Vision and Scope Document

**for**

Titan Electronics Disaster Recovery Plan

**Version 1.0 approved**

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**Franklin U Consultations**

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**Revision History**

| **Name** | **Date** | **Reason For Changes** | **Version** |
| --- | --- | --- | --- |
| Franklin U Consultations | 09/25/2022 | Initial document. | 1.0 |
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|  |  |  |  |

# Business Requirements

Titan Electronics is a manufacturing startup company with their current objective being creating a formal disaster recovery plan. This would allow the organization to be better prepared in the event of a disaster. Titan Electronics is a manufacturer that creates microprocessors and it is crucial that there is as little downtime as possible in the event of a disaster. A comprehensive disaster recovery plan would help address this problem with a step-by-step plan and help the organization recover system functionality and continue business functions in a timely manner.

## Background

Titan Electronics identified that without a formal process or documentation in place related to a disaster recovery plan, downtime would be 100 percent for an indefinite amount of time. A qualitative and quantitative risk assessment will be initiated, providing crucial data for the development of the disaster recovery plan. Industry statistics have shown many attacks are undetected for well over 200 days. The business impact of outages, unplanned downtime, and cyberattacks is extremely high. Titan Electronics is committed to developing a disaster recovery plan that incorporates specialized skills, advanced technologies, and efficient data recovery and protection.

## Business Opportunity

This disaster recovery plan would open up the opportunity for the organization to be better prepared in the event of a disaster. This means that there would be a document everyone in the organization can turn to in order to find guidance in the event of a disaster. This is a great opportunity because without this DRP, there may be conflicting approaches to addressing an issue in the event of a recovery, however with a DRP in place the organization can all be on the same page. This fits with the corporate strategic direction because it allows Titan Electronics to continue their focus on expanding their organization without fear of a disaster ruining those plans.

## Business Objectives and Success Criteria

The primary business objective of this plan is the creation of a disaster recovery plan for use by Titan Electronics. Success criteria is met upon approval of the plan by the Titan Electronics risk team and efficacy when used in the field. Efficacy of the plan is measured through successful reduction of disruptions to corporate operations and assisting in the eventual completion of an orderly recovery (Hawkins et al., 2000).

## Customer or Market Needs

The customers' needs include security issues. The disaster recovery plan that Tital electronics is planning to produce must ensure all the customer requirements are fulfilled. The microprocessor should be of high speed and should be efficient. The microprocessors should not expose the data of the users (Tibrewal et al., 2022). Some problems that customer might face include lack of proper real-time engagement, incompetent staff and lack of effective communication from the Titan Electronics Staff. The product needs to perform efficiently in the market in order for the customer to achieve their desired goals. Disaster recovery should entail compensating those users who might have lost their data or money during the disaster. They should also plan to educate their customer about methods of dealing with disasters in case it happens by using mass communication techniques.

## Business Risks

| **Risk** | **Severity Level** | **Mitigation** |
| --- | --- | --- |
| Risk #1: If the disaster plan takes too long to create, no disaster recovery plan will exist when disaster occurs. | Medium | Use efficient project management to establish a solution and deliver the plan in the most timely method possible. |
| Risk #2: Titan Electronics elects to discontinue the project and seek other vendors. | Medium | Engage in thoughtful stakeholder management and establish a stakeholder registry to track the project priorities and communication preferences of stakeholders. |
| Risk #3: The disaster management plan fails to effectively recover Titan Electronics systems leaving Franklin U Consultations with reputational and legal fallout. | High | Gather requirements from Titan Electronics regarding the needs to continue operation and ensure redundancy on systems that are critical to continued operation. |
| Risk #4: Titan Electronics staff fail to correctly implement the disaster plan creating legal complaints against Franklin U Consultations. | Low | Create an effective training program to bring the required Titan Electronics staff up to speed on the plan. |
| Risk #5: Titan Electronics goes out of business or is sold to another entity ceasing the need for Franklin U Consultations. | Medium | Draft a contract spelling out the financial reimbursement required for each phase of the disaster plan development. |

(Lavanya & Malarvizhi, 2008)

# Vision of the Solution

Titan Electronics is committed to maintaining and sustaining productivity in the event of an outage, unplanned downtime, and cyber attack. With the creation and implementation of a disaster recovery plan, Titan Electronics will achieve a strategic goal, maintain competitive balance within its industry, and reduce recovery time objectives. The goal of a comprehensive disaster recovery plan is to train staff with emergency procedures, limit extent of disruption, and provide smooth and efficient restoration of services.

