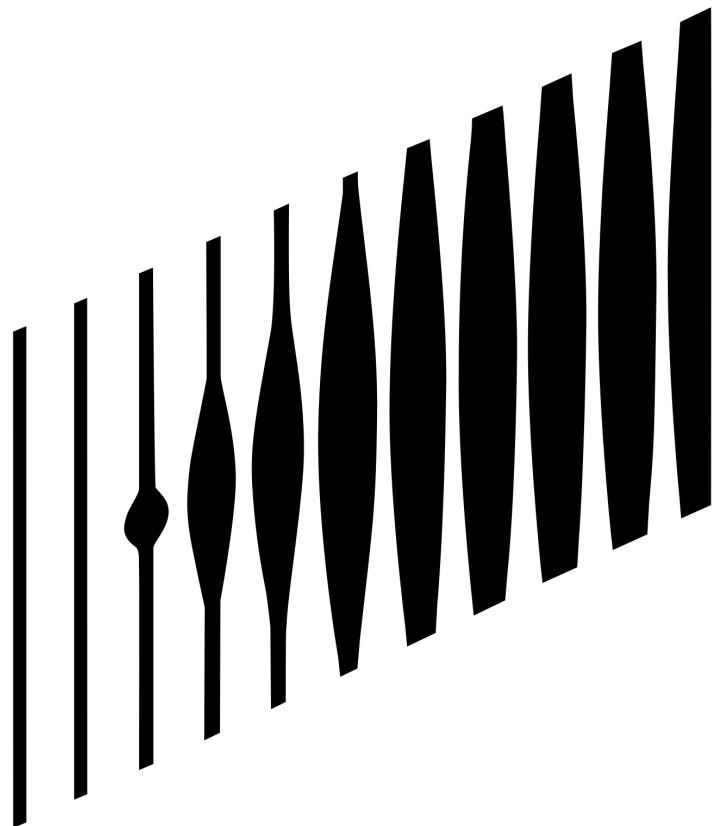


Devin Lachman  
Disaster Recovery  
04.29.2022

The purpose of this excerpt is to show the cyberattack that occurred in 2014 with Sony Pictures. The following Disaster Recovery Plan goes over how to handle issues that Sony had to go through during and after the attack. The excerpt below provides an idea of the attack.

On November 24, 2014, a hacker group identifying themselves as “Guardians of Peace” seized the computer systems of Sony Pictures Entertainment, exposing the personal information of tens of thousands of people. The U.S. government declared this an act of cyberterrorism and blamed the North Korean government, as the attack was trying to prevent the release of a movie called “The Interview” which made fun of North Korea’s Supreme Leader Kim Jong-un. This assumption was due to the fact that the malware was built on computers set to the Korean language and the “Guardians of Peace” demanded the takedown of the movie. The timeline starts on November 24th when employees at Sony Pictures, tried to log in to their computers, to be greeted with an image of a skeleton with the phrase “Hacked by #GOP”. It was later that day that Sony Pictures learned that the attack resulted in the piracy of 5 Sony films, and the leak of several digital files, some of which were so important that they contained 47,000 Social Security numbers of current and former employees. It is stated that the attackers had taken terabytes of private information, deleted the original copies from Sony computers, and left threatening messages to release more information if Sony didn’t comply with their demands. Sony Pictures has admitted that they were unprepared for a cyberattack of this scale. Chief executive of Sony Pictures Michael Lynton stated “There’s no playbook for this, so you are, in essence, trying to look at the situation as it unfolds and make decisions without being able to refer to a lot of experiences you’ve had in the past or other people’s experiences.



# **SONY PICTURES**

**DISASTER RECOVERY PLAN**

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# Sony Pictures Disaster Recovery Plan

## Introduction

This Disaster Recovery Plan (DRP) captures, in a single repository, all of the information that describes Sony Pictures' ability to withstand a disaster as well as the processes that must be followed to achieve disaster recovery.

Sony Pictures' Disaster Recovery Plan covers plans to

- minimize interruptions to normal operation,
- limit the extent of disruption due to damages,
- minimize the economic impact caused by an incident or disaster

## Definition of a Disaster

A disaster can be caused by man or nature and results in Sony Pictures' IT department not being able to perform all or some of its regular roles and responsibilities for a period of time. Sony Pictures defines disasters as the following:

- One or more vital systems are non-functional
- The building is not available for an extended period of time but all systems are functional within it
- The building is available but all systems are non-functional
- The building and all systems are non-functional

The following events can result in a disaster, requiring this Disaster Recovery document to be activated:

- Fire
- Flash flood
- Pandemic
- Power Outage
- Theft
- Terrorist Attack
- Massive Leakage of Data (SSNs, Financial Data, Employee Data)
- Cyber Attacks

## Purpose

Note that in the event of a disaster the first priority of Sony Pictures' is to prevent the loss of life. Before any secondary measures are undertaken, Sony Pictures' will ensure that all employees, and any other individuals on the organization's premises, are safe and secure.

After all individuals have been brought to safety, the next goal of Sony Pictures' will be to enact the steps outlined in this DRP to bring all of the organization's groups and departments back to business as usual as quickly as possible. This includes:

- Preventing the loss of the organization's resources such as hardware, data, and physical IT assets
- Minimizing downtime related to IT
- Keeping the business running in the event of a disaster
- Informing employees on alternative ways to proceed in the event of a disaster
- Ensuring productivity through the planning of handling a disaster.

This DRP document will also detail how this document is to be maintained and tested.

## Scope

The Sony Pictures' DRP takes all of the following areas into consideration:

- Network Infrastructure
- Servers Infrastructure
- Telephony System
- Data Storage and Backup Systems (Employee Information, Financial Information)
- Data Output Devices
- End-user Computers
- Organizational Software Systems
- Database Systems
- IT Documentation

This DRP does not take into consideration any non-IT personnel, Human Resources, or real estate-related disasters. For any disasters that are not addressed in this document, please refer to the business continuity plan created by Sony Pictures' or contact our Business Continuity Lead Ryan Mulligan at [rmulligan@sonypictures.com](mailto:rmulligan@sonypictures.com) or 111-232-0032.

## **Version Information & Changes**

Any changes, edits, and updates made to the DRP will be recorded here. It is the responsibility of the Disaster Recovery Lead to ensure that all existing copies of the DRP are up to date. Whenever there is an update to the DRP, Sony Pictures' requires that the version number be updated to indicate this.

Name of Person Making Change	Role of Person Making Change	Date of Change	Version Number	Notes
Jon Bob	DR Lead	01/01/11	1.0	The initial version of the DR Plan
Thomas Rothman	DR Lead	01/01/12	2.0	Revised to include new standby facilities
Tony Vinciguerra	CEO	12/01/14	2.1	Changes created to address issues caused by the November 24, 2014 security breach
Thomas Rothman	DR Lead	01/15/15	2.2	Additional revisions were made to address security flaws and ways to handle security breaches, leakage of data, and destruction of property.

## **Disaster Recovery Teams & Responsibilities**

In the event of a disaster, different groups will be required to assist the IT department in their effort to restore normal functionality to the employees of Sony Pictures. The different groups and their responsibilities are as follows:

- Disaster Recovery Lead(s)
- Disaster Management Team
- Facilities Team
- Network Team
- Server Team
- Applications Team
- Operations Team
- Management Team
- Communications Team
- Finance Team

The lists of roles and responsibilities in this section have been created by Sony Pictures and reflect the likely tasks that team members will have to perform. Disaster Recovery Team members will be responsible for performing all of the tasks below. In some disaster situations, Disaster Recovery Team members will be called upon to perform tasks not described in this section.

## **Disaster Recovery Lead**

The Disaster Recovery Lead is responsible for making all decisions related to the Disaster Recovery efforts. This person's primary role will be to guide the disaster recovery process and all other individuals involved in the disaster recovery process will report to this person in the event that a disaster occurs at Sony Pictures, regardless of their department and existing managers. All efforts will be made to ensure that this person is separate from the rest of the disaster management teams to keep his/her decisions unbiased; the Disaster Recovery Lead will not be a member of other Disaster Recovery groups in Sony Pictures.

## **Role and Responsibilities**

- Make the determination that a disaster has occurred and trigger the DRP and related processes.
- Initiate the DR Call Tree.
- Be the single point of contact for and oversee all of the DR Teams.
- Organize and chair regular meetings of the DR Team leads throughout the disaster.
- Present to the Management Team the state of the disaster and the decisions that need to be made.
- Organize, supervise, and manage all DRP tests and author all DRP updates.

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Jon Bob	Primary Disaster Lead	111-222-3333	112-222-3225	144-331-3244
Thomas Rothman	Secondary Disaster Lead	155-222-7878	141-433-2525	1435-144-4633

## **Disaster Management Team**

The Disaster Management Team will oversee the entire disaster recovery process. They will be the first team that will need to take action in the event of a disaster. This team will evaluate the disaster and will determine what steps need to be taken to get the organization back to business as usual.

## **Role & Responsibilities**

- Set the DRP into motion after the Disaster Recovery Lead has declared a disaster
- Determine the magnitude and class of the disaster
- Determine what systems and processes have been affected by the disaster
- Communicate the disaster to the other disaster recovery teams
- Determine what first steps need to be taken by the disaster recovery teams
- Keep the disaster recovery teams on track with predetermined expectations and goals
- Keep a record of money spent during the disaster recovery process
- Ensure that all decisions made abide by the DRP and policies set by Sony Pictures
- Get the secondary site ready to restore business operations
- Ensure that the secondary site is fully functional and secure
- Create a detailed report of all the steps undertaken in the disaster recovery process
- Notify the relevant parties once the disaster is over and normal business functionality has been restored

- After Sony Pictures' is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## Contact Information

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Jon Hookstratten	Primary Disaster Lead	111-222-3333	112-222-3225	144-331-3244
Thomas Rothman	Secondary Disaster Lead	155-222-7878	141-433-2525	1435-144-4633
Robbert Cullinghan	Maintenance staff	231-244-4242	636-535-6366	523-355-6363
Arjun Patel	IT technical staff	533-636-7363	633-577-6464	535-646-7466
Colin Monaghan	VP Facilities	331-231-3442	313-424-0042	313-554-5353
Johhny Renner	Network Manager	312-131-2334	335-424-2424	353-525-5255
Chris Stark	Network Administrator	253-353-5676	644-6336-3636	636-363-6633
Bob Robert	Operations Manager	155-424-2442	135-535-7577	113-565-4335
Matt Samson	Systems Administrator	134-535-4646	142-556-7535	153-566-6363
Lee Tuohy	Standby Facility Manager	424-256-2352	324-244-2355	242-425-2523
Tommy Ve	Program Manager	343-535-3536	646-466-5753	644-636-3466
Penny Lee	Systems Administrator	646-7467-6464	466-857-8565	657-573-3636
Sarah El	Helpdesk Manager	544-676-6435	566-746-2425	424-535-3633
Mariah Thomson	Systems Administrator	424-563-5366	346-363-3773	456-744-4747
Stacy Green	VP HR	424-424-2424	244-422-2424	242-535-3535
Lisa Markowitz	Media Relations	345-433-2424	545-645-3535	424-424-4524
Philip Rowley	CFO	435-535-5355	535-663-3636	463-363-6636
Erik Moreno	Controller	414-244-4242	242-424-4422	244-242-2424

## Facilities Team

The Facilities Team will be responsible for all issues related to the physical facilities that house IT systems. They are the team that will be responsible for ensuring that the standby facilities are maintained appropriately and for assessing the damage too and overseeing the repairs to the primary location in the event of the primary location's destruction or damage.

