**SIMPLE DISASTER RECOVERY PLAN**

DISASTER RECOVERY PLAN

Western Reserve Hospital

1900 23rd Street

Cuyahoga Falls, OH 44223

westernreservehospital.org

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**FOR SMALL BUSINESSES TEMPLATE**

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| **PREPARED BY** | Jay Palker | **TITLE** | Mgr, IT&S Infrastructure Support | **DATE** | 2020-11-04 |
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# High-Level Outline of Disaster Recovery Plan

These are the major goals of the disaster recovery plan.

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| In the event of an unrecoverable system outage of the eClinicalWorks EHR application. The following procedure will be used to recover the eClinicalWorks EHR to the latest available and functional state from backup.   * Restoration of the eClinicalWorks databases * Restoration of the eClinicalWorks application servers * Restoration of the eClinicalWorks interface server * Restoration of the eClinicalWorks ftp server * Restoration of the eClinicalWorks fax server * Rebuilding of additional eClinicalWorks application servers for load balancing |

# Key Personnel and Contact Information

These are the key resources involved in the disaster recovery plan, including all key stakeholders and third-party resources.

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| --- | --- | --- | --- | --- |
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# Information Services Backup Procedures

These are the procedures that should be carried out in case of disaster or major disruption in processes.

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| All facilities will be expected to move to paper documentation should the EHR be unavailable. Some offices may choose to reschedule/cancel appointments during this time. Each office location’s resident office manager is expected to define their process for an EHR outage. |

# Disaster Recovery Procedures

These are the key components in the DRP that should be immediately addressed and acted upon in the event of emergency.

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| Upon notification of a major eClinicalWorks EHR outage, the fielding technician will create an internal management page notifying the department of application unavailability. This page will include information as to what systems are impacted and across what locations. This page will reach all management level personnel including, CIO, Directors, and Managers, to the current situation and will serve as initial communication that an outage event is in progress.  IT&S will be responsible for alerting primary UHN and PMR stakeholders of the outage via email communication. Should email also be unavailable, phone calls will be made to Clinical Business Operations to disseminate information to each office.  Concurrently, IT&S will begin notifying the required personnel to begin investigating the outage and begin planning for recovery. The list includes, but is not limited to, Applications Administrators, Systems Administrators, Network Engineers, and Application Specialists. |

# Restoration Process

These are the steps and resources needed in order to restore the disrupted systems or business.

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| *The below information assumes the VEEAM backup infrastructure has not been impacted. If the VEEAM backup infrastructure is unavailable, please refer to the VEEAM infrastructure recovery process before continuing through the below documented procedure.*   1. Restore production level database server INVECWDB01 from the Involta VEEAM installation to the latest available backup pre-outage 2. Based on outage time as compared to latest VEEAM backup, determine route forward:    1. Assumption: VEEAM backups of the production database SQL Server are taken at 11PM       1. If last VEEAM backup window is within 6 hours of the outage skip SQL native restore process as data loss is minimal       2. If last VEEAM backup window is greater than 6 hours begin "no recovery" restore of mobiledoc and medispan databases from latest available SQL native full backups pre-outage    2. Once each database has been restored, begin transaction log restore up to point of outage or most recent transaction log backup available       1. ***functional database assumed from this point forward*** 3. Restore eClinicalWorks application and interface tomcat servers: INVECWCLIN01 and MSOECWINT01 from latest VEEAM backup pre-outage    1. Applicaiton team to verify tomcat services have started on both servers    2. Once tomcat services have started, Application team to verify successful database connectivity via the following url       1. Interface and App server single tomcat test: http://<servername>:8080/mobiledoc/jsp/catalog/xml/CheckDBConnection.jsp       2. App server secondary tomcat test: http://<servername>:9090/mobiledoc/jsp/catalog/xml/CheckDBConnection.jsp       3. ***functional application servers assumed from this point forward***       4. ***at this point the application is available for use with limited functionality and limited user capacity*** 4. Sys Admin team to begin restore of eCW FTP server from latest VEEAM backup    1. Once restored, Application team to test ftp connectivity and application server connectivity to the ftp server       1. ***at this point patient documents are now available and fax services can begin being restored*** 5. Sys Admin team to begin bare metal VEEAM restore of ecw fax server MSOECWFAXGW    1. Once restored, Application team to verify all services are functional and test fax send/receive       1. ***at this point, all ecw services are functional with limited user capacity*** 6. Sys admin team to begin building additional application servers to load balance user base    1. New server will occupy the same IP space as to be automatically added to the load balancing rotation as specified by the below IP list:       1. INVECWCLIN01 - 172.16.0.69       2. INVECWCLIN02 - 172.16.0.62       3. INVECWCLIN03 - 172.16.0.141       4. INVECWCLIN04 - 172.16.0.156       5. INVECWBILL01 - 172.16.0.73       6. INVECWBILL02 - 172.16.0.74    2. Once built, application team to install ecw tomcat application/services and test 7. Verify VEEAM and SQL Native backups are correctly configured and operational |
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# Recovery Plan Practice and Exercising

This is the plan carried out in order to practice and prepare for an emergency.

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| N/A |

# Disaster Site Rebuilding

These are the steps and resources needed in order to rebuild the disaster site.

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| N/A |

# Plan Changes or Updates

These are the details regarding any changes or updates made to the DRP, version number, and history.

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| Initial Document Creation: 2020-11-04 |