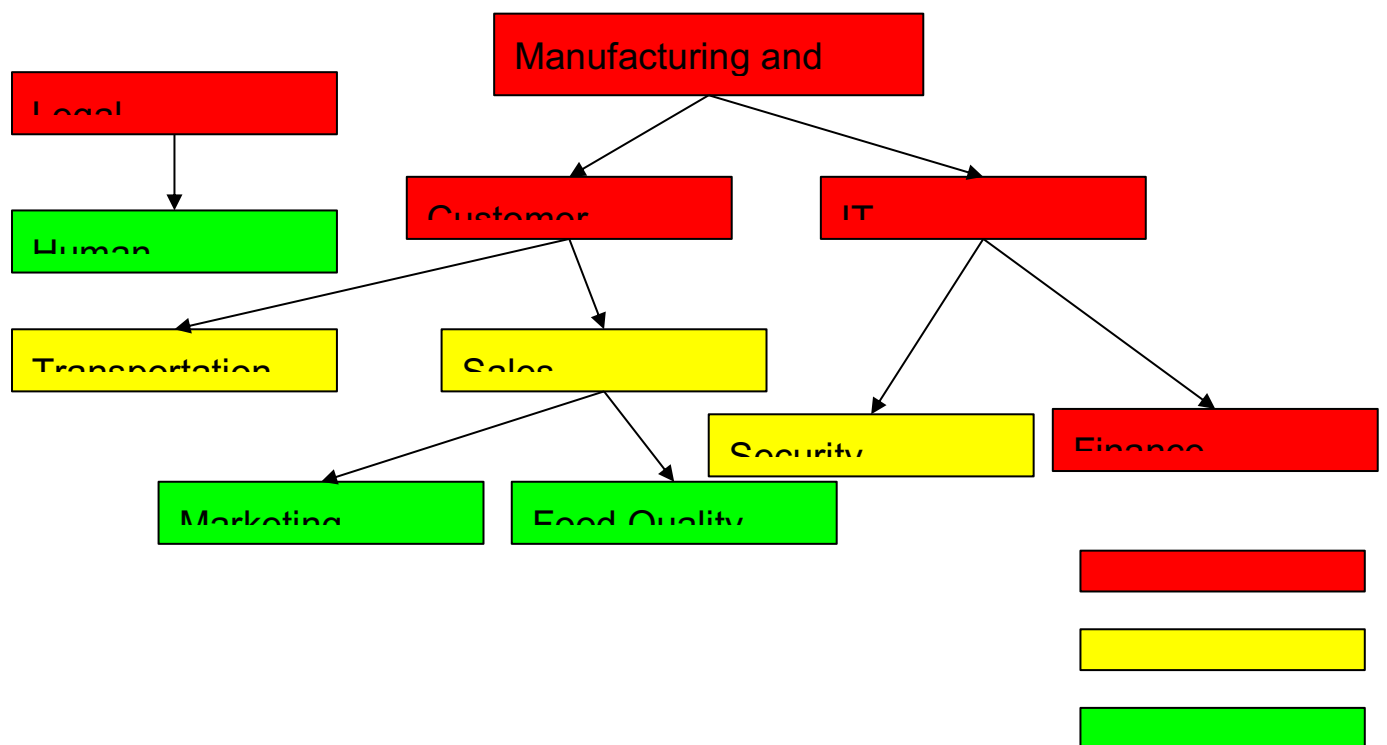


IT Disaster Recovery Plan for Uncle Roger's Ice Cream

Nikolas -----, Matthew -----

Henry -----, Adrian Necaj

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Customer Service

Name	Position	Personal Phone	Business Phone	Business Email
Stevie Rudd	Department Head	(404) 961-7293	(207) 851-9652	Stevie_Rudd@uncleRoger.com
Finley Frey	Assistant Department Head	(935) 207-0591	(207) 954-8764	Finley_Frey@uncleRoger.com
Naeem Livingston	Assistant Department Head	(476) 221-5600	(207) 202-4521	Naeem_Livingston@uncleRoger.com
Elena Trevino		(850) 986-8016	(207) 584-3652	Elena_Trevino@uncleRoger.com
Ariana Maldonado		(124) 007-1353	(207) 319-4702	Ariana_Maldonado@uncleRoger.com

