

Town of Caledon – IT Data Centre DR Play Book Checklist: September 26th, 2018

Organization		
Item	Details	Status
IT Contact Information	List of all relevant IT staff e.g. network support, security, application etc.	
Communication Call-Tree	Define a call tree specifying the exact roles and procedures for each member of the IT organization to communicate with key stakeholders (both inside and outside of the Town).	
Declaration Guidelines & Scenarios	Include various situations and subsequent actions <i>e.g. application level failover vs. data centre failover</i> Note: rank scenarios based on probability	
Service Level Agreements	Include standard practices as guidance to mitigate premature declaration. SLAs should be built in a manner that allows for troubleshooting and restoration prior to DR declaration. <i>e.g. event type, duration of event, corrective action, event criticality</i>	
Alert Response Procedures	Step by step procedures for responding to service issue alerts <i>e.g. ticket submission and response procedures</i>	
DR Responsibility Matrix (RACI)	Establish roles for each IT staff member and vendors as required (Responsible, Accountable, Consulted, Informed)	
IT Infrastructure		
Data Centre(s) Access Control List	Complete access control list (ACL) specifying who within the Town has access to both the primary and DR data centres.	
Data Centre(s) Asset List	List all hardware and software (licensing, serial numbers, asset tags, etc.)	
Production Data Centre Diagram	Include component dependencies, IP addressing, core systems, etc.	
Disaster Recovery Site Diagram	Current state - Include component dependencies, IP addressing, core systems, etc.	
Replication Procedures	Include technology, schedule, process	
Backup/Recovery Procedures	Core systems	

IT Infrastructure (Continued)		
Current Recovery Capabilities	Infrastructure component estimates for both recovery time and recovery point (if applicable)	
Software Licensing Requirements	List any special licensing requirements to run systems from DR facility	
Invocation Procedures (Order of Recovery)		
Core Infrastructure Services	DNS/DHCP, Security (IDS/IPS, etc.), Password Management	
Essential Infrastructure Services	Authentication, Directory Services, File/Print , Applications, Database, Remote Access, Internet, Monitoring Configuration Management, Mobility, Backup	
Testing Procedures	Develop test scripts	
Failback (Return to Production)	Document process to failback from DR site to production data centre	