## **Role & Responsibilities**

- Ensure that the standby facility is maintained in working order
- Ensure that transportation is provided for all employees working out of the standby facility
- Ensure that hotels or other sleeping arrangements are arranged for all employees working out of the standby facility
- Ensure that sufficient food, drink, and other supplies are provided for all employees working out of the standby facility
- Assess, or participate in the assessment of, any physical damage to the primary facility
- Ensure that measures are taken to prevent further damage to the primary facility
- Work with an insurance company in the event of damage, destruction, or losses to any assets owned by Sony Pictures
- Ensure that appropriate resources are provisioned to rebuild or repair the main facilities in the event that they are destroyed or damaged
- After Sony Pictures' is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Colin Monaghan	VP Facilities	331-231-3442	313-424-0042	313-554-5353
Lee Tuohy	Standby Facility Manager	424-256-2352	324-244-2355	242-425-2523

## **Network Team**

The Network Team will be responsible for assessing damage specific to any network infrastructure and for provisioning data and voice network connectivity including WAN, LAN, and any telephony connections internally within the enterprise as well as telephony and data connections with the outside world. They will be primarily responsible for providing baseline network functionality and may assist other IT DR Teams as required.

## **Role & Responsibilities**

- In the event of a disaster that does not require migration to standby facilities, the team will determine which network services are not functioning at the primary facility
- If multiple network services are impacted, the team will prioritize the recovery of services in the manner and order that has the least business impact.
- If network services are provided by third parties, the team will communicate and coordinate with these third parties to ensure recovery of connectivity.
- In the event of a disaster that does require migration to standby facilities, the team will ensure that all network services are bought- online at the secondary facility
- Once critical systems have been provided with connectivity, employees will be provided with connectivity in the following order:
  - All members of the DR Teams
  - All C-level and Executive Staff
  - All IT employees
  - All remaining employees
- Install and implement any tools, hardware, software, and systems required in the standby facility
- Install and implement any tools, hardware, software, and systems required in the primary facility
- After Sony Pictures' is back to business as usual, this team will summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Johhny Renner	Network Manager	312-131-2334	335-424-2424	353-525-5255
Chris Stark	Network Administrator	253-353-5676	644-6336-3636	636-363-6633

## **Server Team**

The Server Team will be responsible for providing the physical server infrastructure required for the enterprise to run its IT operations and applications in the event of and during a disaster. They will be primarily responsible for providing baseline server functionality and may assist other IT DR Teams as required.

## **Role & Responsibilities**

- In the event of a disaster that does not require migration to standby facilities, the team will determine which servers are not functioning at the primary facility
- If multiple servers are impacted, the team will prioritize the recovery of servers in the manner and order that has the least business impact. Recovery will include the following tasks:
  - Assess the damage to any servers
  - Restart and refresh servers if necessary
- Ensure that secondary servers located in standby facilities are kept up-to-date with system patches
- Ensure that secondary servers located in standby facilities are kept up-to-date with application patches
- Ensure that secondary servers located in standby facilities are kept up-to-date with data copies
- Ensure that the secondary servers located in the standby facility are backed up appropriately
- Ensure that all of the servers in the standby facility abide by Sony Pictures's server policy
- Install and implement any tools, hardware, and systems required in the standby facility
- Install and implement any tools, hardware, and systems required in the primary facility
- After Sony Pictures' is back to business as usual, this team will summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Bob Robert	Operations Manager	155-424-2442	135-535-7577	113-565-4335
Matt Samson	Systems Administrator	134-535-4646	142-556-7535	153-566-6363

## **Applications Team**

The Applications Team will be responsible for ensuring that all enterprise applications operate as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating appropriate application performance and may assist other IT DR Teams as required.

## **Role & Responsibilities**

- In the event of a disaster that does not require migration to standby facilities, the team will determine which applications are not functioning at the primary facility
- If multiple applications are impacted, the team will prioritize the recovery of applications in the manner and order that has the least business impact. Recovery will include the following tasks:
  - Assess the impact on application processes
  - Restart applications as required
  - Patch, recode, or rewrite applications as required
- Ensure that secondary servers located in standby facilities are kept up-to-date with application patches
- Ensure that secondary servers located in standby facilities are kept up-to-date with data copies
- Install and implement any tools, software, and patches required in the standby facility
- Install and implement any tools, software, and patches required in the primary facility
- After Sony Pictures' is back to business as usual, this team will summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Tommy Ve	Program Manager	343-535-3536	646-466-5753	644-636-3466
Penny Lee	Systems Administrator	646-7467-6464	466-857-8565	657-573-3636

## **Operations Team**

This team's primary goal will be to provide employees with the tools they need to perform their roles as quickly and efficiently as possible. They will need to provision all Sony Pictures' employees in the standby facility and those working from home with the tools that their specific role requires.

### **Role & Responsibilities**

- Maintain lists of all essential supplies that will be required in the event of a disaster
- Ensure that these supplies are provisioned appropriately in the event of a disaster
- Ensure sufficient spare computers and laptops are on hand so that work is not significantly disrupted in a disaster
- Ensure that spare computers and laptops have the required software and patches
- Ensure sufficient computer and laptop-related supplies such as cables, wireless cards, laptop locks, mice, printers, and docking stations are on hand so that work is not significantly disrupted in a disaster
- Ensure that all employees who require access to a computer/laptop and other related supplies are provisioned in an appropriate time frame
- If insufficient computers/laptops or related supplies are not available the team will prioritize distribution in the manner and order that has the least business impact
- This team will be required to maintain a log of where all of the supplies and equipment were used
- After Sony Pictures' is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

### **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Sarah El	Helpdesk Manager	544-676-6435	566-746-2425	424-535-3633
Mariah Thomson	Systems Administrator	424-563-5366	346-363-3773	456-744-4747

## **Senior Management Team**

The Senior Management Team will make any business decisions that are out of the scope of the Disaster Recovery Lead. Decisions such as constructing a new data center, relocating the primary site, etc. should be made by the Senior Management Team. The Disaster Recovery Lead will ultimately report to this team.

## **Role & Responsibilities**

- Ensure that the Disaster Recovery Team Lead is held accountable for his/her role
- Assist the Disaster Recovery Team Lead in his/her role as required
- Make decisions that will impact the company. This can include decisions concerning:
  - Rebuilding of the primary facilities
  - Rebuilding of data centers
  - Significant hardware and software investments and upgrades
  - Other financial and business decisions

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Tony Vinciquerra	CEO	535-225-6265	525-636-7623	474-636-7474
Jon Hookstratten	COO	423-535-5353	646-353-3535	355-646-4646

## **Communication Team**

This will be the team responsible for all communication during a disaster. Specifically, they will communicate with Sony Pictures's employees, clients, vendors and suppliers, banks, and even the media if required.

## **Role & Responsibilities**

- Communicate the occurrence of a disaster and the impact of that disaster to all Sony Pictures employees
- Communicate the occurrence of a disaster and the impact of that disaster to authorities, as required
- Communicate the occurrence of a disaster and the impact of that disaster to all Sony Pictures's partners
- Communicate the occurrence of a disaster and the impact of that disaster to all of Sony Pictures's clients
- Communicate the occurrence of a disaster and the impact of that disaster to all Sony Pictures's vendors
- Communicate the occurrence of a disaster and the impact of that disaster to media contacts, as required
- After Sony Pictures' is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

## **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Stacy Green	VP HR	424-424-2424	244-422-2424	242-535-3535
Lisa Markowitz	Media Relations	345-433-2424	545-645-3535	424-424-4524

## **Finance Team**

This team will be responsible for ensuring that all of Sony Pictures's finances are dealt with in an appropriate and timely manner in the event of a disaster. The finance team will ensure that there is money available for necessary expenses that may result from a disaster as well as expenses from normal day-to-day business functions.

### **Role & Responsibilities**

- Ensure there is sufficient cash on hand or accessible to deal with small-scale expenses caused by the disaster. These can include paying for accommodations and food for DR team members, incremental bills, etc.
- Ensure there is sufficient credit available or accessible to deal with large-scale expenses caused by the disaster. These can include paying for new equipment, repairs for primary facilities, etc.
- Review and approve Disaster Teams' finances and spending
- Ensure that payroll occurs and that employees are paid as normal, where possible
- Communicate with creditors to arrange suspension of extensions to scheduled payments, as required
- Communicate with banking partners to obtain any materials such as checks, bank books, etc. that may need to be replaced as a result of the disaster

### **Contact Information**

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Philip Rowley	CFO	435-535-5355	535-663-3636	463-363-6636
Erik Moreno	Controller	414-244-4242	242-424-4422	244-242-2424

## Other Organization-Specific Teams

### Role & Responsibilities

- **Disaster Lead** - The goal of the disaster lead is to lead the other groups during the preparation stages of a disaster and during a disaster.
- **Maintenance** - the goal is to effectively handle hardware issues during a disaster.
- **IT technical staff** - effectively handle hardware and software problems during a disaster.
- **VP Facilities** - overseeing the maintenance and management of facilities
- **Network Manager** - the goal is to efficiently and effectively bring networks back online securely, after a disaster
- **Operations Manager** - the goal is to oversee operational activities at every level during a disaster.
- **Standby Facility Manager** - the goal is to perform all activities done by the VP Facilities, while managing a secondary facility, so in the event of a disaster, another facility is available.
- **Program Manager** - Manage programs during a disaster
- **Systems Administrator** - The goal of an administrator is to restore systems back to normal, whether that be an application, server, or other operating systems.
- **Helpdesk Manager** - Manage the HelpDesk to be prepared for any circumstances the HelpDesk is called for.
- **VP HR** - handles human resource issue
- **Media Relations** - Handle communication with the media during a disaster.
- **CFO** - Handle the finances and business decisions of the company. Budgeting a disaster recovery plan.
- **Controller** - the main goal of the controller is to oversee an organization's daily accounting operations, including the accounting, payroll, accounts payable, and accounts receivable departments.
- The Disaster Leads are to minimize risk and business impact when interruptions occur. They format teams and lead them through continuity planning, testing, and maintenance to ensure an appropriate level of resilience and recovery capability is retained. They also report to the CEO and COO, when it comes to topics of preparing for a disaster, formulating a mock budget for a disaster recovery plan,

### Contact Information

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Jon Hookstratten	Primary Disaster Lead	111-222-3333	112-222-3225	144-331-3244
Thomas Rothman	Secondary Disaster Lead	155-222-7878	141-433-2525	1435-144-4633
Robbert Cullinghan	Maintenance staff	231-244-4242	636-535-6366	523-355-6363
Arjun Patel	IT technical staff	533-636-7363	633-577-6464	535-646-7466

Colin Monaghan	VP Facilities	331-231-3442	313-424-0042	313-554-5353
Johhny Renner	Network Manager	312-131-2334	335-424-2424	353-525-5255
Chris Stark	Network Administrator	253-353-5676	644-6336-3636	636-363-6633
Bob Robert	Operations Manager	155-424-2442	135-535-7577	113-565-4335
Matt Samson	Systems Administrator	134-535-4646	142-556-7535	153-566-6363
Lee Tuohy	Standby Facility Manager	424-256-2352	324-244-2355	242-425-2523
Tommy Ve	Program Manager	343-535-3536	646-466-5753	644-636-3466
Penny Lee	Systems Administrator	646-7467-6464	466-857-8565	657-573-3636
Sarah El	Helpdesk Manager	544-676-6435	566-746-2425	424-535-3633
Mariah Thomson	Systems Administrator	424-563-5366	346-363-3773	456-744-4747
Stacy Green	VP HR	424-424-2424	244-422-2424	242-535-3535
Lisa Markowitz	Media Relations	345-433-2424	545-645-3535	424-424-4524
Philip Rowley	CFO	435-535-5355	535-663-3636	463-363-6636
Erik Moreno	Controller	414-244-4242	242-424-4422	244-242-2424

## Disaster Recovery Call Tree

In a disaster recovery or business continuity emergency, time is of the essence so Sony Pictures' will make use of a Call Tree to ensure that appropriate individuals are contacted in a timely manner.

