

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

Business Continuity/ Disaster Recovery Program

Recovery Playbook

Town of Whitby

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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).

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Version	
Date Created	
Date Last Modified	
Last Modified By	

Document Change History

Version	Date	Description	Approval

Order of Restoration Guide

Table 1 - Order of Restoration

Order of Restoration Table – Core Infrastructure & IT Business Systems

Instructions for recovery personnel that detail the restoration order of core infrastructure components. It should consider 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	Restore Physical Infrastructure (Facilities)	Office Space	Refer to Playbook ID# PL-XX
RT-03	Restore Physical Infrastructure (Facilities)	Access	Refer to Playbook ID# PL-XX
RT-04	Restore Physical Infrastructure (Facilities)	Power/Cooling	Refer to Playbook ID# PL-XX
RT-05	Restore Physical Infrastructure (Facilities)	Racks	Refer to Playbook ID# PL-XX
RT-06	Restore Physical Infrastructure (Facilities)	Fire Suppression	Refer to Playbook ID# PL-XX
RT-07	Restore Physical Infrastructure (Hardware - Devices)	PDU - Power Distribution Unit UPS - Uninterruptable Power Supply	Refer to Playbook ID# PL-XX
RT-08	Restore Physical Infrastructure (Hardware - Network)	Core Switch	Refer to Playbook ID# PL-XX
RT-09	Restore Physical Infrastructure (Hardware - NAS/SAN)	SAN – Storage Area Network	Refer to Playbook ID# PL-XX
RT-10	Restore Physical Infrastructure (Hardware - Servers)	Physical Servers	Refer to Playbook ID# PL-XX
RT-11	Restore Software - Essential Infrastructure Services	Security	Refer to Playbook ID# PL-XX
RT-12	Restore Physical Infrastructure (Hardware - Devices)	Tape Library	Refer to Playbook ID# PL-XX
RT-13	Restore Physical Infrastructure (Hardware - NAS/SAN)	NAS - Network Attached Storage	Refer to Playbook ID# PL-XX
RT-14	Restore Physical Infrastructure (Hardware - Servers)	Virtual Servers	Refer to Playbook ID# PL-XX

Ref. #	Activity	System/Service Description	Notes
RT-15	Restore Software - Essential Infrastructure Services	Data Storage	Refer to Playbook ID# PL-XX
RT-16	Restore Physical Infrastructure (Hardware - Network)	Closet Switches	Refer to Playbook ID# PL-XX
RT-17	Restore Physical Infrastructure (Hardware - Network)	Firewall	Refer to Playbook ID# PL-XX
RT-18	Restore Physical Infrastructure (Hardware - Network)	WAN – Wide Area Network	Refer to Playbook ID# PL-XX
RT-19	Restore Physical Infrastructure (Hardware - Network)	WiFi	Refer to Playbook ID# PL-XX
RT-200	Restore Software - Essential Infrastructure Services	Directory Service	Refer to Playbook ID# PL-XX
RT-210	Restore Software - Business Applications	TIS Application Tools - Active Directory Users & Computers	Refer to Playbook ID# PL-XX
RT-220	Restore Software - Business Applications	TIS Application Tools - Bomgar Remote Support	Refer to Playbook ID# PL-XX
RT-230	Restore Software - Business Applications	TIS Application Tools - Propalms	Refer to Playbook ID# PL-XX
RT-240	Restore Software - Business Applications	TIS Application Tools - Kace	Refer to Playbook ID# PL-XX
RT-250	Restore Software - Essential Infrastructure Services	Internet	Refer to Playbook ID# PL-XX
RT-260	Restore Software - Essential Infrastructure Services	ownCloud - File Transfer Server	Refer to Playbook ID# PL-XX
RT-270	Restore Software - Essential Infrastructure Services	File/Print	Refer to Playbook ID# PL-XX
RT-280	Restore Software - Essential Infrastructure Services	App Server Server Administration	Refer to Playbook ID# PL-XX
RT-290	Restore Software - Essential Infrastructure Services	Mail & Messaging	Refer to Playbook ID# PL-XX
RT-300	Restore Software - Corporate Infrastructure Applications	Antivirus Software	Refer to Playbook ID# PL-XX
RT-310	Restore Software - Corporate Infrastructure Applications	Mobile Computing (MDM)	Refer to Playbook ID# PL-XX
RT-320	Restore Software - Corporate Infrastructure Applications	Remote Access (VPN)	Refer to Playbook ID# PL-XX

Ref. #	Activity	System/Service Description	Notes
RT-330	Restore Software - Essential Infrastructure Services	Telecom	Refer to Playbook ID# PL-XX
RT-340	Restore Software - Essential Infrastructure Services	Databases	Refer to Playbook ID# PL-XX
RT-350	Restore IT Business Services	HelpDesk	Refer to Playbook ID# PL-XX
RT-360	Restore Software - Business Applications	Business Application (On Premise)	Refer to Playbook ID# PL-XX
RT-370	Restore Software - Business Applications	Business Application (Cloud)	Refer to Playbook ID# PL-XX
RT-380	Restore Software - Validate Licenses	Application, User	Refer to Playbook ID# PL-XX
RT-390	Restore IT Business Services	GIS	Refer to Playbook ID# PL-XX
RT-400	Restore Software - Business Applications	TIS Application Tools - Microsoft Deployment Toolkit	Refer to Playbook ID# PL-XX
RT-410	Restore Physical Infrastructure (Hardware - Devices)	End User Desktop End User Laptop	Refer to Playbook ID# PL-XX
RT-420	Restore Physical Infrastructure (Hardware - Devices)	KVM - Console for Server Management	Refer to Playbook ID# PL-XX
RT-430	Restore Software - Essential Infrastructure Services	Manage Content	Refer to Playbook ID# PL-XX

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	
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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	
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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)

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Backup Schedules/Notes (if applicable)

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Additional Considerations Checklist (if applicable)

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

Configure Desktops

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Restore Peripherals

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Restore Interfaces

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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		