

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

Business Continuity/ Disaster Recovery Program

Recovery Playbook

Middlesex County

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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 **IT Tabletop Exercise Handbook**.



Document Control

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

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Version	
Date Created	
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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	
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	Email	

[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		