- The Disaster Recovery Team Lead calls all Level 1 Members (Blue cells)
- Level 1 members call all Level 2 team members over whom they are responsible (Green cells)
- Level 1 members call all Level 3 team members over whom they are directly responsible (Beige cells)
- Level 2 Members call all Level 3 team members over whom they are responsible (Beige cells)
- In the event a team member is unavailable, the initial caller assumes responsibility for subsequent calls (i.e. if a Level 2 team member is inaccessible, the Level 1 team member directly contacts Level 3 team members).

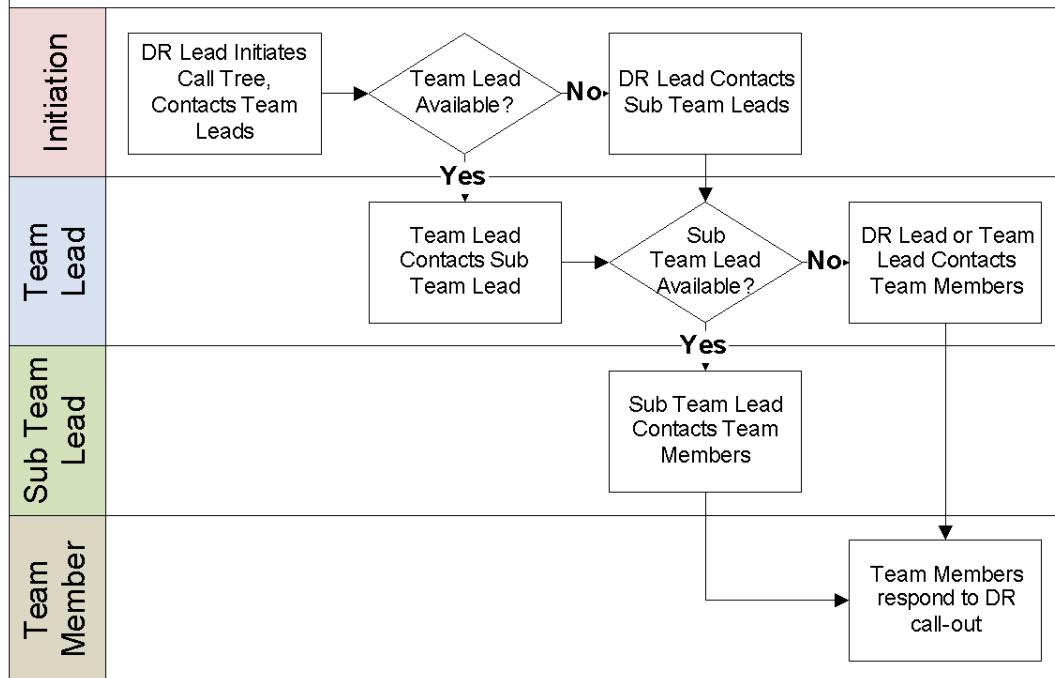
Contact	Office	Mobile	Home
DR Lead	111-222-3333	112-222-3225	144-331-3244
DR Management Team Lead	155-222-7878	141-433-2525	1435-144-4633
DR Management Team 1	121-213-1323	312-133-3133	123-131-5253

	DR Management Team 2	244-353-3535	245-522-2525	342-525-6366
	Facilities Team Lead	331-231-3442	313-424-0042	313-554-5353
	Facilities Team 1	455-355-6366	535-636-3663	235-255-6363
	Network Team Lead	253-353-5676	644-6336-3636	636-363-6633
	LAN Team Lead	312-131-2334	335-424-2424	353-525-5255
	LAN Team 1	353-545-6644	345-353-3553	443-535-3535
	WAN Team Lead	253-353-5676	644-6336-3636	636-363-6633
	WAN Team 1	535-363-6366	466-746-2552	666-363-6373
	Server Team Lead	424-563-5366	346-363-3773	456-744-4747
	Server Type 1 Team Lead	535-363-3636	647-636-6333	633-636-6367
	Server Type 1 Team 1	424-563-5366	346-363-3773	456-744-4747
	Server Type 2 Team Lead	256-252-2663	683-636-6733	467-474-2626
	Server Type 2 Team 1	424-563-5366	346-363-3773	456-744-4747
	Applications Team Lead	363-363-4573	743-363-3663	647-473-4743
	App 1 Team Lead	424-533-3563	566-664-3536	463-645-7477
	App1 Team 1	343-535-3536	646-466-5753	644-636-3466
	App 2 Team Lead	355-355-5354	646-464-4647	464-746-7447

	App 2 Team 1	343-535-3536	646-466-5753	644-636-3466
	Management Team Lead	155-424-2442	135-535-7577	113-565-4335
	Management Team 1	345-433-2424	545-645-3535	424-424-4524
	Communications Team Lead	535-353-3553	565-535-3535	535-353-6343

	Communications Team 1	535-353-3353	565-757-3535	587-353-6343
	Finance Team Lead	435-535-5355	535-663-3636	463-363-6636
	Finance Team 1	414-244-4242	242-424-4422	244-242-2424

## Disaster Recovery Call Tree Process Flow



# **Recovery Facilities**

In order to ensure that Sony Pictures' is able to withstand a significant outage caused by a disaster, it has provisioned separate dedicated standby facilities. This section of this document describes those facilities and includes operational information should those facilities have to be used.

Sony Pictures' standby facilities are provided and to be used in situations where an outage due to a disaster, leaves Sony Pictures' main facility inoperable. Standby facilities are to be up and running within 24 hours of a reported disaster and contain all the supplies necessary to continue business.

## **Description of Recovery Facilities**

The Disaster Command and Control Center or Standby facility will be used after the Disaster Recovery Lead has declared that a disaster has occurred. This location is a separate location from the primary facility. The current facility, located at 3535 S La Cienega Blvd, Los Angeles, CA 90016 is 2.1 miles away from the primary facility.

The standby facility will be used by the IT department and the Disaster Recovery teams; it will function as a central location where all decisions during the disaster will be made. It will also function as a communications hub for Sony Pictures.

The standby facility must always have the following resources available:

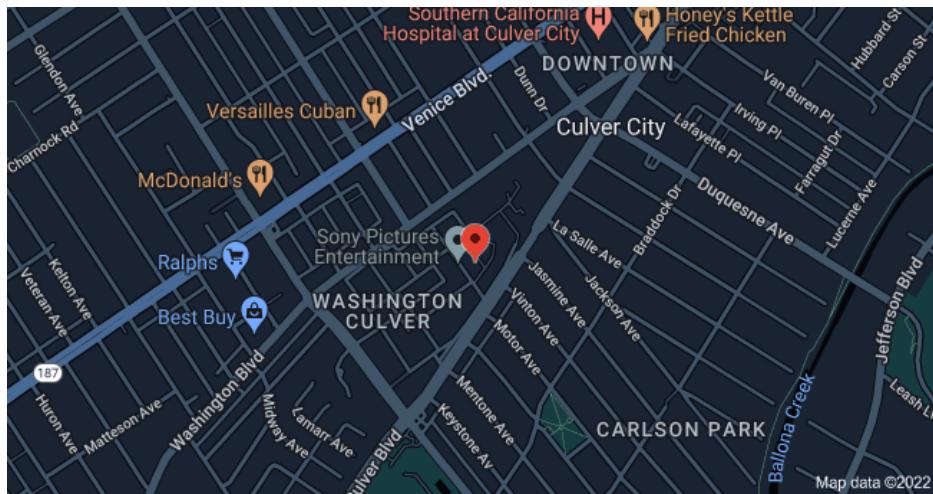
- Copies of this DRP document
- Fully redundant server room
- Sufficient servers and storage infrastructure to support enterprise business operations
- Office space for DR teams and IT to use in the event of a disaster
- External data and voice connectivity
- Sleeping quarters for employees who may need to work multiple shifts
- Kitchen facilities (including food, kitchen supplies, and appliances)
- Bathroom facilities (Including toilets, showers, sinks, and appropriate supplies)
- Parking spaces for employee vehicles

