

**Perry Group
Consulting^{Ltd.}**

Business Continuity/ Disaster Recovery Program

Recovery Playbook

Town of Whitby

Author: Gary Walker, Perry Group Consulting

vDRAFT



encase™

INSTRUCTIONS

The Recovery Playbook contains the following:

- **Order of Restoration Guide** – system/application order of recovery including references to appropriate Playbook ID#. Please include all core systems/applications required to support RTO requirements identified in the **DR Invocation Guide**.
- **Contact Lists** – includes all internal and external contacts required at time of disruption/disaster. Please complete all tables and update as required.
- **System/Application Recovery Playbook** – this document includes a sample Playbook form. Please complete form **Supplementary Playbook** for each system/application listed in the **Order of Restoration** table using the assigned Playbook ID# (PL-XX). Ensure that the recovery of all systems/applications assigned a Playbook ID# are tested using the **TIS Tabletop Exercise Handbook**.



Document Control

Document creation and edit records should be maintained by the Town's disaster recovery coordinator (DRC) or business continuity manager (BCM).

Document Name	
Version	
Date Created	
Date Last Modified	
Last Modified By	

Document Change History

Version	Date	Description	Approval

Order of Restoration Guide

Order of Restoration Table – Core Infrastructure & IT Business Systems

Instructions for recovery personnel that detail the restoration order of core infrastructure components. It should take into account application dependencies, authentication, middleware, database and third-party elements and list restoration items by system or service type. Ensure this order of restoration is understood before engaging in recovery activities.

Ref. #	Activity	System/Service Description	Notes
RT-01	Assemble Recovery Team	Ensure that the required recovery team members have been contacted	Refer to Internal/External Contact lists
RT-02			Refer to Playbook ID# PL-02
RT-03			Refer to Playbook ID# PL-03
RT-04			Refer to Playbook ID# PL-04
RT-05			Refer to Playbook ID# PL-05
RT-06			Refer to Playbook ID# PL-06
RT-07			Refer to Playbook ID# PL-07
RT-08			Refer to Playbook ID# PL-08
RT-09			Refer to Playbook ID# PL-09
RT-10			Refer to Playbook ID# PL-10
RT-11			Refer to Playbook ID# PL-11
RT-12			Refer to Playbook ID# PL-12
RT-13			Refer to Playbook ID# PL-13
RT-14			Refer to Playbook ID# PL-14
RT-15			Refer to Playbook ID# PL-15
RT-16			Refer to Playbook ID# PL-16
RT-17			Refer to Playbook ID# PL-17
RT-18			Refer to Playbook ID# PL-18
RT-19			Refer to Playbook ID# PL-19
RT-20			Refer to Playbook ID# PL-20

Table 1 - Order of Restoration

Internal Contacts

Table 2 – Response Teams

Crisis Management Team		
Name, Title	Contact Option	Contact Information
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
Incident Response Team/Disaster Recovery Team/Business Recovery Team		
Name, Title	Contact Option	Contact Information
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	

Table 3 - Departmental Contacts

Departmental Contacts (Business Resumption)		
Name, Title/Department	Contact Option	Contact Information
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	

External Contacts

Table 4 - External Contacts

[illegible]

Table 5 - System/Application Recovery Playbook

System/Application Recovery Playbook

SAMPLE

Playbook ID#

PL-XX

Note: This Playbook should be completed using the **Supplementary Playbook Form****Support Profile**

REF#	RT-	System/Application Name:			
Description:					
Vendor Name/ Contact:					
Licensing:		Current Version:		Location:	

Technical Support Information

Primary Support Contact(s):	
Secondary Support Contact(s):	

Architecture Notes and Assumptions (if applicable)

--

Backup Schedules/Notes (if applicable)

--

Additional Considerations Checklist (if applicable)

Please check appropriate items if required for the full recovery of the system/application

Configure Desktops

☐

Restore Peripherals

☐

Restore Interfaces

☐
☐

Recovery Procedures

Step.1		
Step.2		
Step.3		
Step.4		
Step.5		
Step.6		
Step.7		
Step.8		
Step.9		
Step.10		
Step.11		
Step.12		
Step.13		
Step.14		
Step.15		
Step.16		
Step.17		
Step.18		
Step.19		
Step.20		