## Vision Statement

Titan Electronics vision is one where they are able to be more confident in their abilities to limit downtime and continue business functions after a disaster strikes, no matter how big or small. The organization hopes to have every employee understand their role and to avoid any confusion in the event of a disaster. Titan Electronics is intending on using third party cloud solutions to help improve the efficiency of recovery efforts and allows them to continue business functions from the cloud if necessary (Srivastava, 2021). Knowing they have a plan in place in the event of a disaster will allow Titan Electronics to set their focus on more important actions like developing the organization and satisfying customer needs.

## Major Features

There is currently no existing previous product, as Titan Electronics is a start-up without a disaster recovery plan. The major features that are to be included within the disaster recovery plan are:

* Identification of high priority, critical assets.
* Consolidation of vendor’s system information into a single document.
* List of employees involved in disaster recovery and their roles & training plan for employees involved in the disaster recovery plan.
* Identification of offsite backup site and procedures.

## Assumptions and Dependencies

There are various assumptions that can be considered to help Titan Electronics achieve its set vision. Firstly, it is assumed that the disaster will not affect many customers and will not cause a decline in the number of available customers. Additionally, the assumptions are that all the figures and features scheduled for release must be operational. Titan Electronics has to work in hand with Magnetico Tape Storage for their offsite storage of tape backups. It is assumed that 95% of user acceptance must pass all the tests that are carried out. It is also assumed that the budget overruns up to 10% acceptance without the review of the individual sponsors. Any infrastructures changes must be addressed in further revisions. All information in Titan electronics has to be correct and up-to-date. Lastly, Titan Electronics will employ the use of cloud storage through AWS.

# Scope and Limitations

The disaster plan being provided to Titan Electronics is only intended to handle abnormal conditions that may arise with systems and networks as they exist at the development of the plan. Training on the implementation of the plan will be provided but does not cover incident response or system restoration by Franklin U Consultations. The plan will consolidate the information for each system and component into a single document while also generating a list of those employees on the disaster team. Identification of alternate storage and data center facilities. Procedures to recover those systems covered by the plan will be developed and applicable staff members trained to implement disaster recovery. All costs related to third party services and locations will be the responsibility of Titan Electronics (Alexander, 2020).

## Scope of Initial Release

With no existing disaster plan in place, Titan Electronic will receive a comprehensive disaster plan. The disaster recovery plan will identify high priority and critical function assets, a statistical analysis will detail recovery time objectives and single-loss expectancy. The disaster recovery plan will contain a list of trained employees, their organizational role and responsibility during a disaster recovery. The plan will specify backup locations and hot site location, in the event the main campus is damaged or compromised. The disaster recovery plan will provide a consolidated list of vendor system information necessary for productivity, communication and consumer databases.

## Scope of Subsequent Releases

A disaster recovery plan is an ever-evolving document. As the organization changes, new potential threats and disasters are discovered and must be accounted for. The disaster recovery plan must be reviewed once every 12 months to account for any changes that may have occurred.

## Limitations and Exclusions

As the organization constantly evolves, there will be new systems within their organization that are not addressed within this document revision. Additionally, changes to processes which are made after the creation of this document will not be represented in this revision. The disaster recovery coordinator is responsible for periodic reviews of the plans as well as updating the plan in response to events which change the structure or operations of the organization (Mohamed, 2014).

# Business Context

The project manager works to ensure that there is increased profit in their work and should ensure that there is smooth running of the entire business, and the owner should be strongly motivated in all release aspects (Miranda & Swanstrom, 2020). The concerns that deal with profitability are all directed towards the project owner, and this should serve to ensure that there is success in the business context. The constraints in the business context should all be handled by the project owner. The team of the project strives to ensure that the company is able to get all systems and processes to a state equivalent to or better than it was before the disaster.