Delivery

Name	Position	Personal Phone	Business Phone	Business Email
Filadelfo Frans	Department Head	(436) 996-1639	(207) 985-6547	Filadelfo_Frans@uncleRoger.com
Viviane Kaleigh	Assistant Department Head	(326) 758-2251	(207) 125-3254	Viviane_Kaleighy@uncleRoger.com
Eirene Giselbert	Assistant Department Head	(844) 694-3901	(207) 659-3259	Eirene_Giselbert@uncleRoger.com
Phestos Zadkiel		(603) 818-5356	(207) 112-3656	Phestos_Zadkiel@uncleRoger.com
Aristidis Pontos		(888) 289-1849	(207) 656-8453	Aristidis_Pontos@uncleRoger.com

Finance

Finance				
Name	Position	Personal Phone	Business Phone	Business Email
Betsy Mclean	Department Head	(452) 145-3672	(207) 679-6969	Betsy_Mclean@uncleRoger.com
Bella Patterson	Assistant Department Head	(116) 495-6283	(207) 420-6789	Bella_Patterson@uncleRoger.com
Dakota McCormack	Assistant Department Head	(858) 234-7088	(207) 420-6969	Dakota_Mccormack@uncleRoger.com
Arthur Wilkes		(139) 612-2408	(207) 458-7744	Arthur_Wilkes@uncleRoger.com
Leopold Henderson		(580) 083-0479	(207) 992-8992	Leopold_Henderson@uncleRoger.com

Food Quality

Name	Position	Personal Phone	Business Phone	Business Email
Lilliana Keeling	Department Head	(618) 406-5292	(207) 858-9796	Lilliana_Keeling@uncleRoger.com
Sean Ruiz	Assistant Department Head	(753) 764-8045	(207) 621-2545	Sean_Ruiz@uncleRoger.com
Jayne Owen	Assistant Department Head	(116) 900-1892	(207) 231-2265	Jayne_Owen@uncleRoger.com
Yvette Fitzgerald		(978) 162-3414	(207) 202-0808	Yvette_Fitzgerald@uncleRoger.com
Hibah Holcomb		(314) 906-3915	(207) 450-6203	Hibah_Holcomb@uncleRoger.com

Human Resource

Name	Position	Personal Phone	Business Phone	Business Email
Mae Guest	Department Head	(326) 587-4941	(207) 598-6231	Mae_Guest@uncleRoger.com
Azaan Findlay	Assistant Department Head	(306) 693-9534	(207) 336-2256	Azaan_Findlay@uncleRoger.com
Cheryl Rhodes	Assistant Department Head	(188) 399-1062	(207) 182-9682	Cheryl_Rhodes@uncleRoger.com
Teagan Hamilton		(957) 460-7886	(207) 420-3251	Teagan_Hamilton@uncleRoger.com
Amiya Southern		(563) 753-7681	(207) 981-8564	Amiya_Southern@uncleRoger.com

Manufacturing & Storage

Name	Position	Personal Phone	Business Phone	Business Email
Winston Guy	Department Head	(343) 146-5610	(207) 452-1234	Winston_Guy@uncleRoger.com
Muhamed Mcnally	Assistant Department Head	(708) 549-1751	(207) 123-4567	Muhamed_Mcnally@uncleRoger.com
Michele Figueroa	Assistant Department Head	(352) 732-6128	(207) 987-6543	Michele_Figueroa@uncleRoger.com
Kiefer Kennedy		(738) 542-5967	(207) 975-8642	Kiefer_Kennedy@uncleRoger.com
Harvey Bailey		(890) 756-5314	(207) 864-9753	Harvey_Bailey@uncleRoger.com

