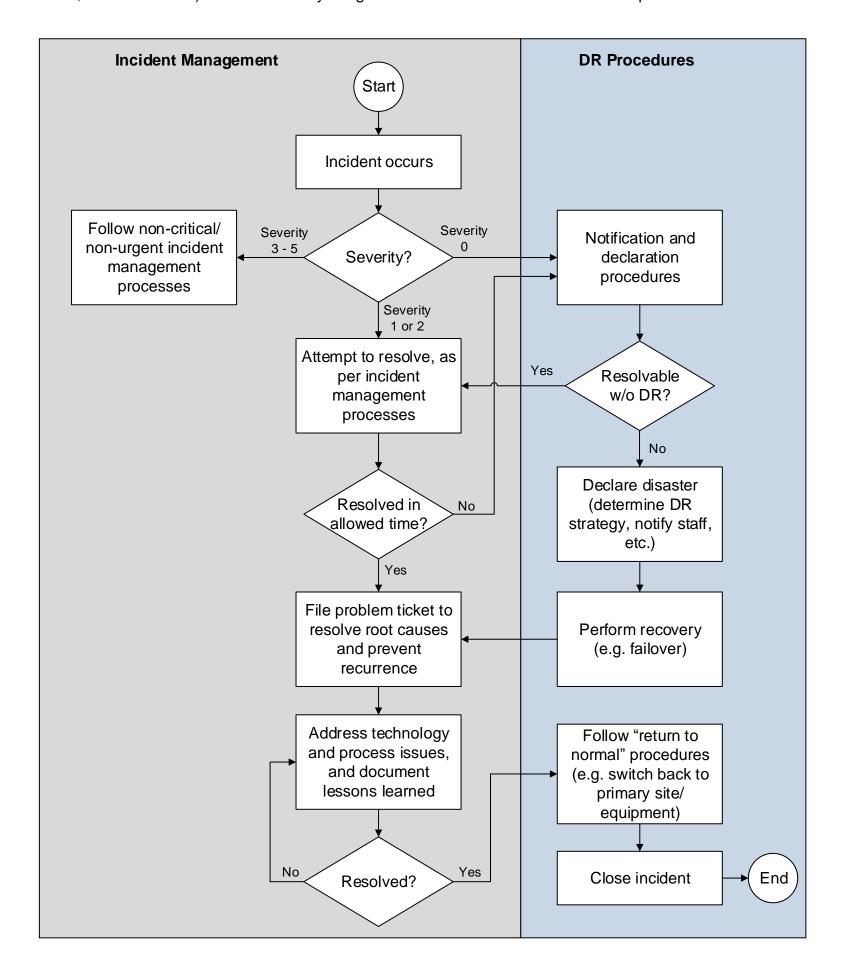
DRP Recovery Workflow Template

Organization Name

Security Level:	Internal	Topic:	DRP
Author:	John Smith, jsmith@example.com	Version #:	0.01
Owner/Approver:	Jane Doe, jdoe@example.com	Version Date:	Feb. 16, 2017
Department:	IT	Document Status:	For Review
Applicable Location:	Data Center Name/Location		
Comments/Version History:	1.01 – Changed owner/approver 1.02 – Updated "Notification & Declaration"		

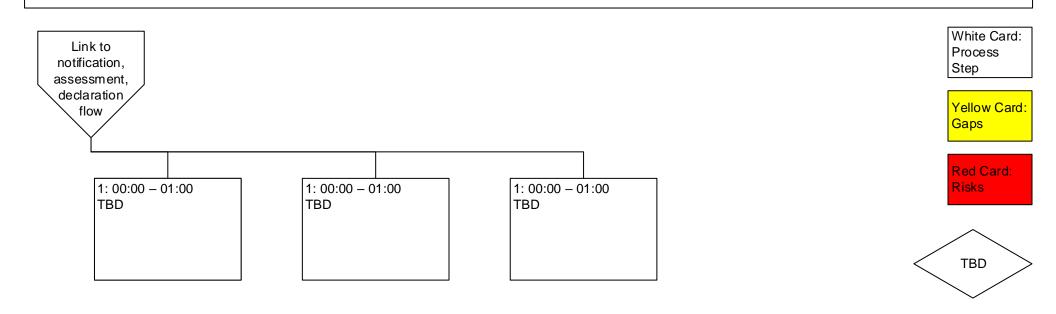
EXAMPLE: Integrating Incident Management and DR Procedures

Note: In this context, DR refers to failing over to an alternate location and/or standby systems, whether that is for an isolated incident or site-wide major events. Severity 0 refers to obvious DR scenarios (e.g. fire, flood, natural disaster) that would take you right to the "Notification and Declaration" procedure.

