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).

Document Name	
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 in understood before engaging in recovery activities.

Ref. #	Activity	System/Service Description	Notes
RT-10	Assemble Recovery Team	Ensure that the required recovery team members have been contacted	Refer to Internal/External Contact lists
RT-20	Restore Physical Infrastructure (Facilities)	Office Space	Refer to Playbook ID# PL-XX
RT-30	Restore Physical Infrastructure (Facilities)	Access	Refer to Playbook ID# PL-XX
RT-40	Restore Physical Infrastructure (Facilities)	Power/Cooling	Refer to Playbook ID# PL-XX
RT-50	Restore Physical Infrastructure (Facilities)	Racks	Refer to Playbook ID# PL-XX
RT-60	Restore Physical Infrastructure (Facilities)	Fire Suppression	Refer to Playbook ID# PL-XX
RT-70	Restore Physical Infrastructure (Hardware - Devices)	PDU - Power Distribution Unit UPS - Uninterruptable Power Supply	Refer to Playbook ID# PL-XX
RT-80	Restore Physical Infrastructure (Hardware - Network)	Core Switch	Refer to Playbook ID# PL-XX
RT-90	Restore Physical Infrastructure (Hardware - NAS/SAN)	SAN – Storage Area Network	Refer to Playbook ID# PL-XX
RT-100	Restore Physical Infrastructure (Hardware - Servers)	Physical Servers	Refer to Playbook ID# PL-XX
RT-110	Restore Software - Essential Infrastructure Services	Security	Refer to Playbook ID# PL-XX
RT-120	Restore Physical Infrastructure (Hardware - Devices)	Tape Library	Refer to Playbook ID# PL-XX
RT-130	Restore Physical Infrastructure (Hardware - NAS/SAN)	NAS - Network Attached Storage	Refer to Playbook ID# PL-XX
RT-140	Restore Physical Infrastructure (Hardware - Servers)	Virtual Servers	Refer to Playbook ID# PL-XX

Ref. #	Activity	System/Service Description	Notes
RT-150	Restore Software - Essential Infrastructure Services	Data Storage	Refer to Playbook ID# PL-XX
RT-160	Restore Physical Infrastructure (Hardware - Network)	Closet Switches	Refer to Playbook ID# PL-XX
RT-170	Restore Physical Infrastructure (Hardware - Network)	Firewall	Refer to Playbook ID# PL-XX
RT-180	Restore Physical Infrastructure (Hardware - Network)	WAN – Wide Area Network	Refer to Playbook ID# PL-XX
RT-190	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	
	Email	
	Mobile	
	Email	
	Mobile	
	Email	
	Mobile	
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	Email	
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	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	
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External Contacts

Table 4 - External Contacts

Vendor	Role	Phone	Email

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		