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| WizBiz |
| Disaster Recovery Plan |
|  |
| **Alison Garmen** |
| **Last reviewed and tested - 27/02/2020** |

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| *This plan is to aid in the return to normal business operations in the event of a disaster This document proposes disaster recovery plans to address various types of possible disaster scenarios. The plans reflect the analysis and determination of appropriate responses as agreed in discussions with representatives from IT and other departments* |

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# Introduction

This document details the policies and procedures of WizBiz in the event of a disruption to critical IT services or damage to IT equipment or data. These processes will ensure that those assets are recoverable to the right level and within the right timeframe to deliver a return to normal operations, with minimal impact on the business.

## Plan objectives

* To be able to recover lost or damaged records or information after a disaster
* Ensure the organisation can continue operating after a disaster
* To protect essential information and records.

## Plan scope

* Head office of WizBiz

## Service recovery point objective (RPO) and recovery time objective (RTO) targets

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **IT service** | **Scenario** | **RPO** | **RTO** | **Priority** |
| Email systems | Server failure | 24 hours | 4 hours | Medium |
| Financial Control system | Server failure | 24 hours | 4 hours | High |
|  |  |  |  |  |

## Backup strategy

|  |  |  |
| --- | --- | --- |
| **IT service** | **Backup location** | **Backup frequency** |
| Financial Control system | Offsite - OSBS | daily |
| Email system | Offsite - OSBS | daily |

## Testing schedule

* The Disaster Recovery (DR) plan will be tested in its entirety once every 12 months
* Recovery process for IT service will be tested once every 6 months

## Plan review

* The DR plan itself will be formally reviewed once every 6 months and in response to regular testing

## Revision history

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Revision details** |
| 1.0 | 20/02/2020 | Initial draft |

# Roles and responsibilities

The following individuals are to assume responsibility for restoring IT services when the DR plan is activated:

## Internal contacts

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Job role** | **Contact details** | **DR process owned** |
| Alison Garmen | IT Manager |  | Overall responsibility |
| TBA | Network Administrator |  | Backup and data recovery of General business applications, AD, |
| TBA | Database administrator |  | Backup and data recovery for all corporate databases |
| TBA | Network support |  | Installation and configuration of servers and workstations |

## External contacts

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Organisation** | **Contact details** | **DR process owned** |
| Paul Browne | OSBS | 0499 252 000 | Data recovery |
|  |  |  |  |

# Incident response

The DR plan is to be activated when one or more of the following criteria are met:

* Fire
* Flooding
* Loss of power

The person discovering the incident must notify the following DR stakeholders, who collectively assume responsibility for deciding which - if any - aspects of the DR plan should be implemented, and for establishing communication with employees, management, partners and customers.

* First point of contact, Alison Garmen
* Second point of contact, Gayle Winters

# DR procedures

Depending on the incident, and on the number and nature of the IT services affected, one or more of the following DR procedures may be activated by the DR team:

## DR plan for damage to servers

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| --- | --- |
| **Scenario** | *Eg Damage to servers at WizBiz office* |
| **Possible causes** | *Fire, flooding* |
| **IT services and data at risk** | *Email systems* |
| **Impact** | *Internal and external communications lost, electronic billing disrupted* |

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| **Plan of action** | * Identify issue, coordinate initial response (Alison Garmen) * Remove damaged servers from data centre (Network support) * Evaluate damage (Network support) * Contact OSBS (Alison Garmen) * Establish data recovery targets and timeframes (Alison Garmen, Paul Browne) * Send courier for damaged servers (Alison Garmen, Network Support) * Share HDD images after data recovery (Network Administrator) |

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| --- | --- |
| **Key contacts** | * Alison Garmen (IT Manager) * Paul Browne OSBS contact) * Gayle Winters General Manager) |

## DR plan for scenario Y

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| --- | --- |
| **Scenario** |  |
| **Possible causes** |  |
| **IT services and data at risk** |  |
| **Impact** |  |

|  |  |
| --- | --- |
| **Plan of action** |  |

|  |  |
| --- | --- |
| **Key contacts** |  |

# Appendices

The appendices to your DR plan may include the following:

## Alternate work locations

|  |  |  |  |
| --- | --- | --- | --- |
| **Site** | **Address** | **Contact details** | **Facilities available** |
|  |  |  |  |

## Notification procedures

* (A list of processes for disclosing of an incident to employees, management, partners and customers, as well as policies for dealing with media enquiries if required)

## Insurance policies

* GIO Business Insurance Policy No: THSD56564576

## Record of DR activities

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Activity** | **Outcome** | **Actions** |
| *Eg 2015-01-01* | *Scheduled test of DR plan for scenario X* | *RPO and RTO met* | *None* |
|  |  |  |  |

## Location of DR resources

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| --- | --- |
| **Resource** | **Location** |
| Emergency contact details | * Intranet * With members of DR team |
|  |  |