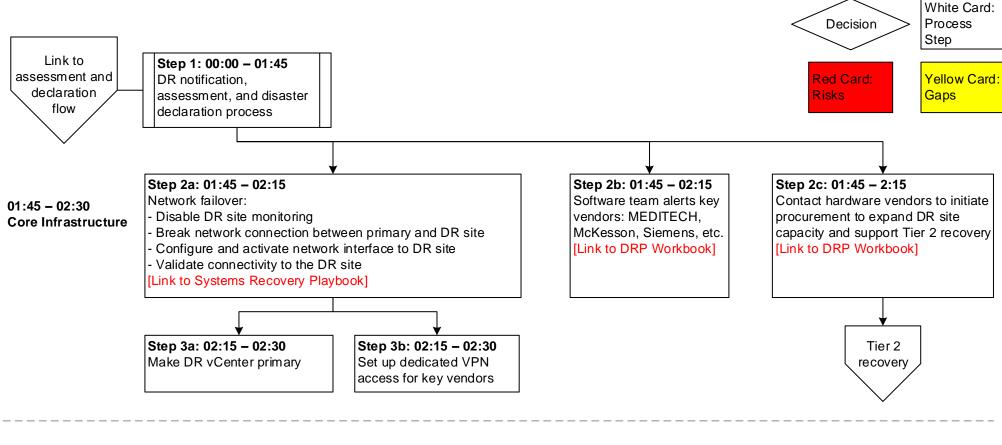


Note: The following scenario was used to drive the tabletop planning exercise and DR Notification, Assessment, and Disaster Declaration Process produce this flowchart. However, the same workflow can be adapted as needed to any scenario. **Tabletop Planning Scenario:** - Burst water pipe causes site-wide data 00:00 - 00:15 center damage **Detection and** - 12:00AM Mon. morning **Initial Notification** Event detection via system alerts, Note: For an obvious DR scenario (e.g. White Card: environmental alerts (e.g. smoke Yellow Card: Red Card: tornado destroys the data center), many Process alarms), visual detection, and/or user Gaps Risks of the interim assessment steps would be Step calls to help desk bypassed. Issue type? 00:15 - 01:30 TBD **Assessment** Facility issue Strictly IT issue (e.g. fire, flood, power) (e.g. network is down) Execute emergency Assess the issue as per service desk response plans (e.g. Health & Safety procedures -Yes call 911, emergency? evacuation) No Follow normal Possible DR incident management event? procedures and reassess if needed Escalate: Yes Escalate: Notify staff/assemble team/additional assessment 01:30 - 2:00Disaster Review damage assessment (e.g. severity, **Declaration** expected outage duration, recovery options) Follow normal Follow normal Declare a Invoke incident management incident management BCP? disaster? procedures and procedures and reassess if needed reassess if needed Yes Yes Tier 1 recovery BCP recovery Decision to activate IT Decision to activate BCP workflow DRP communicated workflow communicated

Tier 1 – Recovery Workflow (Failover to DR Site)



Tier 1 – Recovery Workflow (Failover to DR Site)



02:30 - 90:00 Tier 1 Recovery

Note:

- Recovery times exceed Tier 1 targets; this is a known gap noted in DRP project roadmap planning.
- MEDITECH is virtualized but requires vendor involvement.
- For more details, see [Link to Systems Recovery Playbook].

Step 4a: 02:30 – 03:00 Activate Tier 1 VMs (noted in recovery checklists) Step 5a: 03:00 – 03:30 Applications team validates activated VMs Step 6a: 03:30 – 04:00 Applications team coordinates UAT Step 7a: 04:00 – 04:15 Notify staff regarding restored applications

Step 4b: 02:30 – 5:00 Citrix XenApp recovery and validation

Step 4b: 05:00 – 7:30
Citrix XenDesktop
recovery and
validation

Step 4c: 02:30 – 6:00 MEDITECH recovery with vendor assistance

- Create MEDITECH VM hosts
- Restore VMs from backup
- Vendor validates functionality (includes configuration and database check)

Step 4d: 02:30 – 8:00 PACs recovery with vendor assistance

- Vendor restores standby PACS server from backups
- Vendor validates PACS functionality

Step 4e: 02:30 -9:00

Phone services recovery

Note: Will work with telecom carrier to redirect incoming calls to alternate facility until phone services are restored. Cell phones will be used in the interim for outbound calls.

Phone services recovery

Step 5c: 6:00 – 8:00 Clinical staff re-keys changed patient data in MEDITECH

Step 6c: 8:00 – 8:15 Notify staff that MEDITECH is operational

Step 5d: 8:00 – 8:30 Update PACS with latest images from modalities

Step 6d: 8:30 – 8:45 Notify staff that PACS is operational (except archive)

Step 7d: 8:45 – 10:30 Restore and re-attach PACS archive

Step 8d: 10:30 – 10:45 Notify staff that PACS archive is also now accessible