Marketing

Name	Position	Personal Phone	Business Phone	Business Email
Jarred Wall	Department Head	(557) 655-3293	(207) 135-2468	Jarred_Wall@uncleRoger.com
Cruz Clegg	Assistant Department Head	(806) 519-6750	(207) 024-1359	Cruz_Clegg@uncleRoger.com
Gaia Coles	Assistant Department Head	(223) 191-1149	(207) 654-2135	Naeem_Livingston@uncleRoger.com
Issa Daniels		(632) 339-0409	(207) 846-2519	Issa_Daniels@uncleRoger.com
Alaw Portillo		(352) 575-8930	(207) 751-7151	Alaw_Portillo@uncleRoger.com

Legal

Name	Position	Personal Phone	Business Phone	Business Email
Elen Molina	Department Head	(232) 242-6631	(207) 955-7794	Elen_Molina@uncleRoger.com
Abbi Snider	Assistant Department Head	(375) 083-6201	(207) 884-6522	Abbi_Snider@uncleRoger.com
Kaidan Guevara	Assistant Department Head	(123) 823-8554	(207) 155-5521	Kaidan_Guevara@uncleRoger.com
Caitlyn Shields		(888) 087-0453	(207) 845-8851	Caitlyn_Shields@uncleRoger.com
Mazie Kay		(437) 096-0295	(207) 111-2254	Mazie_Kay@uncleRoger.com

Information Technology (IT)

Name	Position	Personal Phone	Business Phone	Business Email
Davey Burch	Department Head	(111) 424-6802	(207) 885-8858	Davey_Burch@uncleRoger.com
Ariah Beil	Assistant Department Head	(902) 510-0408	(207) 774-5564	Ariah_Beil@uncleRoger.com
Jayce Gaines	Assistant Department Head	(575) 016-7893	(207) 221-2536	Jayce_Gaines@uncleRoger.com
Ellouise Delacruz	Chief Networking Officer (CNO)	(481) 180-7457	(207) 146-6525	Ellouise_Delacruz@uncleRoger.com
Angelika Weiss		(559) 441-3128	(207) 846-9513	Angelika_Weiss@uncleRoger.com

Sales

Name	Position	Personal Phone	Business Phone	Business Email
Jacque Blackmore	Department Head	(631) 975-0103	(207) 745-8963	Jacque_Blackmore@uncleRoger.com
Katey Wheatley	Assistant Department Head	(557) 941-3334	(207) 896-3214	Katey_Wheatley@uncleRoger.com
Carter Brown	Assistant Department Head	(123) 124-6195	(207) 456-3254	Carter_Brown@uncleRoger.com
Lauryn Bowes		(495) 210-7263	(207) 874-8541	Lauryn_Bowes@uncleRoger.com
Leonard Singh		(803) 087-9524	(207) 856-7854	Leonard_Singh@uncleRoger.com

Security

Name	Position	Personal Phone	Business Phone	Business Email
Kierran Barton	Department Head	(436) 996-1639	(207) 985-6547	Kierran_Barton@uncleRoger.com
Mia-Rose Petersen	Assistant Department Head	(326) 758-2251	(207) 125-3254	Mia-Rose_Peterseny@uncleRoger.com
Shabaz Kearney	Assistant Department Head	(844) 694-3901	(207) 659-3259	Shabaz_Kearney@uncleRoger.com
Herbie Kenny		(603) 818-5356	(207) 112-3656	Herbie_Kenny@uncleRoger.com
Mekhi Leblanc		(888) 289-1849	(207) 656-8453	Mekhi_Leblanc@uncleRoger.com

Locations	Type	Address	Manager	Contact
Portland, ME, US	Headquarters		Connagh Cooke	
Quebec City, QC, CA	Branch		Stella Clarkson	
Fredericton, NB, CA	Branch		Cassia McCall	
Bar Harbor, ME, US	Franchises		Nathaniel Todd	
Kennebunk, ME, US	Franchises		Krishan Goodwin	
Gorham, ME, US	Franchises		Sofija Wilkinson	
Lincoln, ME, US	Franchises		Lilly-Rose Dominguez	
Newport, ME, US	Franchises		Sumayya Begum	
Concord, NH, US	Franchises		Chester Rodriguez	
Litchfield, NH, US	Franchises		Aneesah Redfern	
Derry, NH, US	Franchises		Rania Lewis	
Nashua, NH, US	Franchises		Rachel Kaiser	
Boston, MA, US	Franchises		Yannis Pratt	
Springfield, NH, US	Franchises		Aneurin Knights	
Danbury, CT, US	Franchises		Nichola Wainwright	
Bristol, RI, US	Franchises		Zaydan Park	
New York City, NY, US	Franchises		Tyrese Herring	
Rochester, NY, US	Franchises		Nojus Parsons	

