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| CrowSoft Technologies |
| Disaster Recovery Document |
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| **Last reviewed & tested - 26/04/2019** |

## Introduction

This document covers the process and disaster recovery procedures in place at CrowSoft Technologies in case of a disaster. The disaster can be a geographical disaster or any other failure that leads to the Production Environment’s downtime. The purpose of this document is to ensure minimal downtime, data integrity and availability, in case of a disaster. This document will try to cover all the aspects that should be taken care in case of a disaster, as well as the safety of people. This document outlines the process and procedures that will help us overcome the disaster with minimal effect on the working of our organization

## Personnel

**Stake Holders**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Job role** | **Contact details** | **DR process owned** |
| *Ruth Lennon* | *Product Owner* | *(Phone numbers, email address, normal workplace)* | *Oversees all decisions made as part of DR* |
| *Colin Kenny* | *IT sys admin* | *(Phone numbers, email address, normal workplace)* | *Backup and restore Jenkins pipeline and Git Repositories* |
| *Charles Aylward* | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Facilitate in coordination of recovery plan* |
| *Matthew McColgan* | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Backup and restore application code and database* |
| *Mary Walsh McGinty* | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Backup and restore server snapshots from VM* |
| *Liam Whoriskey* | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Backup and restore Documentation* |
| *Bharathi* | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Backup and restore Jenkins pipeline and Git Repositories* |
| *Joji* | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Backup and restore application code and database* |
| Michael McFadden | *IT sys admin* | *Phone numbers, email address, normal workplace)* | *Facilitate in coordination of recovery plan* |

## This DR Policy

The major goals of this policy are as follows:

* + Ensure Personnel safety is number 1 priority
  + To minimize interruptions to the normal operations.
  + To limit the extent of disruption and damage.
  + To minimize the economic impact of the interruption.
  + To establish alternative means of operation in advance.
  + To train personnel with emergency procedures.
  + To provide for smooth and rapid restoration of service.

## Discovery - Policy Initiation

* 1. Notify Stakeholders
  2. Contact and set up disaster recovery team
  3. Set a disaster recovery team primary point of contact and incident center of command
  4. Determine degree of disaster
  5. Determine response first steps
  6. Determine estimated time to recovery complete
  7. Update senior management on initial findings
  8. Select appropriate disaster recovery procedure based on degree of disaster

## Response - Policy Response

* 1. Notify users of the disruption of service
  2. Implement proper application recovery procedure dependent on extent of disaster
  3. Monitor progress on recovery policy implementation through DR recovery team primary point of contact
  4. Contact backup site and establish a point of contact at that location
  5. Contact all other necessary personnel–both user and data processing–required for success of the recovery policy
  6. Contact vendors–both hardware and software–related to the disasters affected equipment

## Recovery - Recover from disaster

* 1. Determine applications to be run and in what sequence
  2. Ensure that all personnel involved know their tasks
  3. Make sure that the DR team at the disaster site has the necessary information to begin restoring
  4. Recover affected equipment from disk or tape media
  5. Verify recovered equipment is functioning properly
  6. Begin normal operations and notify staff of completion of recovery
  7. Review disaster process and document good/bad sections of the procedure

## 1) Backups

Server Snapshots – can be restored via recent snapshots

Code Backups – Back up on Git repository

Jenkins Pipelines Backups – Scheduled backups taking

Database backups – Adhoc backups saved locally

Documentation Backups – Adhoc backup saved to shared one drive

2) Restore Procedures

a. Manual Restore from backups if we lose a server or source code

b. Rebuild from scratch - Refer to Flipping book Binder link below for all set up procedures

Flipping book Binder: <https://online.flippingbook.com/view/22284/14/>

OneDrive videos: <https://studentlyit-my.sharepoint.com/personal/l00113360_student_lyit_ie/_layouts/15/onedrive.aspx>

Videos: <https://www.youtube.com/playlist?list=PLQYTpRHapl6FHiupp7bP0LyOQzR1bf8L2>