

Business Continuity/
Disaster Recovery Program
Table-Top Exercise Handbook
Town of Whitby

INSTRUCTIONS

The TIS **Tabletop Exercise Handbook** covers the following areas for testing purposes:

- **Planning** – test objectives and resources as described in the **DR Invocation Guide**.
- **Checklists** – includes details on plan invocation, scope, and recovery organization.
- **Exercise Report and Findings** – this section will be used to capture the results of the testing exercise in order to assess the recovery process and make adjustments to the DR plan as required.



Introduction

This document provides a checklist for conducting a Table-Top Exercise, or walk-through, of the Town of Whitby Disaster Recovery Plan (DRP) as detailed in the **Disaster Recovery Innovation Guideline**. This document includes a *Report and Findings* section for documenting the outcomes of the exercise and any remedial actions required as a result.

The purpose of this exercise is to ensure that the strategies, plans and procedures that have been put in place are fully understood by all concerned and are fit for purpose.

The Table-Top approach, or method, is an industry accepted practice and means of participants simulating the activation of the DRP in a meeting room environment.

This exercise is designed to identify problem areas. The success of an exercise can be measured by the value which is gained from its performance, particularly in the area of problem identification and resolution.

This document is broken in to three sections and contains the following:

Planning

- Test Objectives
- Resources
- Exclusions from the exercise
- Support requirements

Checklists

- Invoking the Plan
- Scope of the Plan
- Recovery Organization and Structure
- Roles and Responsibilities
- Processes
- Procedures
- Contact Lists
- Document Management

Exercise Report and Findings

- Results
- Actions Items
- Sign-off

Planning

Name of Plan Being Exercised	<Name & Version # of DRP>
Location of Exercise	<Insert Location of Exercise>
Date and Time of Exercise	<Insert Date & Time>
Duration	<Insert Intended Duration>

Testing Objectives

- All staff are fully aware of their responsibilities and duties;
- Assess if staff training has been adequate;
- All necessary recovery resources are available as detailed in the recovery plans;
- All essential supplies can be obtained as anticipated;
- All documentation has been kept current and reflects current arrangements and procedures;
- Bottlenecks, uncertainties, and unsuitable procedures are identified & resolved prior to a recovery incident;
- Alternate facilities to be utilised in a recovery meet all requirements; and
- Senior management are comfortable that the Plan will work as expected.

Resources as described within the DR Invocation Guide and Playbook	Required for Exercise	
	YES	NO
Senior Management and Key Staff	X	
Documentation – Hard Copy	X	
Documentation – Electronic Copy		X
Meeting Room	X	
Teleconference Facility	X	
Alternate Office Facility		X
Disaster Recovery Site		X
Third-Party Subject Matter Experts (SME)	X	

Exclusions from this Exercise

Actual activation of recovery systems and procedures – this exercise is a simulation only.

Support Requirements (Equipment, staff, facilities, documentation, scripts)

Crisis Management Lead & Disaster Recovery Team Lead as outlined in the Disaster Recovery Invocation Guide.

Checklists

		Yes	No	Comments
Plan Activation				
1	Is the individual authorized to activate the Disaster Recovery Plan clearly identified?			
2	Is a secondary or delegate identified that has the authority to activate the Plan if the primary person is not available?			
3	Is the individual and delegate fully aware of their responsibility to activate the Plan?			

		Yes	No	Comments
Scope of the Plan				
1	Is the objective(s) of the Plan clear?			
2	Are the recovery timing requirements defined?			
3	Are the recovery timing requirements still valid?			
4	Are the business critical or 'core' processes clearly defined?			
5	Are all out-of-scope items, or exclusions, clearly identified?			
6	Does the scope of the Plan include provisions for recovery validation?			

		Yes	No	Comments
Recovery Organization and Structure				
1	Is the recovery team structure clearly articulated?			
2	Are all key business units represented within the recovery structure?			
3	Do key members of the recovery team have assigned delegates, if the primary person was unavailable?			

		Yes	No	Comments
Roles and Responsibilities				
1	Are the Roles and Responsibilities defined, and is enough detail provided?			
2	Do the roles and responsibilities detailed within the Plan align to the normal daily roles of the individuals?			

		Yes	No	Comments
Processes				
1	Is the recovery strategy clear and easy to understand at a glance?			
2	Is there a process for resuming the business back to normal operations?			
3	Is a process for capturing the information and issues after the disaster recovery efforts have been completed - <i>i.e.</i> , a <i>debrief session</i> or <i>post incident review</i> ?			
4	Is there a suitable process for establishing and maintaining a Command Centre ?			Note for ToW – A formal BCP strategy should be developed that includes a command centre (physical or virtual).
5	Have periodic status checks been introduced to monitor the status and suitability of the risk control measures provided by this plan?			

		Yes	No	Comments
Procedures				
1	Do the procedures included within the Plan appear suitable and rational?			
2	Do the action lists contain sufficient detail?			
3	Do manual activities, and any alternative business processes, included in your Plan appear robust enough to handle a range of disaster scenarios?			
4	Are all of the key systems that need to be recovered listed, and include a recovery priority?			

		Yes	No	Comments
Contact Lists				
1	Does the contact list include the details of all individuals that have a role in the Plan?			
2	Are the contact details of all key suppliers and/or third-parties present and accurate?			
3	Are key client contact details available?			
4	Are business hours and after hours contact details available for all individuals or organizations listed?			

		Yes	No	Comments
Document Management				
1	Is a document management process or system used to maintain version control of the Plan?			
2	Does a process exist to ensure the Plan is reviewed at least annually or as a result of significant business change?			
3	Do all Team Members have a hardcopy of the Plan made available to them at work and at home?			

Exercise Report and Findings

Plan Name:	Test Method:	Table-Top
<Insert Plan Name>	Test Leader:	
Scenario (if applicable)	Scenario Name:	
	Description:	

Exercise Results

What were the key objectives for this test?	
What worked well?	
What did not work well?	
What were the major lessons learned?	
What arrangements are there for updating the Plan?	
If an independent observer was used, what were the key findings?	

Action Items

No.	Description	Responsibility	Due Date	Completed
1	<i>Review Technical Procedures in more detail and rerun Table-top exercise (SAMPLE)</i>	<i>Team Leader</i>		
2	<i>Schedule next exercise once DRP has been updated (SAMPLE)</i>	<i>Team Leader</i>		
3	<i>Review and Update contact lists (SAMPLE)</i>	<i>Team Leader</i>		
4	<i>Review offsite hardcopies of the Plan to ensure correct version is held (SAMPLE)</i>	<i>Team Leader</i>		
5				

Sign-off

Name:

Signature