## Stakeholder Profiles

| **Stakeholder** | **Major Value** | **Attitudes** | **Major Interests** | **Constraints** |
| --- | --- | --- | --- | --- |
| Titan Electronic Executives | Quick disaster recovery, minimal cost | Receptive to the creation of the plan | Effective recovery of systems and adherence to the budget and schedule | Limited understanding of disaster recovery requirements |
| Titan Electronic Staff | Easy to understand and detailed plan | Unsure of outside organizations and release of systems information | Robust disaster recovery plan that can be deployed with limited training. | Will still need to service day to day operations while Franklin U Consultations is creating the plan |
| Franklin U Consultation Executives | Project completion for client on time and under budget | Excited to bring on new client for potential for additional work in the future | Interested in profitable project that will enhance the reputation of Franklin U Consultation | Will not accept delivery of a plan that does not meet the client’s standard |
| Franklin U Project Members | Project completion | Concerned on the cooperation that will be provided by Titan Electronics staff | Dedicated to completing the project on time and within the budget provided | May be at risk of staff changes that could impact the completion of the project |

## Project Priorities

| **Dimension** | **Driver (state objective)** | **Constraint (state limits)** | **Degree of Freedom (state allowable range)** |
| --- | --- | --- | --- |
| Assessments | Qualitative  Quantitative |  | Comprehensive report created  Round to the nearest dollar |
| Training | Online  In Person | Curriculum | 100% staff training |
| Cost | Budget |  | Budget overrun up to 6% acceptable without executive review |
| Backup Site | Location | Cloud  Brick and Mortar | Hybrid |

## Operating Environment

This would be used by the manufacturer with short lead times and dynamic, rapidly changing environment. They are located in North America with low tolerance for disruption. The disaster recovery plan needs to efficiently speed up the process of recovery. It also has to address key risks and have solutions in place for them.

# Human Resources

The team, composed of Brian Claypool, Lilith Henry, Erik Johnson, Anil Mishra, and Farhang Shwan, aims to create a well-prepared and highly efficient disaster recovery plan for use by Titan Electronics. With a wide set of skills between the five, they expect to be able to create a comprehensive document that addresses the key factors at play in the event of a disaster. Communication will occur mainly through Discord, both synchronously and asynchronously, and project files will be stored in Google Drive. The team will independently assign coursework between the members equally, and that coursework is expected to be completed in a timely order.

## Team Charter

The team at Titan electronics will be highly organized to ensure that organizational goals are met. The team will form a group of people to deal with specific cases and the specific needs of different customers. The team will also be available on a 24-hour basis in case of any disaster emergency. The decisions will be reached through collaboration, and each member should bring a point. All this will be based on consensus and there will be no voting. The team manager is the one with responsibilities of submitting the deliverables of the company and he should be very conversant with the technologies and the disaster which is at hand (Miranda & Swanstrom, 2020). The underperforming team members will be warned, and if they show no improvement, they will be removed from the group. If this is done, a team vote of more than 50% will permit removal from the team.

## Technical Skills and Attributes

| **Name** | **Skills** | **Attributes** |
| --- | --- | --- |
| Brian Claypool | Systems Administration Microsoft, Documentation, Stakeholder Management | Task Oriented, Logical Thinker |
| Lilith Henry | Project Management, Organization, Programming, Risk Management, Stakeholder Management, Planning, Disaster Recovery expertise | Natural Leader, Outgoing, Hardworking, Creative |
| Erik Johnson | Systems Administration Linux/Microsoft, Networking, Cloud Environments | Logical, Hardworking, Task Oriented, |
| Anil Mishra | Cloud Environments, Linux Administration, Web Development | Creative Thinker, Slightly Introverted |
| Farhang Shwan | Project Management, Budget and Schedule Management, Extensive experience with policy development | Attention to detail, Outgoing, Logical approach to problem solving, Natural Leader |

