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| **Recovery Plan**  **Backup service** | | |
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1. **Purpose**

The purpose of this IT recovery plan for ‘Backup’ service is to describe IT recovery to ensure recovery from a major incident or disaster as quickly as possible and with minimal disruption.

The IT recovery plan is based on the requirements in the Guideline][[1]](#footnote-1).

Go to the Quality Portal to see definitions of terms[[2]](#footnote-2) used in this document. More information is on [Roles and responsibilities](#_heading=h.z337ya).

1. **Scope**

The activities outlined in this document will be executed and reported on according to the following NN instructions:

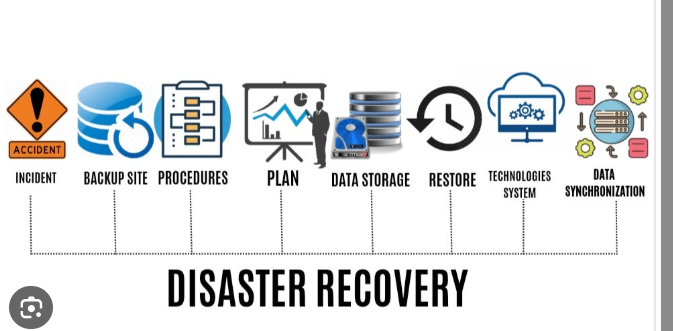
* IT Systems [1]
* IT Security [2]
* Data integrity [3]
* Infrastructure [4]
* Ownership of systems [5]

The IT recovery plan for Backup service reflects the IT recovery framework shown in Figure 1 (figure from google) and covers:

* Service description according to Infrastructure [4]

Each management instance, with servers in scope for this Recovery Plan are:

* Server1.test.local
  + Server2.test.local
    - Server3.test.local



*Figure 1 - IT recovery framework* (**picture from google)**

1. **Roles and responsibilities**

For roles and responsibilities of Recovery Plan for the IT Service see ‘Disaster Recovery’ [6].

1. **Contact information and communications.**

The contact information and actions that must be in place.

| Role | Contact  (name/  initials) | Action | Department | How <mobile no/ mail/other> |
| --- | --- | --- | --- | --- |
| Supplier/ Service Provider | Backblaze | <https://www.backblazes.com> | n/a | 1000100010001 |

Go to the Quality Portal to see other descriptions of responsibilities for roles[[3]](#footnote-3) used in this guideline.

1. **IT recovery planning**
   1. **IT recovery strategy**

The recovery approach is concentrated on bringing the server back online.

**Dependencies:** Following are the dependencies to recover Backup service.

**Hard dependencies:**

Dependency 1

Dependency 2

**Smart dependencies**:

Dependency 3

* 1. **IT recovery priorities**

The following components have been identified to be critical to the operation of Backup services and data integrity:

| **Priority (1=highest)** | **Components/Service** |
| --- | --- |
| 1 | Restore virtual server |

RTO and RPO for each component are listed in the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Solution component | RTO (hours) | RPO (hours) | Reference | Comments |
| Backup service | Xx hours | Xx hours | 1009 |  |

* 1. **Backup and restore information**

This information is found in ref. Backup operations [7].

* 1. **IT recovery list**

The listed documents must be available in case of a major incident or disaster.

| **Document** | **Doc. Reference**  **(version, id)** |
| --- | --- |
| Recovery Plan (this plan) | This document |
| Contact information (if not documented in this plan) | See section 4 |
| Operations guide | QualityDocs ID: Q200001, Backup operations |
| System Definition | Refer SNow ITOM 1009 |
| Relevant SOPs or guidance | QualityDocs ID: Q200002, Infrastructure Operations and Maintenance  QD ID: Q200001, Backup operations |

* 1. **Release of IT solution after recovery (Post-recovery check)**

To release the recovered Backup service to the users, the Service Manager performs the activities:

1. Log-on to the IT system
2. <Next steps>
3. **Testing of the IT recovery plan**

* + 1. **Recovery testing**

Recovery testing is done in case of in case of any major changes as per Infrastructure Operations and Maintenance.

| **Test Scope** | **Test Type** | **Test Strategy/ description** | **Success criteria** | **Frequency** |
| --- | --- | --- | --- | --- |
| Service | Recovery Test | Restore the snapshot backup and test | 1. RTO/RPO as defined is observed 2. Check that services are running | Once in x years |

The RTO and RPO for the service in scope were defined in section 5.2. Contact information and content of the document are reviewed periodically.

* + - * 1. **Reporting the result**

Conclusion on the review, including any follow-up actions are documented in Appendix 2. Also, the RTO and RPO for the recovery test performed were observed to be within the recovery times.

1. **References**

|  |  |
| --- | --- |
| [1] | *Q100001 IT Systems.* |
| [2] | *Q100002 IT Security.* |
| [3] | *Q100003 Data integrity.* |
| [4] | Q100004 Infrastructure. |
| [5] | *Q100007 Ownership of Systems.* |
| [6] | Q100005 Disaster Recovery. |
| [7] | Q100006 Backup operations. |

1. **Change log**

| Version no | Date | Change description |
| --- | --- | --- |
| 1.0 | 20-10-2024 | Recovery plan for new service |
| 2.0 | 13-11-2024 | Performed recovery test for this service. |

**Appendix 1: IT recovery test report**

| Review of contact information | Date | Doc. reference |
| --- | --- | --- |
| Contact information reviewed and updated | 20-10-2024 | This document. Section 4. |
| Recovery file reviewed and updated | 20-10-2024 | This document, Enclosure 1 |
| Solution recovery testing | Date | Doc. reference or summary |
| Test of solution recovery according to description in section ‎7. | 13-11-2024 | Enclosure 1 – Test Documentation |
| Conclusion | Annual recovery is done as part of the incident INC0001, and service is recovered successfully. Also, RTO and RPO was observed to be within limits as mentioned in the BA. | |

# Enclosure 1 – Test Documentation

1. RTO and RPO as defined in the service are observed in the test results.

**RPO**: The RPO is observed to be xx hours.

<image 1.jpg>

**RTO**: RTO is observed to be yy hours

<image 2.jpg >

1. Log-on to the server is possible.

<image 3.jpg >

1. Check that services are running.

<image 4.jpg >

1. <https://novonordisk.sharepoint.com/sites/Recovery> [↑](#footnote-ref-1)
2. [https://](https://novonordisk.sharepoint.com/sites/ITQ/SitePages/Definitions.aspx) [↑](#footnote-ref-2)
3. [↑](#footnote-ref-3)