# Map of Standby Facility Location

Sony Pictures Entertainment

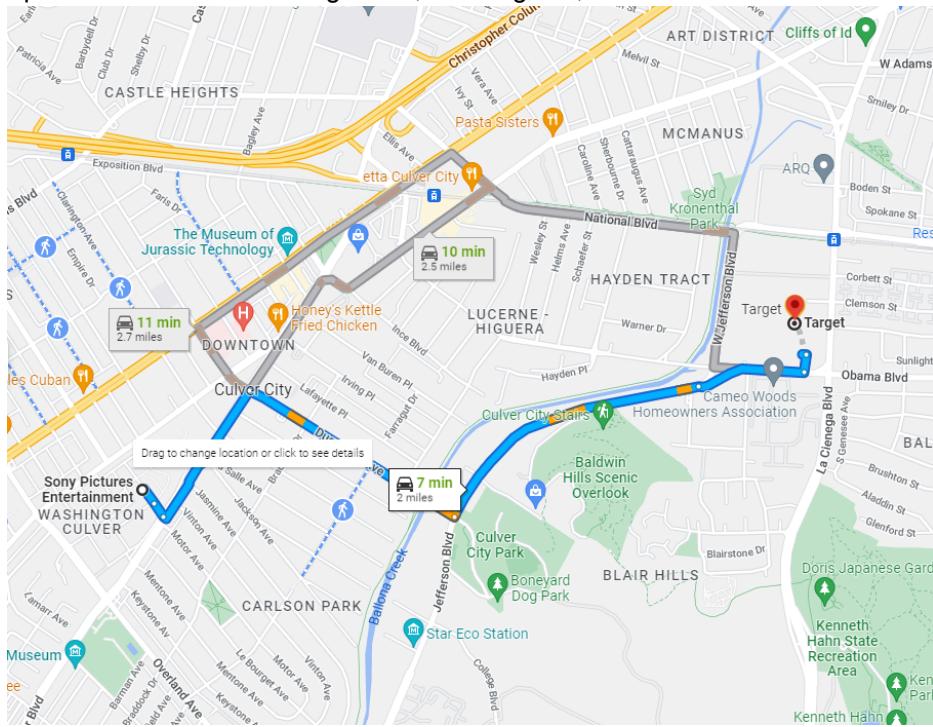
## Main Facilities

10202 Washington Blvd, Culver City, CA 90232

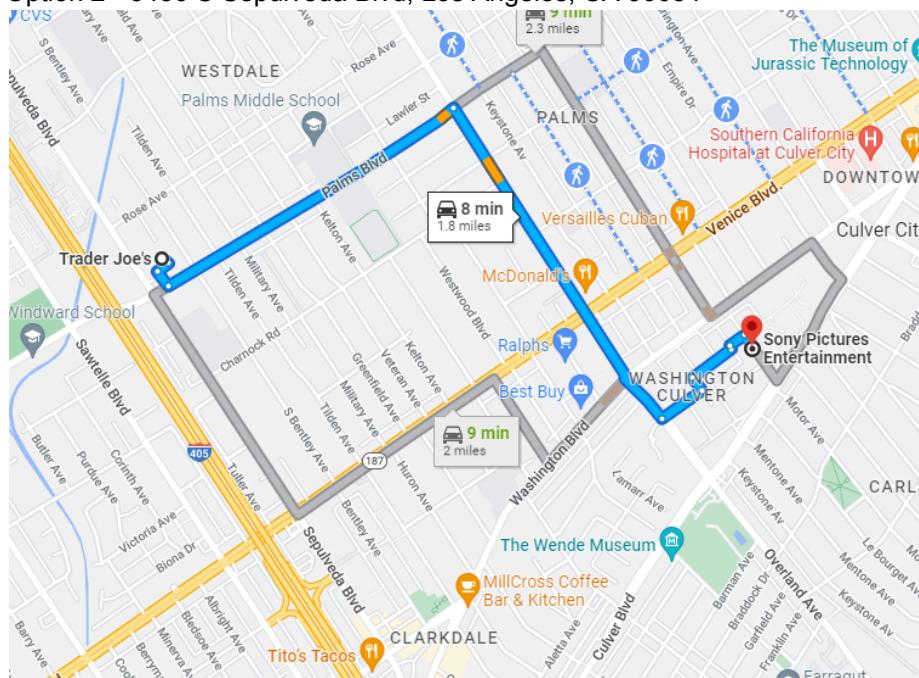


## Standby Facility

Option 1 - 3535 S La Cienega Blvd, Los Angeles, CA 90016



**Secondary Standby Facility**  
**Option 2 - 3456 S Sepulveda Blvd, Los Angeles, CA 90034**



## Directions to Recovery Facility

From Main Facility - Option 1 - 3535 S La Cienega Blvd, Los Angeles, CA 90016

Continue to Culver Blvd

1 min (427 ft)

↑ Head southeast toward Columbia History

220 ft

↑ Continue onto Columbia History

207 ft

Drive from Duquesne Ave and Jefferson Blvd to Los Angeles

7 min (1.9 mi)

← Turn left onto Culver Blvd

0.4 mi

↷ Turn right at Minisilu onto Duquesne Ave

0.6 mi

← Turn left onto Jefferson Blvd

0.7 mi

↗ Slight right onto Obama Blvd

0.3 mi

Drive to your destination

39 s (279 ft)

← Turn left

226 ft

← Turn left

52 ft

From Main Facility - Option 2 - 3456 S Sepulveda Blvd, Los Angeles, CA 90034

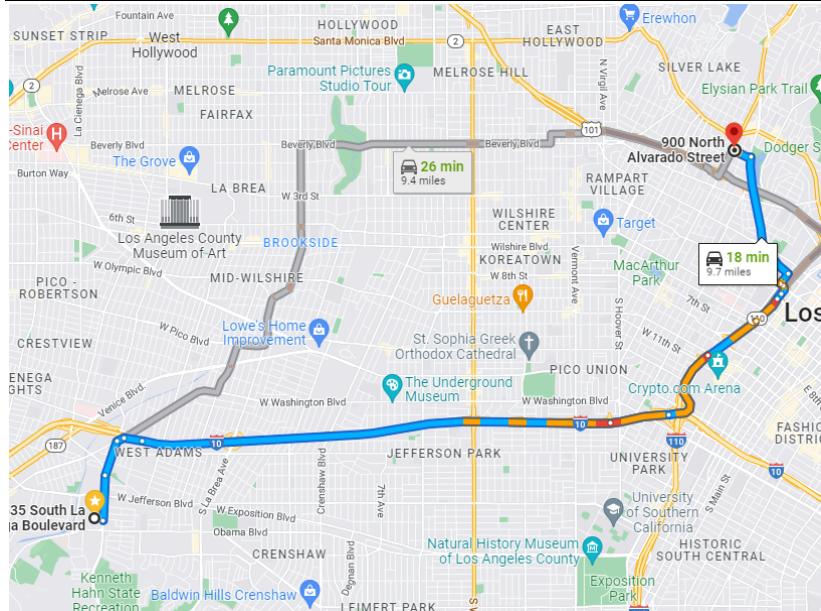
- Continue to Overland Ave  
2 min (0.3 mi)
- Follow Overland Ave and Palms Blvd to Los Angeles  
6 min (1.5 mi)
- ➡ Turn right  
i Destination will be on the left  
2 min (276 ft)

## Transportation to the Standby Facility

In the event of a disaster, only the Disaster Recovery Teams and select members of the IT department will work out of the standby facility. Since the standby facility is located <<standby facility's actual distance away from the primary facility>> miles away from the primary facility, employees will need to be provided with transportation to the facility if they do not own vehicles or are unable to use them and hotel accommodations if necessary.

## Taxi Providers

<b>Taxi Company 1</b>	Culver City Yellow Cab Co.
<b>Address</b>	900 N. Alvarado St. Los Angeles, CA 90026
<b>Phone Number</b>	310-838-2121



Get on I-10 E from La Cienega Blvd and Fairfax Ave

3 min (1.1 mi)

Continue on I-10 E to W 3rd St/Miramar St. Take the 4th St/9th St/3rd St/6th St exit from CA-110 N

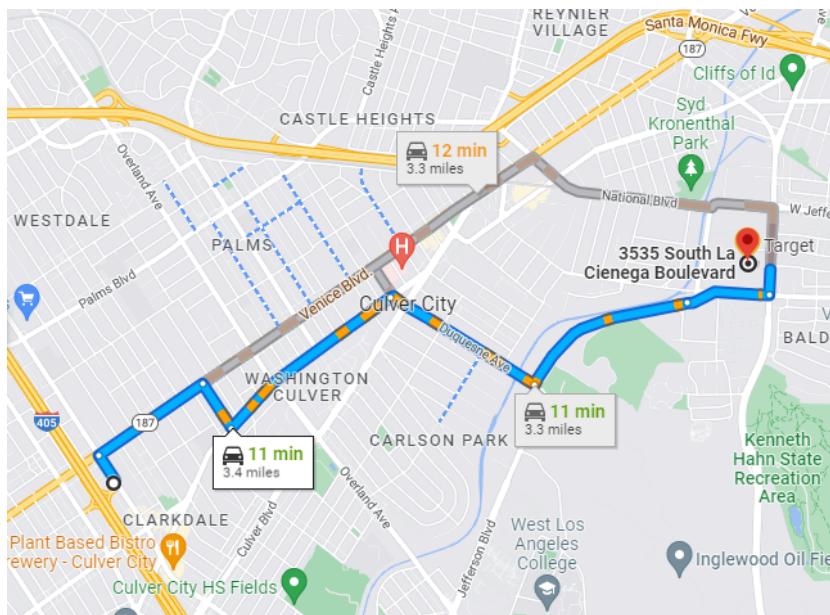
9 min (7.1 mi)

Take W 2nd St and Glendale Blvd to your destination

6 min (1.6 mi)

## Rental Car Providers

Rental Car Company 1	From Car Hire
Address	3861 Sepulveda Blvd, Culver City, CA 90230
Phone Number	+915624984600



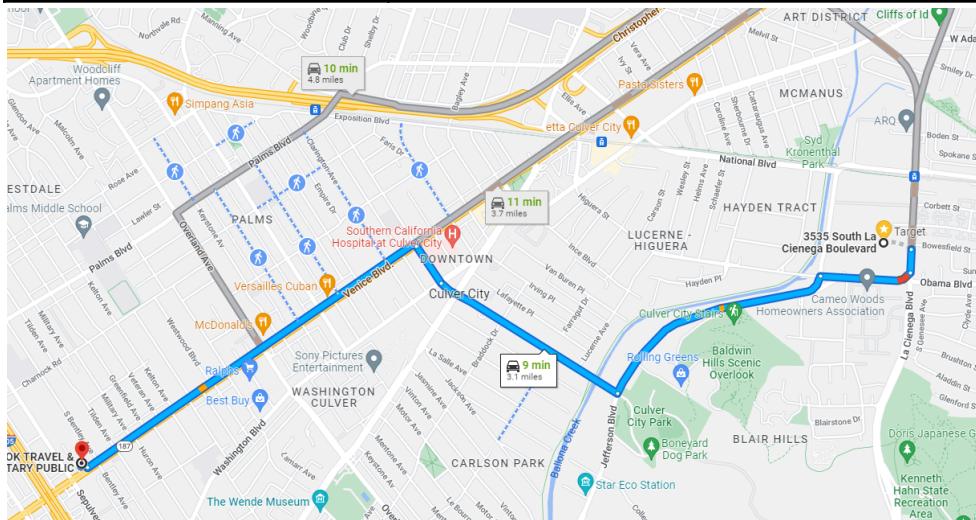
### Vrom Car Hire

3861 Sepulveda Blvd, Culver City, CA 90230

- Take Venice Blvd. to Spad Pl in Los Angeles  
2 min (0.6 mi)
- Turn right onto Spad Pl  
45 s (0.2 mi)
- Continue on Washington Blvd. Take Duquesne Ave and Jefferson Blvd to La Cienega Blvd in Los Angeles  
9 min (2.6 mi)

### Travel Agents (for air or train travel)

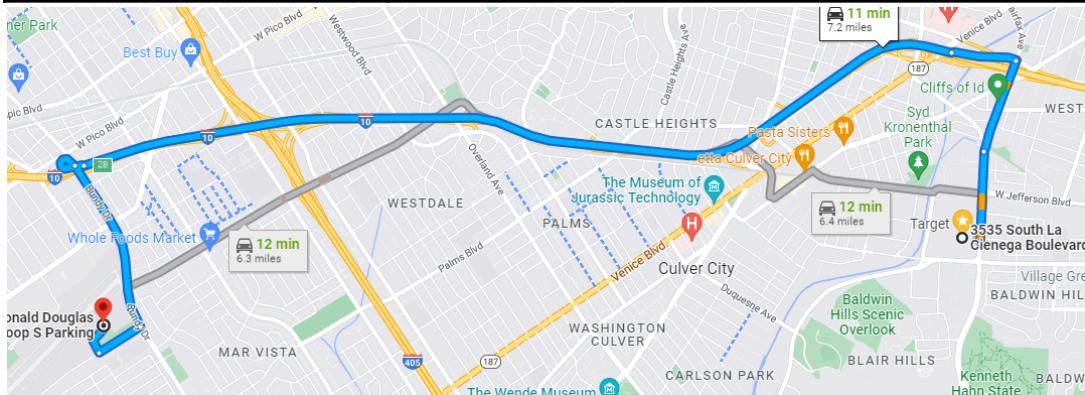
<b>Travel Agent 1</b>	OK TRAVEL & NOTARY PUBLIC
<b>Address</b>	11127 Venice Blvd. #5, Los Angeles, CA 90034
<b>Phone Number</b>	+13108159001