Disaster Recovery Plan for Employees Records

Employee Record	
Overview	
	Location: Portland, ME Sever Model: Dell EMC SCv3020 Storage Arrays Operating System: Windows Server 2022 CPUs: 32 Memory: 1 TB Total Disk System Handle: Employee Records System Serial #: 654-676-8000 DNS Entry: empRec@uncleRoger IP Address: 74.120.152
Hot Site Server	
Cloud Site Server	One Drive

Backup	
Daily	The daily work hours will be backed up to the cloud at midnight each day
Weekly	Employee hired that week will have their information backed up to the server on Saturday.
Monthly	Any employees, reviews, disciplinary actions, or promotions will be backed up to a cloud server

Disaster Recovery Procedure	
Total Loss of Data	
Total Loss of Hardware	

Disaster Recovery Plan for Storage Records

Storage Records	
Overview	
	Location: Portland, ME Server Model: Dell EMC SCv3020 Storage Arrays Operating System: Windows Server 2022 CPUs: 32 Memory: 1 TB Total Disk System Handle: Employee Records System Serial #: 654-676-7000 DNS Entry: stgRec@uncleRoger IP Address: 74.120.158
Hot Site Server	
Cloud Site Server	One Drive

Active Directory
Finance Paying
Paying Software
File Share
Router
Industrial Ice Cream Making Machine
Refrigerator
Webserver

Disaster Recovery Plan for Local Area Network (LAN)

Overview	
Server	Location: Portland, ME Sever Model: Dell EMC SCv3020 Storage Arrays Operating System: Windows Server 2022 CPUs: 32 Memory: 1 TB Total Disk System Handle: Employee Records System Serial #: 654-676-8000 DNS Entry: empRec@uncleRoger IP Address: 74.120.152
Cloud Site Service	OneDrive
Applications	SolarWinds Network Performance Monitor
Associated Servers	N/A

Key Contacts	Davey Burch - Department Head Aariah Beil - Assistant Department Head Jayce Gaines - Assistant Department Head Ellouise Delacruz - IT assistant Angelika Weiss - IT assistant Mariah Dillinger - Dell Contact
Hardware Vendor	Dell Technologies Inc. (DELL)
System Owners	Microsoft Corporation
Database Owner	Microsoft Azure
Application Owners	SolarWinds Network Performance Monitor
Software Vendors	Microsoft Co.
Cloud Service Vendors	OneDrive - Microsoft Co.
Offsite Storage	Iron Mountain

Backup Strategy for LANS	
Daily	Backup daily using a centralized server backup software
Monthly	The first of every month will be scheduled for a monthly cloud backup
Quarterly	Create one primary backup and two copies of our data. We then save our backups to two different types of media, and keep at least one backup file offsite

LANS Disaster Recovery Procedure	
Scenario 1 Total Loss of LAN1 data	If data is lost, we will immediately load the most recent backup starting from the monthly backup, then the daily to understand what was lost.
Scenario 2 Total Loss of LAN2 hardware	If hardware is lost, we shall contact our DELL key contact to best address the situation and immediately react as necessary.

File Systems

File System Minimal File systems to be created and restored from backup:	We must create and restore the following files from backup: Disaster Recovery Plan Client Data Intellectual Property Operating Agreement (LLC) Business Reports
Other critical files to modify	Financial Documents
Necessary directories to create	Intellectual Directory Disaster Directory Client Data Directory Monetary Directory
Critical files to restore	Payroll Business expenses Credit card statements Bank statements Annual tax returns Quarterly tax returns

	Inventories Cash register tapes Travel logs Sales and income statements
Secondary files to restore	
Other files to restore	
Primary data backup	Backup any of the files above through the OneDrive cloud that is used company-wide
Alternate data backup	Paper-copies of all this data is held at different locations as well.

