)*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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### Recover any data or work-in-progress

*In full detail, document all procedures and processes for this component. Include all testing procedures to validate restoration is successful.*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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## Resumption Phase

### Establish Communications

*Once the infrastructure recovery is completed, business resumes and support is required for business as usual. Communications must be established to ensure the level of support required is in place. This would include where you will be located and how you can be reached.*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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### Begin Operations

*In full detail, document all procedures and processes for each critical support function that will be different from normal operations.*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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## Return to Normal/Home Phase

### Prepare Home Site

*This could be a return to home site, a move to an interim site, or a move to a new permanent site. This may include:*

* *Site preparation details*
* *System preparation details*
* *Restore preparation details*
* *Testing details or references to Test Plans*
* *Develop detailed restore/testing schedule for system preparations*
* *Develop detailed migration schedule of migration to Home Site*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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### Return to Home Site

*In full detail, document all procedures to return to Home Work Area Location.*

*Include details, such as:*

* *Notification to Staff*
* *Prioritization of critical functions*
* *Prioritizing the backlog of processes resulting from Manual processes implemented and processes temporarily discontinued during the Recovery & Resumption Phases.*
* *Arrangements to have input streams re-directed, notifying Internal Input/Output Stream Owners of situation, Call Re-directs etc.*

| **Task #** | **Detailed Information** | **Responsibility** | **Key**  **Dependencies** | **Milestone** |
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# Reference Information

## Milestones

*These are the core milestones that should be repeatable for any exercise or incident.*

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| --- | --- | --- |
| **Milestone #** | Milestone Name | **Estimated Hours to Complete** |
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## Dependencies

*These are the core dependencies that should be repeatable for any exercise or incident. These would align with the milestones above. A dependency is a specific task or milestone that must be completed before you can start your task or milestone. The dependency could be owned by another Business or Infrastructure Unit.*

*For example:*

1. *Active Directory, WINS and DNS must be online prior to recovery*
2. *Network confirmation cannot take place until network provider confirms routing is in place to alternate site*

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| **Dependency #** | **Dependency Name** | **Team Name You are Dependent Upon** |
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## Component Backup Procedures

*Describe the backup procedures for each component your team is responsible for recovering.*

*Volume backups, Incremental backups, frequency etc.*

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| --- | --- | --- | --- | --- | --- |
| Frequency | Component | Day of the Week | Time Backup Goes  Off-site | Number of Cycles  Off-site | Storage Location |
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## Equipment Inventory

*This section addresses the hardware configuration of the disaster recovery environment. This configuration supports the recovery efforts for this Team.*

### Recovery Equipment

| Type and Description | Model Number | Serial Number | Additional Information |
| --- | --- | --- | --- |
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### Production Equipment

*This section addresses the hardware configuration of the production environment. This configuration supports the production environment for this Team. This data will be useful for repatriation efforts after a disaster.*

| Type and Description | Model Number | Serial Number | Additional Information |
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