



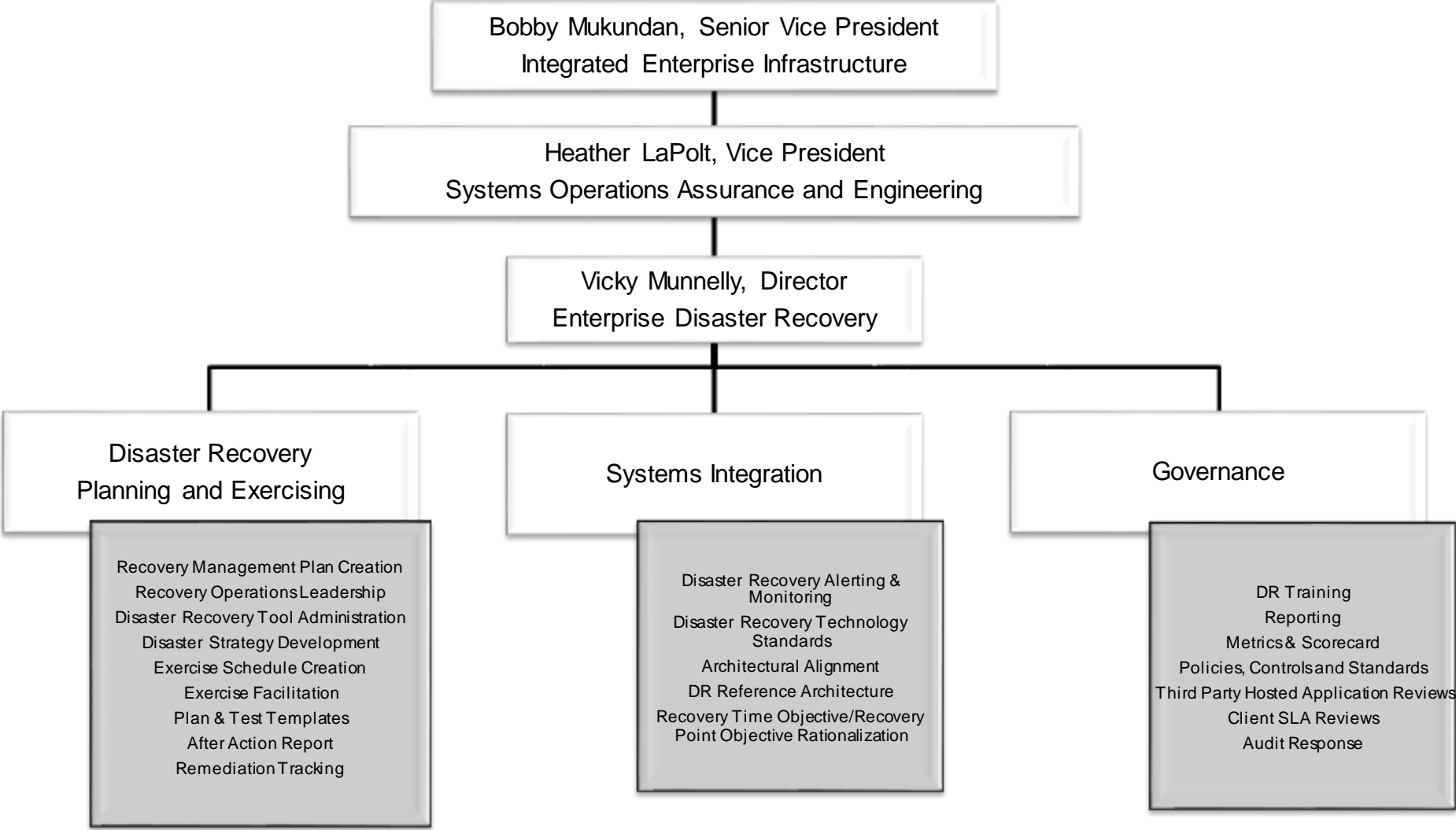
# **Enterprise Disaster Recovery (EDR)**

## **Program Overview**

April 2021



# Enterprise Disaster Recovery Organizational Chart



# Enterprise Disaster Recovery Policies, Charters & Plans

## Policies

Focuses on EDR components, standards; including EDR planning, testing and training

- PBM/Retail: Information System Disaster Recovery Policy
- HCB: Disaster Recovery Program

## Charters

Focuses on established processes to understand impact of business disruptions, maintain viable technology recovery strategies and recovery plans, and ensure continuity of IT services

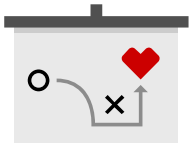
- PBM/Retail: EDR Program Charter
- HCB: EDR Program Charter

## Plans

Action plans which address recovery operations for CVS Health Data Centers and applications

- Enterprise Recovery Management Plan
  - Addresses CVS Health Data Center recovery
- Application Disaster Recovery Plan
  - Addresses individual application recovery

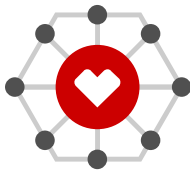
# Enterprise Disaster Recovery Governance



## Exercising Applications

PBM/Retail: All Tier 1 Applications tested annually

HCB: Application representation selected for annual testing



## Exercise Test Plans

Exercise objectives are documented and approved prior to test. Results are documented and approved



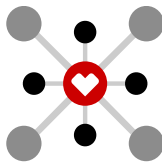
## Tier Assignment

All applications require a Recovery Time and Recovery Point Objective, which will establish its Tier Prioritization



## Plan Review & Approvals

Individual applications require a Disaster Recovery Plan. DR plans will be reviewed, updated and approved on an annual basis



## Risk Identification

Technical risks identified during DR exercising are documented. Findings are monitored through to resolution



## Training

Disaster Recovery training provided to IT colleagues to ensure roles and responsibilities are communicated

# Unified DR Tier Prioritization Model

## Application RTO / RPO

### Definitions:

Recovery Time Objective (RTO): The target timeframe to recover a business process. The RTO is directly related to the criticality of the business process as it relates to the business.

Recovery Point Objective (RPO): The point in time to which data must be recovered defined by an organization. This is generally a definition of what an organization determines is an "acceptable data loss" in a disaster situation. It is generally measured in minutes or hours.

Recovery Time Objectives by DR Tier Prioritizaion										
RTO	< 4 Hours	< 12 Hours	< 24 Hours	< 48 Hours	< 72 Hours	< 96 Hours	< 120 Hours	< 7 Days	> 7 Days Best Effort	No Recovery
RTP Recovery Tier Prioritization	1	2		3			4		5	9Z
Disaster Recovery Point Objective										
Recovery Point Objective	< 1 Hour	< 8 Hours		< 24 Hours		< 48 Hours		< 7 Days		
	A	B		C		D		E		