Disaster Recovery Plan for Wide Area Network (WAN)

Overview	Location: Portland, ME Sever Model: Dell EMC SCv3020 Storage Arrays Operating System: Windows Server 2022 CPUs: 32 Memory: 1 TB Total Disk System Handle: Employee Records System Serial #: 654-676-8000 DNS Entry: empRec@uncleRoger IP Address: 74.120.152
Equipment	Routers - Netgear Nighthawk AX8 Switches - PowerConnect 7000 series Modems (Edge Device) Connecting Media (Fiber, Wireless, Microwave or Satellite) Customer Premises Equipment (CPE)
Hot Site Equipment	Internet Services Virtual Private Networking (VPN) Metro Ethernet or ATM services
Managed Service Provider Equipment	Managed SD-WAN provider - Nomios
Cloud Equipment	OneDrive
Special Services	SD WAN - SD WAN provides a secured data traffic through end-to-end encryption over a virtual private network (VPN) connection also integrates additional security features
Specialized Devices	N/A

Key Contacts	Davey Burch - Department Head Aariah Beil - Assistant Department Head Jayce Gaines - Assistant Department Head Ellouise Delacruz - IT assistant
--------------	--

	Angelika Weiss - IT assistant Jimmy Buttys - VMware Contact Drue Holiday - Cisco Contact
Hardware Vendor	VeloCloud
System Owners	Microsoft Corporation
Database Owner	Microsoft Azure
Application Owners	SolarWinds Network Performance Monitor
Software Vendors	Microsoft Co.
Offsite Storage	OneDrive - Microsoft Co.
Network Services	Iron Mountain

System Two Disaster Recovery Procedure	
Scenario 1: Total Loss of WAN	If data is lost, we will immediately load the most recent backup starting from the monthly backup, then the daily to understand what was lost.
Scenario 2: Total Loss of WAN Hardware	If hardware is lost, we shall contact our Cisco and VMware key contact to best address the situation and immediately react as necessary.

Disaster Recovery for Remote Connectivity

System	IBM power Systems S924
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Overview	
Equipment	Location: Portland, ME Device Type: IBM power Systems Model No.: s924 Technical Specifications: 2 Socket up to 24 cores Network Interfaces: PCIe ethernet cards

	Power Requirements: (A lot) System Serial #: IB-55687-215 DNS Entry: Remote Conn IP Address:74.120.155
Cloud Services	AWS- for contingency
Special Services	ProxMox
Mobile Devices	Apple Macbook Pros 2022

Key Contacts	
Remote Software Vendor	IIBM
Workstation/Laptop Vendors	Apple
Remote Application Owners	AWS
Remote Software Vendors	AWS
Cloud Services	Backups, and remote virtualization
Network Services	Ssh, VPN

Backup Strategy for Remote Access	
Daily	Active User Accounts
Monthly	All User Accounts
Quarterly	All Directories

Remote Access Disaster Recovery Procedure	
Total Loss of Internet	Fall back to Cellular chips in routers, and default to AWS if offsite
Total Failure of Remote Access Services	Default back to AWS offsite backups.

Contacts	
David Burch-Department Head	(111) 424-6802, (207) 885-8858
Ellouise Delacruz-CNO	(481) 180-7457, (207) 146-6525

Support Systems 4/10/22

Remote systems	
Internet access	Cisco C899G-LTE Integrated Services Router
Critical interfaces	Cisco C899G-LTE Integrated Services Router, IBM power Systems S924
Remote software	Proxmox, AWS, RingCentral
Other network services to restore	ProxMox
Cloud services	AWS

Disaster Recovery for Voice Communications

System	Cisco C899G-LTE Integrated Services Router
--------	--

Overview	
Equipment	Location: Portland, ME Device type: LTE Integrated Services Router Model No.:C899G Technical Specifications: Multimode Cisco LTE 2.0 for carriers Network Interfaces: GB Wan interfaces, and 8 port Gb lan interface Power Requirements: Wall power System Serial #: C254687-854 DNS Entry: N/A IP Address: N/A
Cloud Equipment	AWS- for contingency
Special Applications	Ring Central
Mobile Devices	Apple Macbook Pros 2022