## Roles and Responsibilities

| **Name** | **Role** | **Responsibilities** |
| --- | --- | --- |
| Brian Claypool | Member | Provide Expertise, complete individual deliverable document stakeholders profiles |
| Lilith Henry | Team Lead | Control Scope, lead the team, verify deliverables have been met |
| Erik Johnson | Member | Complete individual deliverables, document technical requirements |
| Anil Mishra | Member | Complete individual deliverables, test solutions to validate objectives |
| Farhang Shwan | Member | Complete individual deliverables, assist in defining the project |

## Communication Strategies

The team will communicate through a mixture of synchronous and asynchronous communication. Synchronous communication will take place once a week through weekly meetings using Discord’s voice chatting feature. Any further asynchronous communication will take place through the messaging features of Discord with the expected response time being 48 hours.

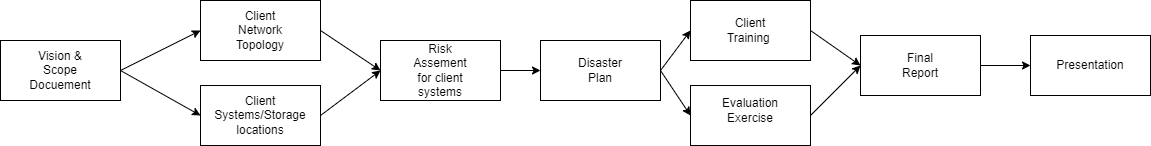
# Project Management

The overall goal of this project is to create a comprehensive disaster recovery plan which will be delivered to the customer. Our team aims to complete all deliverables with, at minimum, a week to spare, to ensure that the deliverables are up to our standards as a whole. Meetings will be scheduled for our team as a whole to go over each deliverable before they are officially submitted. Each team member is responsible for completing their assigned sections of each deliverable in a timely manner.

## Deliverables

The disaster plan, which is very comprehensive and contains all the required information, should be delivered to the customers (Miranda & Swanstrom, 2020). The entire presentation will also be delivered to the instructor himself. This is to ensure that all the required disaster management skills are well learned by the customers and should be well articulated. By doing this, every customer should be ready to deal with all the issues that may arise and be well prepared for the disaster. The quality of these deliverables will be measured through the success of these events. In the event of any emergency, the revision artifacts will be shared with the customer upon approval by the instructor. The documents for the project, as well as any future revisions, will be stored and accessed through Google Drive.

## Dependencies



## Schedule

| **Date Due** | **Deliverable** |
| --- | --- |
| 09/18/2022 | Project Idea |
| 10/15/2022 | Identify Critical Function Assets |
| 10/23/2022 | Project Progress Report |
| 10/29/2022 | Qualitative and Quantitative Analysis completed |
| 10/29/2022 | Determine Hot Site Location |
| 11/20/2022 | Final Report |
| Week of 11/26/2022 | Presentation |

# Educational/Program Outcomes

This project educates us on how to create a comprehensive disaster recovery plan for a specific organization. It will allow us to understand how to identify vulnerabilities and develop a plan to mitigate security risks for a given organization. This experience will also increase the ability to lead an organization using effective strategic planning processes (Miranda & Swanstrom, 2020).

## General Education

There are two primary general education areas to be demonstrated through the completion and presentation of this project: effective communication and both analytical and critical thinking skills. Effective communication skills will be demonstrated in both the final deliverables for the project, as well as through the final presentation at the end of the semester. Analytical and critical thinking skills will be demonstrated through the creation of the disaster recovery plan and the supplemental deliverables to be submitted alongside it.

## Information Security

The breadth of information security will reach many customers if the deliverables discussed are executed well. It will positively impact business since many individuals must understand disaster management skills and be ready in case disaster occurs. Firewalls and VPNs should be employed in the business sector to ensure critical and stringent security in the area where business is mainly focused. The packet inspection techniques will also serve a security purpose and will strengthen security by preventing disasters. Programming and all software skills if employed, will solve all the technical issues and will ease the transactions which are done in the business. This will seek to ensure that the services are readily available for customers.

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