- ↑ Head south on La Cienega Blvd
  - ⓘ Pass by Taco Bell (on the left)  
377 ft
- ↗ Turn right onto Obama Blvd  
0.3 mi
- ↖ Turn left onto Jefferson Blvd  
0.8 mi
- ↗ Turn right onto Duquesne Ave
  - ⓘ Pass by Minisilu (on the right in 0.6 mi)  
0.6 mi
- ↑ Continue onto Hughes Ave  
0.1 mi
- ↖ Turn left onto Venice Blvd.  
1.2 mi
- ↗ Turn right after Baskin-Robbins (on the right)
  - ⓘ Destination will be on the right  
144 ft

## Airports

<b>Airport 1</b>	Santa Monica Airport
<b>Address</b>	3233 Donald Douglas Loop S, Santa Monica, CA 90405
<b>Phone Number</b>	+13104588591



- Get on I-10 W/Santa Monica Fwy  
4 min (1.2 mi) -----
- Follow I-10 W/Santa Monica Fwy to Bundy Dr. Take exit 2B from I-10 W/Santa Monica Fwy  
5 min (4.7 mi) -----
- Continue on Bundy Dr to your destination in Santa Monica  
4 min (1.3 mi) -----

## Operational Considerations

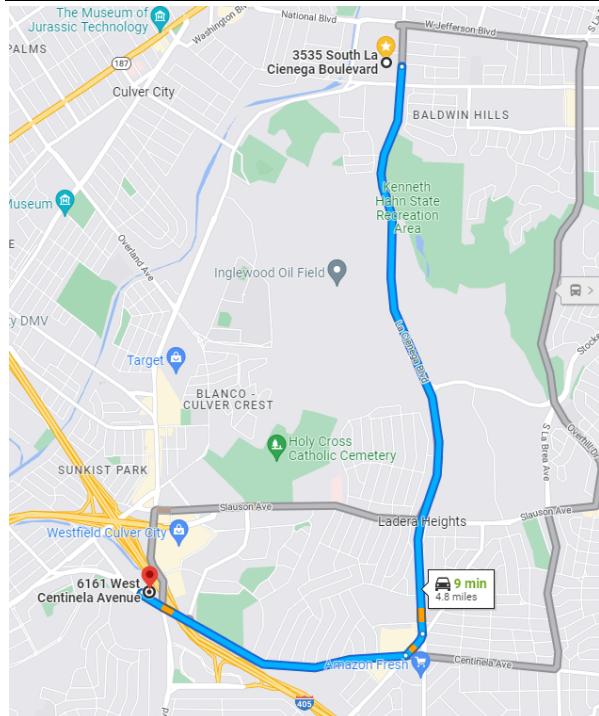
If employees are required to stay at the Standby Facility for extended periods of time and require hotel accommodations, they will be provided by Sony Pictures. The Facilities Team will be responsible for determining which employees require hotel accommodations and ensuring sufficient rooms are made available.

If employees are required to stay at the Standby Facility for extended periods of time and require food, it will be provided by Sony Pictures. The Facilities Team will be responsible for determining which employees require food and ensuring sufficient is made available via groceries, restaurants, or caterers as appropriate.

While in the Standby Facility, employees must work under appropriate, sanitary, and safe conditions. The Facilities team will be responsible for ensuring that this facility is kept in proper working order.

## Accommodations

<b>Hotel 1</b>	Hilton Los Angeles Culver City
<b>Address</b>	6161 W Centinela Ave, Culver City, CA 90230
<b>Phone Number</b>	(310) 649-1776



- ↑ Head south on La Cienega Blvd  
 ① Pass by Taco Bell (on the left)

3.1 mi —

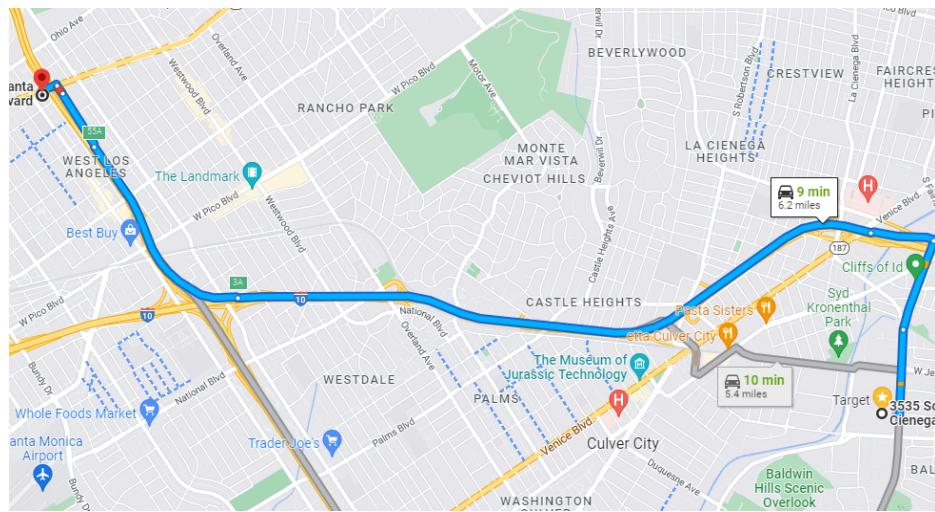
- ↗ Slight right onto S La Tijera Blvd

0.1 mi —

- ➡ Turn right onto W Centinela Ave  
 ① Pass by Chase Bank (on the right)

1.5 mi —

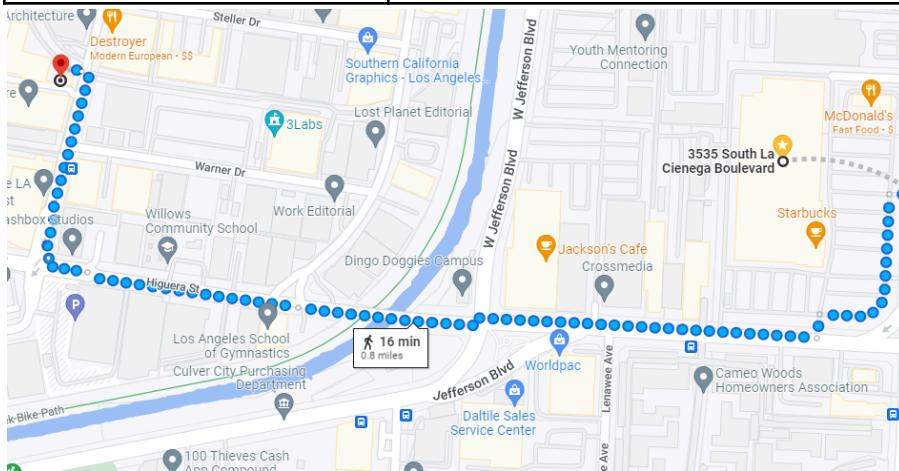
<b>Hotel 2</b>	Holiday Inn Express West Los Angeles-Santa Monica, an IHG Hotel
<b>Address</b>	11250 Santa Monica Blvd, West Los Angeles, CA 90025
<b>Phone Number</b>	(310) 478-1400



- Get on I-10 W/Santa Monica Fwy  
4 min (1.2 mi)
- Continue on I-10 W/Santa Monica Fwy to Cotner Ave. Take exit 55A from I-405 N  
6 min (4.8 mi)
- Take Santa Monica Blvd to Beloit Ave  
1 min (0.2 mi)

## Food, Beverages, and Other Supplies

<b>Restaurant/Grocery 1</b>	Vespertine
<b>Address</b>	3599 Hayden Ave, Culver City, CA 90232
<b>Phone Number</b>	1(323)-320-4023



↑ Head west toward Obama Blvd

85 ft

← Turn left

0.1 mi

← Turn left toward Obama Blvd

92 ft

→ Turn right onto Obama Blvd

0.3 mi

↑ Continue onto Higuera St

0.1 mi

↗ Slight right to stay on Higuera St

184 ft

→ Turn right onto Hayden Ave

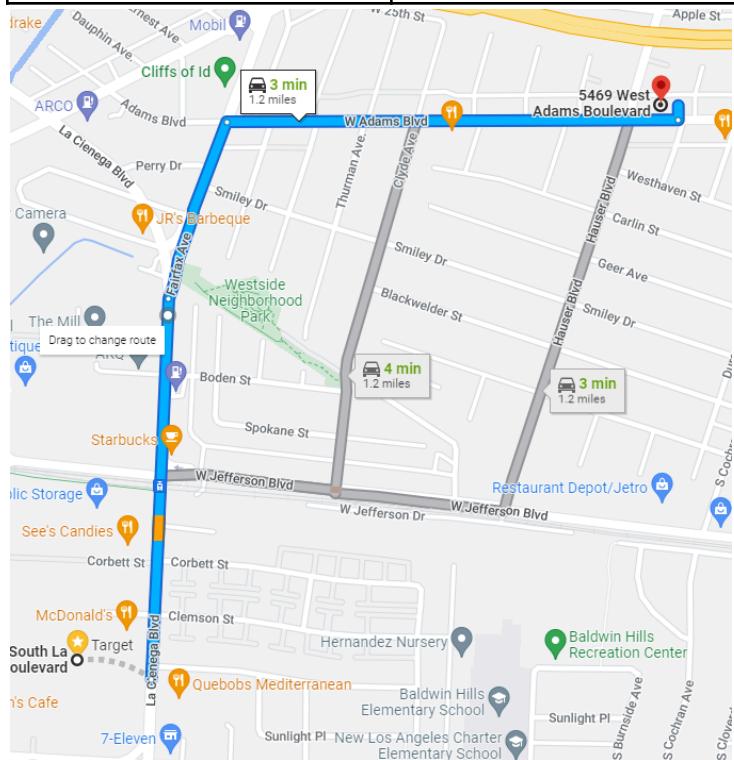
0.1 mi

← Turn left

Destination will be on the left

52 ft

<b>Restaurant/Grocery 2</b>	Advance Food Market And MoneyGram
<b>Address</b>	5469 W Adams Blvd, Los Angeles, CA 90016
<b>Phone Number</b>	+13239363957



- ↑ Head north on La Cienega Blvd toward Bowesfield St
  - ⓘ Pass by Starbucks (on the right in 0.3 mi)

