## DISASTER RECOVERY PLAN

## USE IN CASE OF DATA LOSS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Application Description** | | | | | | |
| Recovery Priority: | Critical- Email System | | | | | |
| Application Name: | Email | | | | | |
| Application Description: | Yahoo mail emailing system | | | | | |
| Software Modules/Current Version: | Yahoo | | | | | |
| Vendor Name: | Yahoo | | | | | |
| User Location & Departments: | United States and Canada - IT | | | | | |
| **Technical Support Information** | | | | | | |
| Vendor Support phone #’s & Web Site | 800-305-7664 | | | | | |
| Vendor Account and/or Technical Contact Name & Number: | 10-124985 | | | | | |
| Server(s) name:  Server type:  Server OS:  Server Location:  IP Address: | SMTP Server | | | | | |
| Vendor access method: | Internet | | | | | |
| Modem Numbers: | None | | | | | |
| **System Notes** | | | | | | |
| Interface Engine: | NA | | | | | |
| Interfaces – Inbound: | NA | | | | | |
| Interfaces – Outbound: | NA | | | | | |
| Other Comments: | NA | | | | | |
| Maintenance and Recovery Procedures | | | | | | |
| Maintenance | Check for patches every other week.  Install updates every month as needed. | | | | | |
| Backup Method/Schedule | Backup data to the cloud every two weeks.  Backup data to a physical storage every week. | | | | | |
| Support Personnel | | | | | | |
| Name | Site | System | Office | Pager | Home | Cell |
| Systems Administrator: | A Lines |  | 777-2000 |  |  | 145-687-9920 |
| Other Administrator: (PHNS or Customer) |  |  |  |  |  |  |
| **Last Updated:** | 8-22-2016 | | | | | |

# Recovery Procedures

This section describes the recovery strategies identified for equipment and services. Include notation for the following: **Criticality Priority**; Other System Dependencies; SLA System (Y/N); Estimated Time to Restoration.

**Assumptions**

These recovery procedures rely on the following critical assumptions. If any of these assumptions are not true at the time of the disaster then the user facility must remain in downtime procedure mode until all such assumptions are true.

**System Architecture**

**Software & Hardware:**

Information saved into a database.

**Back-Up Schedules:**

Insert information concerning backup strategy: Such as backed up by PHNS Operations & Systems staff according to the following schedule. All tapes are stored in a secure vault off site, etc.

Backup information weekly

Monthly offsite backups

Differential backup so that it runs faster and only changes are added

**Procedures**

# Determine back up methods based off of systems and backup locations within the company.