Key Contacts	
Hardware Vendor	Cisco
System Owners	David Burch-Department Head

Database Owners	Ellouise Delacruz-CNO
Application Owners	Angelika Weiss
Software Vendors	RingCentral
Offsite Storage	AWS
Network Services	VOIP, SSh, VPN
Cloud Voice Services	VOIP

Backup Strategy for System Two	
Daily	Contact Lists
Monthly	Voice logs of meetings with outside vendors
Quarterly	Require backups of all messaging for last 6 months

System Two Disaster Recovery Procedure	
Total Loss of Switch	Default back to AWS, and RingCentral for voice communications, until replacement is complete
Total Loss of Network	Default back to AWS, and RingCentral for voice communications

Contacts	
David Burch-Department Head	(111) 424-6802, (207) 885-8858
Ellouise Delacruz-CNO	(481) 180-7457, (207) 146-6525

Support Systems 4/10/22

Voice system	RingCentral offsite
Critical network assets	Cisco C899G-LTE Integrated Services Router

Critical interface	Cisco C899G-LTE Integrated Services Router
Critical files to restore	Contact Lists for clients, and vendors
Critical network services to restore	RingCentral Proxmox
Cloud voice services	RingCentral

Appendix - Disaster Assessment Forms

Damage Assessment Form

Key Business Process/Asset Affected	Description of Problem	Analysis of Damage

Disaster Recovery Action Logging Form

During the process of recovering from a disaster, all actions need to be logged using a standard format. When possible, the plan shall be updated on a regular basis through the recovery period with actions taken to improve the quality of lessons learned.

Action Name:

Logging Number:
Short Description:

Date/Time Begun	Date/Time Completed	Resources Used	Project Owner

Disaster Recovery Event Logging Form

All tentpole events that happen during the recovery process must be recorded. An event log should be maintained by the disaster recovery team leader. This event log should be started at the commencement of the emergency and a copy of the log passed on to the business recovery team once the initial dangers have been controlled.

The following event log should be completed by the disaster recovery team leader to record all key events during disaster recovery, until such time as responsibility is handed over to the business recovery team.

Description of Disaster:
Beginning Date:
Date/Time Recovery Team Created:

Event	Date and Time	Outcome	Follow-up Action Required

Disaster Recovery Activity Report Form

Once baseline business operations are restored, the disaster recovery team leader should prepare a report on actions undertaken. This should contain information on the emergency, who was notified and when, action taken by members of the disaster recovery team together with outcomes arising from those actions. The report will also contain an assessment of the impact to normal business operations.

The report should be given to upper management, and reviewed by an all hands meeting between the recovery team and upper management.

The report will include the following:

- A description of the incident
 - How, who, and when was notified of the incident
 - Actions taken by the disaster recovery team
 - Outcomes of the actions taken
 - Assessment of the incident to business operations
 - Assessment of ongoing effectiveness of the business continuity plan
 - Lessons learnt
-

Creating the Disaster Recovery Team Form

Creation of the Disaster Recovery team should be noted down, and all members needed for the team should be notified of the situation and placed on standby.

Description of event:
Date Team Created:
Date Team Finished:

Name of Member	Contact Details	Date/Time Contacted	By Whom	Response	Start Date Needed

Misc. Comments

Communications Coordination Form

Group of People or Orgs Affected by Disruption	People to Coordinate Communications to Affected Groups		
	Name	Position	Contact Details

Disaster Recovery Emergency Ending Form

Name of Business Process	
Completion Date of Work Provided by Business Recovery Team	
Date of Transition Back to Business Unit Management	
Business Recovery Team Leader Name: _____	
Signature: _____	
Date: _____	
I confirm that the above business process is now acceptable for normal working conditions.	
Name: _____	
Title: _____	
Signature: _____	
Date: _____	