0.4 mi
- ↗ Slight right onto Fairfax Ave
 

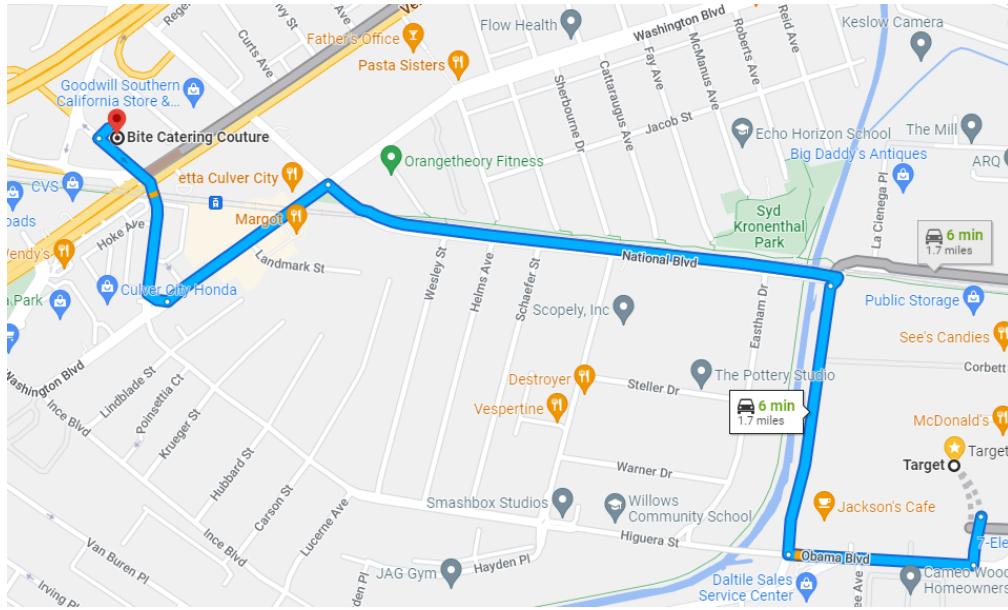
0.2 mi
- ↘ Turn right onto W Adams Blvd
 

0.5 mi
- ← Turn left
  - ⓘ Destination will be on the left

89 ft

## Catering

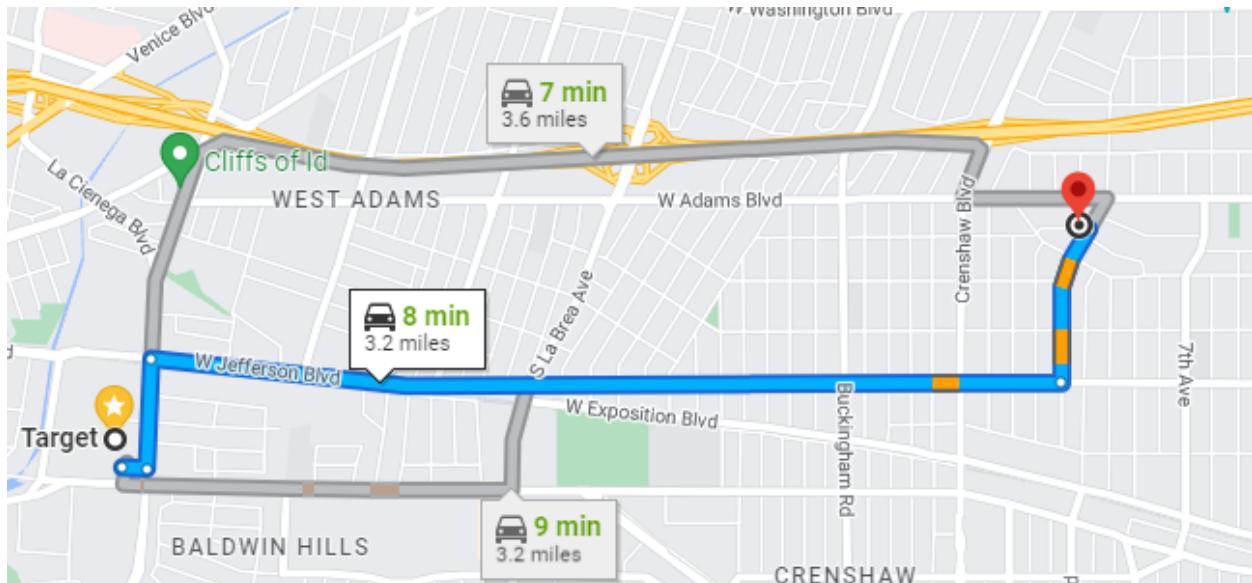
<b>Caterer</b>	Bite Catering Couture
<b>Address</b>	3380 S Robertson Blvd, Los Angeles, CA 90034
<b>Phone Number</b>	+13104013397



- ↑ Head south toward Obama Blvd  
302 ft
- ↗ Turn right onto Obama Blvd  
0.2 mi
- ↗ Turn right onto W Jefferson Blvd  
0.3 mi
- ↖ Turn left onto National Blvd  
0.6 mi
- ↖ Turn left onto Washington Blvd  
0.2 mi
- ↗ Sharp right onto S Robertson Blvd
  - ⓘ Pass by 1stpage Irank (on the right)
- 0.2 mi
- ↗ Turn right
  - ⓘ Destination will be on the right
- 85 ft

## Standby Facility Maintenance

Maintenance Company	A S Maintenance
Address	4015 W 28th St, Los Angeles, CA 90018
Phone Number	+13237660863



- ↑ Head east toward La Cienega Blvd  
341 ft
- ↖ Turn left onto La Cienega Blvd  
0.3 mi
- ↗ Turn right onto W Jefferson Blvd
  - ⓘ Pass by Popeyes Louisiana Kitchen (on the left in 1.0 mi)  
2.4 mi
- ↖ Turn left onto Edgehill Dr  
0.4 mi
- ↖ Turn left onto W 28th St
  - ⓘ Destination will be on the right  
144 ft

## Data and Backups

This section explains where all of the organization's data resides as well as where it is backed up. Use this information to locate and restore data in the event of a disaster.

### Data in Order of Criticality

Rank	Data	Data Type	Back-up Frequency	Backup Location(s)
1	Employee Data (Addresses, Social Security Numbers, W2s, Salary)	Confidential	Daily	On-Premise Servers, and Secure Cloud Base Backup
2	Financial Reports Fiscal Earning	Confidential until published	Daily	On-Premise Servers, and Secure Cloud Base Backup
3	Fiscal Year Plans	Confidential	Weekly	On-Premise Servers, and Secure Cloud Base Backup
4	Emails, Passwords, Security Questions and Answers	Confidential	Hourly	On-Premise Servers, and Secure Cloud Base Backup
5	Email Logs, Chat Logs	Confidential	Hourly	On-Premise Servers, and Secure Cloud Base Backup

## Communicating During a Disaster

In the event of a disaster, Sony Pictures will need to communicate with various parties to inform them of the effects on the business, surrounding areas, and timelines. The Communications Team will be responsible for contacting all of Sony Pictures' stakeholders.

### Communicating with the Authorities

The Communications Team's first priority will be to ensure that the appropriate authorities have been notified of the disaster, providing the following information:

- The location of the disaster
- The nature of the disaster
- The magnitude of the disaster
- The impact of the disaster
- Assistance required in overcoming the disaster
- Anticipated timelines

## **Authorities Contacts**

<b>Authorities</b>	<b>Point of Contact</b>	<b>Phone Number</b>	<b>E-mail</b>
Culver City Police Department	Chief of Police Robert Mollen	133-131-3555	Rmollen@culverpd.com
Culver City Fire Department Station 1	Fire Chief Allen Bool	144-545-5267	Abool@culverfd.com

## Communicating with Employees

The Communications Team's second priority will be to ensure that the entire company has been notified of the disaster. The best and/or most practical means of contacting all of the employees will be used with preference on the following methods (in order):

- E-mail (via corporate email where that system still functions)
- E-mail (via non-corporate or personal email)
- Telephone to employee home phone number
- Telephone to employee mobile phone number
- Text notifications

The employees will need to be informed of the following:

- Whether it is safe for them to come into the office
- Where they should go if they cannot come into the office
- Which services are still available to them
- Work expectations of them during the disaster
- Status of information being safe
- Informing them if they will need to make any changes to company emails and passwords

## Employee Contacts

Name	Role/Title	Work Phone Number	Home Phone Number	Mobile Phone Number
Jon Hookstratten	Primary Disaster Lead	111-222-3333	112-222-3225	144-331-3244
Thomas Rothman	Secondary Disaster Lead	155-222-7878	141-433-2525	1435-144-4633
Robbert Cullinghan	Maintenance staff	231-244-4242	636-535-6366	523-355-6363
Arjun Patel	IT technical staff	533-636-7363	633-577-6464	535-646-7466
Colin Monaghan	VP Facilities	331-231-3442	313-424-0042	313-554-5353
Johhny Renner	Network Manager	312-131-2334	335-424-2424	353-525-5255
Chris Stark	Network Administrator	253-353-5676	644-6336-3636	636-363-6633
Bob Robert	Operations Manager	155-424-2442	135-535-7577	113-565-4335
Matt Samson	Systems Administrator	134-535-4646	142-556-7535	153-566-6363
Lee Tuohy	Standby Facility Manager	424-256-2352	324-244-2355	242-425-2523
Tommy Ve	Program Manager	343-535-3536	646-466-5753	644-636-3466
Penny Lee	Systems Administrator	646-7467-6464	466-857-8565	657-573-3636

Sarah El	Helpdesk Manager	544-676-6435	566-746-2425	424-535-3633
Mariah Thomson	Systems Administrator	424-563-5366	346-363-3773	456-744-4747
Stacy Green	VP HR	424-424-2424	244-422-2424	242-535-3535
Lisa Markowitz	Media Relations	345-433-2424	545-645-3535	424-424-4524
Philip Rowley	CFO	435-535-5355	535-663-3636	463-363-6636
Erik Moreno	Controller	414-244-4242	242-424-4422	244-242-2424
Robby Evan	Employee 1	445-535-3553	355-353-5335	674-464-4646
Bob Second	Employee 2	535-353-3553	646-355-5355	535-353-3536

## **Communicating with Clients**

After all of the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing clients of the disaster and the impact that it will have on the following:

- Anticipated impact on service offerings
- Anticipated impact on delivery schedules
- Anticipated impact on the security of client information
- Anticipated timelines

Crucial clients will be made aware of the disaster situation first. Crucial clients will be E-mailed first and then called after to ensure that the message has been delivered. All other clients will be contacted only after all crucial clients have been contacted.

### **Crucial Clients**

Company Name	Point of Contact	Phone Number	E-mail
AffirmFilms	Emily Miller	535-344-3455	emiller@outlook.com
ScreenGems	Miles Roads	252-255-5225	milesroads@outlook.com
3000 Pictures	Dallas Fed	252-252-6377	dfed@outlook.com
ImageWorks	Jessica Roger	366-367-6365	jroger@outlook.com

## **Communicating with Vendors**

After all of the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing vendors of the disaster and the impact that it will have on the following:

- Adjustments to service requirements
- Adjustments to delivery locations
- Adjustments to contact information
- Anticipated timelines

Crucial vendors will be made aware of the disaster situation first. Crucial vendors will be emailed first and then called after to ensure that the message has been delivered. All other vendors will be contacted only after all crucial vendors have been contacted.

Vendors encompass those organizations that provide everyday services to the enterprise, but also the hardware and software companies that supply the IT department. The Communications Team will act as a go-between between the DR Team leads and vendor contacts should additional IT infrastructure be required.

## Crucial Vendors

Company Name	Point of Contact	Phone Number	E-mail
Infrascale	Matt Reed	424-455-5336	mreed@outlook.com
Amazon Web Service	Kevin Blevins	535-563-6366	kblevins@aws.com
Microsoft Exchange Online	Asmond Kyle	255-526-3576	akyle@outlook.com

## Communicating with Sony Pictures' Stakeholders

### Sony Pictures' Stakeholders

Company Name	Point of Contact	Phone Number	E-mail
PRIMECAP Management Co.	Edward Vel	334-223-5335	edvel@primecap.com
Aristotle Capital Management LLC	Kenny Reed	544-644-3535	kreed@aristotle.com
Fiduciary Management, Inc.	Fineas Richards	242-353-5353	frichards@fiduciary@com
Managed Account Advisors LLC	Lacari Christians	424-242-4566	lchristians@outlook.com
Boston Partners Global Investors	John Washington	242-4246-6464	jwash@bpartners.com
Morgan Stanley Smith Barney LLC	George Eel	244-633-4646	georgeell@morganstanel.com
GAMCO Asset Management, Inc.	Kyle Rogers	242-353-5355	krogers@gamco.com
Davenport & Co. LLC	Devin Potterson	535-535-8557	dpotterson@davenport.com
Parametric Portfolio Associates	Pat Ellen	466-766-4664	patellen@outlook.com
Gabelli Funds LLC	John Allen	364-466-7446	jallen@gabellifunds.com

# **Dealing with a Disaster**

If a disaster occurs in Sony Pictures, the first priority is to ensure that all employees are safe and accounted for. After this, steps must be taken to mitigate any further damage to the facility and to reduce the impact of the disaster on the organization.

Regardless of the category that the disaster falls into, dealing with a disaster can be broken down into the following steps:

- 1) Disaster identification and declaration
- 2) DRP activation
- 3) Communicating the disaster
- 4) Assessment of current and prevention of further damage
- 5) Standby facility activation
- 6) Establish IT operations
- 7) Repair and rebuilding of primary facility

## **Disaster Identification and Declaration**

Since it is almost impossible to predict when and how a disaster might occur, Sony Pictures' must be prepared to find out about disasters from a variety of possible avenues. These can include:

- First-hand observation
- System Alarms and Network Monitors
- Environmental and Security Alarms in the Primary Facility
- Security staff
- Facilities staff
- End users
- 3rd Party Vendors
- Media reports

Once the Disaster Recovery Lead has determined that a disaster has occurred, s/he must officially declare that the company is in an official state of disaster. It is during this phase that the Disaster Recovery Lead must ensure that anyone who was in the primary facility at the time of the disaster has been accounted for and evacuated to safety according to the company's Evacuation Policy.

While employees are being brought to safety, the Disaster Recovery Lead will instruct the Communications Team to begin contacting the Authorities and all employees not at the impacted facility where a disaster has occurred.

## **DRP Activation**

Once the Disaster Recovery Lead has formally declared that a disaster has occurred s/he will initiate the activation of the DRP by triggering the Disaster Recovery Call Tree. The following information will be provided in the calls that the Disaster Recovery Lead makes and should be passed during subsequent calls:

- That a disaster has occurred
- The nature of the disaster (if known)
- The initial estimation of the magnitude of the disaster (if known)
- The initial estimation of the impact of the disaster (if known)
- The initial estimation of the expected duration of the disaster (if known)
- Actions that have been taken to this point
- Actions that are to be taken prior to the meeting of Disaster Recovery Team Leads
- Scheduled meeting place for the meeting of Disaster Recovery Team Leads
- Scheduled meeting time for the meeting of Disaster Recovery Team Leads
- Any other pertinent information

If the Disaster Recovery Lead is unavailable to trigger the Disaster Recovery Call Tree, that responsibility shall fall to the Disaster Management Team Lead

## **Communicating the Disaster**

Refer to the “Communicating During a Disaster” section of this document.

## **Assessment of Current and Prevention of Further Damage**

Before any employees from Sony Pictures can enter the primary facility after a disaster, appropriate authorities must first ensure that the premises are safe to enter.

The first team that will be allowed to examine the primary facilities once it has been deemed safe to do so will be the Facilities Team. Once the Facilities Team has completed an examination of the building and submitted its report to the Disaster Recovery Lead, the Disaster Management, Networks, Servers, and Operations Teams will be allowed to examine the building. All teams will be required to create an initial report on the damage and provide this to the Disaster Recovery Lead within <>state timeframe<> of the initial disaster.

During each team's review of their relevant areas, they must assess any areas where further damage can be prevented and take the necessary means to protect Sony Pictures' assets. Any necessary repairs or preventative measures must be taken to protect the facilities; these costs must first be approved by the Disaster Recovery Team Lead.

## **Standby Facility Activation**

The Standby Facility will be formally activated when the Disaster Recovery Lead determines that the nature of the disaster is such that the primary facility is no longer sufficiently functional or operational to sustain normal business operations.

Once this determination has been made, the Facilities Team will be commissioned to bring the Standby Facility to functional status after which the Disaster Recovery Lead will convene a meeting of the various Disaster Recovery Team Leads at the Standby Facility to assess the next steps. These next steps will include:

1. Determination of impacted systems
2. Criticality ranking of impacted systems
3. Recovery measures required for high-criticality systems
4. Assignment of responsibilities for high-criticality systems
5. Schedule for recovery of high-criticality systems
6. Recovery measures required for medium criticality systems
7. Assignment of responsibilities for medium criticality systems
8. Schedule for recovery of medium criticality systems
9. Recovery measures required for low criticality systems
10. Assignment of responsibilities for recovery of low criticality systems
11. Schedule for recovery of low criticality systems
12. Determination of facilities tasks outstanding/required at Standby Facility
13. Determination of operations tasks outstanding/required at Standby Facility
14. Determination of communications tasks outstanding/required at Standby Facility
15. Determination of facilities tasks outstanding/required at the Primary Facility
16. Determination of other tasks outstanding/required at the Primary Facility
17. Determination of further actions to be taken

During Standby Facility activation, the Facilities, Networks, Servers, Applications, and Operations teams will need to ensure that their responsibilities, as described in the “Disaster Recovery Teams and Responsibilities” section of this document are carried out quickly and efficiently so as not to negatively impact the other teams.

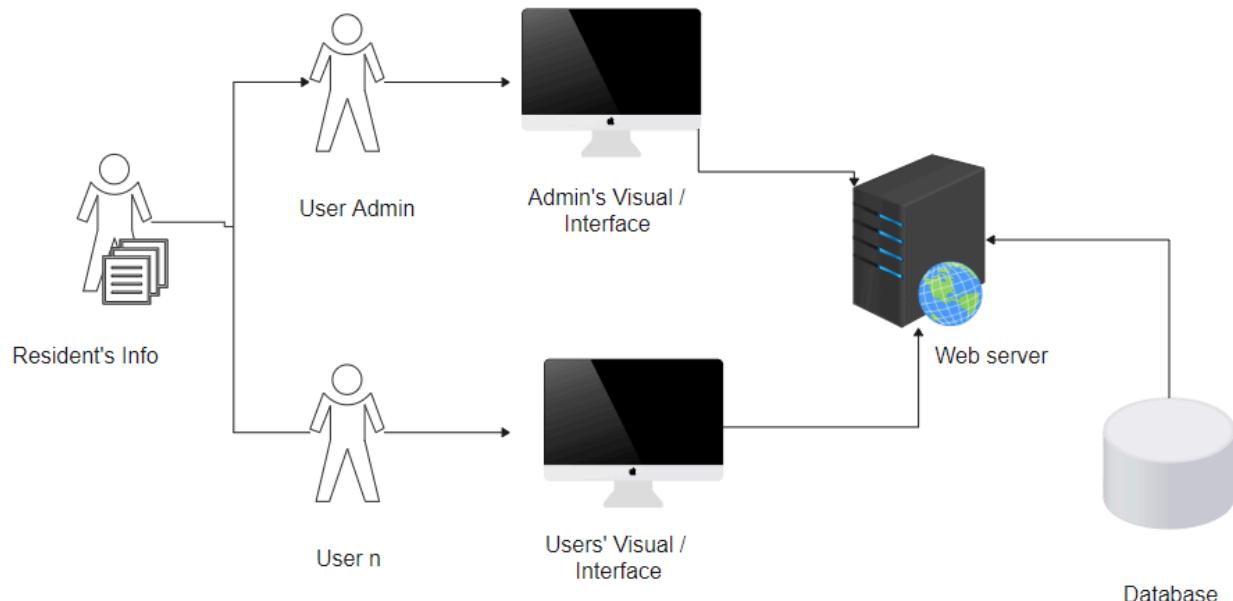
## Restoring IT Functionality

Refer to the “Restoring IT Functionality” section of this document.

## Restoring IT Functionality

Should a disaster actually occur and Sony Pictures need to exercise this plan, this section will be referred to frequently as it will contain all of the information that describes the manner in which Sony Pictures’ information system will be recovered.

## Current System Architecture



## IT Systems

Rank	IT System	System Components (In order of importance)
1	Sony Pictures On-Premise Network Database	Database Server
2	Sony Pictures Cloud Network Database	AWS Server (Off-Premise)
3	Hardware	Employee Personal Computers
4	Applications (E-Mail, Messaging)	Microsoft Exchange Online (Off-Premise)

## Criticality Rank-One System

<b>System Name</b>	Sony Pictures On-Premise Network Database
<b>Component Name</b>	Database Server
<b>Vendor Name</b>	Infrascale
<b>Model Number</b>	A123456BC123
<b>Serial Number</b>	3123-12441-4145
<b>Recovery Time Objective</b>	24 - 48 hours
<b>Recovery Point Objective</b>	Reboot the Server Once Fixed and Make Fixes to the Server Infrastructure

**Title:** Standard Operating Procedures for Sony Pictures On-Premise Network Database

**Document No.:** 1

<b>Security Level: Departmental</b>		<b>Effective Date:</b> 01/15/2015
<b>SOP Author/Owner:</b> Thomas Rothman	<b>SOP Approver:</b> Jon Bob	<b>Review Date:</b> 01/15/2016

**a) Purpose**

This SOP outlines the steps required to restore operations of the Sony Pictures On-Premise Network Database.

**b) Scope**

This SOP applies to the following components of Sony Pictures On-Premise Network Database.

- *Database server*
- *Database server storage system*
- *Database server software*
- *Database server backup*

**c) Responsibilities**

The following individuals are responsible for this SOP and for all aspects of the system to which this SOP pertains:

- *SOP Process:* SOP Owner - Thomas Rothman
- *Network Connectivity:* Network Administrator - Chris Stark
- *Server Hardware:* Systems Administrator - Matt Samson
- *Server Software:* Application Administrator - Tommy Ve

For details of the actual tasks associated with these responsibilities, refer to section h) of this SOP.

**d) Definitions**

This section defines acronyms and words not in common use:

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- *SOP:* Standard Operating Procedure

**e) Changes Since Last Revision**

- In change 2.2 authorized and created by DR Lead Thomas Rothman, on 01/15/15, additional revisions were made to address security flaws and ways to handle security breaches, leakage of data, and destruction of property

**f) Documents/Resources Needed for this SOP**

The following documents are required for this SOP:

- *Document 5A - Repairing an ON-Premise Database*

**g) Related Documents**

The following documents are related to this SOP and may be useful in the event of an emergency. Their documents below are hyperlinked to their original locations and copies are also attached in the appendix of this document:

- *Document 5A - Repairing an ON-Premise Database*

#### **h) Procedure**

The following are the steps associated with bringing the Sony Pictures On-Premise Network Database back online in the event of a disaster or system failure.

<b>Step</b>	<b>Action</b>	<b>Responsibility</b>
1	If any problem occurs with the on-premise database server, the network administrator should disconnect the server from the network.	Network Administrator - Chris Stark
2	Major problems with the on-premise database should be reported to the DR Lead. Assess the situation and determine if it is an incident or a disaster.	Network Administrator - Chris Stark
3	Analyze the database, and search for any anomalies. See if there is an attack or another problem.	Network Administrator - Chris Stark
4	Address the problem and fix it accordingly. If information from the database is stolen, missing, or damaged, report it to the authorities.	SOP Owner - Thomas Rothman and Network Administrator - Chris Stark
5	Once an issue with the database is fixed and secure, reconnect it back to the network.	Network Administrator - Chris Stark

## Criticality Rank-Two System

<b>System Name</b>	Sony Pictures Cloud Network Database
<b>Component Name</b>	AWS Server
<b>Vendor Name</b>	Amazon
<b>Model Number</b>	12414AV4225CV
<b>Serial Number</b>	5245-52526-5255
<b>Recovery Time Objective</b>	24-48 hours
<b>Recovery Point Objective</b>	Restore Connection to Our Sony AWS Server Once It is Deemed Safe Too.

**Title:** Standard Operating Procedures for AWS Server

**Document No.:** 2

<b>Security Level: Departmental</b>		<b>Effective Date:</b> 01/15/2015
<b>SOP Author/Owner:</b> Thomas Rothman	<b>SOP Approver:</b> Jon Bob	<b>Review Date:</b> 01/15/2016

**i) Purpose**

This SOP outlines the steps required to restore operations of the Sony Pictures On-Premise Network Database.

**j) Scope**

This SOP applies to the following components of Sony Pictures On-Premise Network Database.

- a) Web server*
- b) Web server software*

**k) Responsibilities**

The following individuals are responsible for this SOP and for all aspects of the system to which this SOP pertains:

- *SOP Process:* SOP Owner - Thomas Rothman
- *Network Connectivity:* Network Administrator - Chris Stark
- *Server Hardware:* Systems Administrator - Matt Samson
- *Server Software:* Application Administrator - Tommy Ve

For details of the actual tasks associated with these responsibilities, refer to section h) of this SOP.

## I) Definitions

This section defines acronyms and words not in common use:

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## m) Documents/Resources Needed for this SOP

The following documents are required for this SOP:

- *Document7F - Restoring a Cloud Server*

## n) Related Documents

The following documents are related to this SOP and may be useful in the event of an emergency. Their documents below are hyperlinked to their original locations and copies are also attached in the appendix of this document:

- *Document7F - Restoring a Cloud Server*

**o) Procedure**

The following are the steps associated with bringing <<Component Name>> back online in the event of a disaster or system failure.

Step	Action	Responsibility
1	If any problem occurs with the off-premise database server, the network administrator should disconnect the server from the network.	Network Administrator - Chris Stark
2	Major problems with the off-premise database should be reported to the DR Lead. Assess the situation and determine if it is an incident or a disaster.	Network Administrator - Chris Stark
3	Analyze the database, and search for any anomalies. See if there is an attack or another problem. Contact your Cloud Database vendor.	Network Administrator - Chris Stark
4	Address the problem and fix it accordingly. If information from the database is stolen, missing, or damaged, report it to the authorities.	SOP Owner - Thomas Rothman and Network Administrator - Chris Stark
5	Once an issue with the database is fixed and secure, reconnect it back to your servers.	Network Administrator - Chris Stark
6	If any problem occurs with the on-premise database server, the network administrator should disconnect the server from the network.	Network Administrator - Chris Stark

## Critical Rank-Three Systems

<b>System Name</b>	Hardware
<b>Component Name</b>	Employee Personal Computers
<b>Vendor Name</b>	Sony Provided Computers (VAIO)
<b>Model Number</b>	324AEV3244FW
<b>Serial Number</b>	4244-44245-4251
<b>Recovery Time Objective</b>	24-48 Hours
<b>Recovery Point Objective</b>	Recover Any Damage Done to Sony Employee's PC's or Replace Said PCs if the damage is severe.

**Title:** Standard Operating Procedures for Employee Personal Computers

**Document No.:** 3

<b>Security Level: Departmental</b>		<b>Effective Date:</b> 01/15/2015
<b>SOP Author/Owner:</b> Thomas Rothman	<b>SOP Approver:</b> Jon Bob	<b>Review Date:</b> 01/15/2016

**p) Purpose**

This SOP outlines the steps required to restore operations of the Sony Pictures On-Premise Network Database.

**q) Scope**

This SOP applies to the following components of Sony Pictures On-Premise Network Database.

- *Client hardware*

**r) Responsibilities**

The following individuals are responsible for this SOP and for all aspects of the system to which this SOP pertains.

- *Client Hardware:* Helpdesk Administrator - Sarah El

For details of the actual tasks associated with these responsibilities, refer to section h) of this SOP.

**s) Definitions**

This section defines acronyms and words not in common use:

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**t) Documents/Resources Needed for this SOP**

The following documents are required for this SOP:

- *Document 7B - EmployeeHardwareResponsibility*

**u) Related Documents**

The following documents are related to this SOP and may be useful in the event of an emergency. Their documents below are hyperlinked to their original locations and copies are also attached in the appendix of this document:

- *Document 7B - EmployeeHardwareResponsibility*

v) **Procedure**

The following are the steps associated with bringing Sony Hardware back online in the event of a disaster or system failure.

Step	Action	Responsibility
1	Report any damages or difficulties to a system to HelpDesk through a support ticket	Employee
2	HelpDesk will disconnect your system and analyze any problems with it. During this time HelpDesk will provide that employee with a replacement computer.	Helpdesk Administrator Sarah El
3	Scan the device for any security flaws and use the support ticket to address the exact problem reported by the employee.	Helpdesk Administrator Sarah El
4	If the damage is too severe and the device cannot be recovered, all data will be extracted and the damage will be reported to the Controller.	Helpdesk Administrator Sarah El
5	The Controller will keep a record of all damages throughout the year and create a budget to buy more computers and other devices the next year.	Controller Erik Moreno

## Criticality Rank-Four System

<b>System Name</b>	Applications (E-Mail, Messaging)
<b>Component Name</b>	Microsoft Exchange Online
<b>Vendor Name</b>	Microsoft
<b>Model Number</b>	AS232445DF334
<b>Serial Number</b>	5355-35553-6365
<b>Recovery Time Objective</b>	24-48 Hours
<b>Recovery Point Objective</b>	To Restore Applications to an operable state

**Title:** Standard Operating Procedures for Applications (E-Mail, Messaging)

**Document No.:** 4

<b>Security Level: Departmental</b>		<b>Effective Date:</b> 01/15/2015
<b>SOP Author/Owner:</b> Thomas Rothman	<b>SOP Approver:</b> Jon Bob	<b>Review Date:</b> 01/15/2016

**w) Purpose**

This SOP outlines the steps required to restore operations of the Sony Pictures On-Premise Network Database.

**x) Scope**

This SOP applies to the following components of Sony Pictures On-Premise Network Database.

- *Application server*
- *Application server storage system*
- *Application server software*
- *Application server backup*

**y) Responsibilities**

The following individuals are responsible for this SOP and for all aspects of the system to which this SOP pertains:

- *SOP Process:* SOP Owner - Thomas Rothman
- *Network Connectivity:* Network Administrator - Chris Stark
- *Server Software:* Application Administrator - Penny Lee
- *Client Connectivity:* Network Administrator - Chris Stark
- *Client Software:* Helpdesk Administrator - Sarah El

For details of the actual tasks associated with these responsibilities, refer to section h) of this SOP.

## **z) Definitions**

This section defines acronyms and words not in common use:

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### **aa) Documents/Resources Needed for this SOP**

The following documents are required for this SOP:

- *Document6E - Application Restoration*

### **bb) Related Documents**

The following documents are related to this SOP and may be useful in the event of an emergency. Their documents below are hyperlinked to their original locations and copies are also attached in the appendix of this document:

- *Document6E - Application Restoration*

### **cc) Procedure**

The following are the steps associated with bringing <<Component Name>> back online in the event of a disaster or system failure.

<b>Step</b>	<b>Action</b>	<b>Responsibility</b>
1	Through a support ticket, report any problems with an application	Employee
2	Through the support ticket, address the issue by analyzing all possible causes.	Application Administrator - Penny Lee
3	After analyzing the issue and determining the most probable cause, report it to the vendor.	Application Administrator - Penny Lee
4	Report the issue to all staff and the possible fix to the issue.	Application Administrator - Penny Lee
5	All issues should take the necessary action, so no problems occur with the software.	Employee

## **Plan Testing & Maintenance**

While efforts will be made initially to construct this DRP in as complete and accurate a manner as possible, it is essentially impossible to address all possible problems at any one time. Additionally, over time the Disaster Recovery needs of the enterprise will change. As a result of these two factors, this plan will need to be tested on a periodic basis to discover errors and omissions and will need to be maintained to address them.

## **Maintenance**

The DRP will be updated bi-annually or any time a major system update or upgrade is performed, whichever is more often. The Disaster Recovery Lead will be responsible for updating the entire document, and so is permitted to request information and updates from other employees and departments within the organization in order to complete this task.

Maintenance of the plan will include (but is not limited to) the following:

1. Ensuring that call trees are up to date
2. Ensuring that all team lists are up to date
3. Reviewing the plan to ensure that all of the instructions are still relevant to the organization
4. Making any major changes and revisions in the plan to reflect organizational shifts, changes, and goals
5. Ensuring that the plan meets any requirements specified in new laws
6. Ensuring that the plan is not only efficient but also effective

During the Maintenance periods, any changes to the Disaster Recovery Teams must be accounted for. If any member of a Disaster Recovery Team no longer works with the company, it is the responsibility of the Disaster Recovery Lead to appoint a new team member.

## **Testing**

Sony Pictures is committed to ensuring that this DRP is functional. The DRP should be tested every 6 months in order to ensure that it is still effective. Testing the plan will be carried out as follows:

**Simulations-** A disaster is simulated so normal operations will not be interrupted. Hardware, software, personnel, communications, procedures, supplies and forms, documentation, transportation, utilities, and alternate site processing should be thoroughly tested in a simulation test. However, validated checklists can provide a reasonable level of assurance for many of these scenarios. Analyze the output of the previous tests carefully before the proposed simulation to ensure the lessons learned during the previous phases of the cycle have been applied.

Any gaps in the DRP that are discovered during the testing phase will be addressed by the Disaster Recovery Lead as well as any resources that he/she will require.

## **Call Tree Testing**

Call Trees are a major part of the DRP and Sony Pictures requires that it is tested every 6 months in order to ensure that it is functional. Tests will be performed as follows:

- 1) The Disaster Recovery Lead initiates a call tree and gives the first round of employees a code word.
- 2) The code word is passed from one caller to the next.
- 3) The next work day all Disaster Recovery Team members are asked for the code word.
- 4) Any issues with the call tree, contact information, etc will then be addressed accordingly.

## Sony Pictures Disaster Recovery Solutions

