

Disaster Recovery Plan

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Justification

The categories outlined are: Business Continuity, Backup Policy, Asset Inventory, Communication Plan, Vendor Communication Plan Service Restoration Plan (Entech, 2018) (Schiff, 2016). These categories were considered because they outline:

- Business Continuity, which describes what the business requires to function.
- Service Restoration Plan, outlining priorities of systems and services that should be recovered, what order it's likely for them to be recovered in.
- Backup Policy, describing how information will be backed up and what policies will be put into place.
- Asset Inventory, describing the standards for information of what the current company assets are for potential replacement later.
- Communication Plan and Role Assignments, describing how members of the company will be in contact with each other following a disaster, establishing a chain of command with roles dedicated to individuals within the company.
- Vendor Communication Plan, which describes the companies and services that the business will require following a disaster in order to recover.

1) Business Continuity

The business continuity plan is a set of essential elements that must be re-established for the business to be operational. This differs from the service restoration plan, which outlines services that the business offer, rather than key components of the business. The business continuity plan outlines essential elements, along with three lists of priorities for Data, Systems and Teams. The reasoning behind this is that there's a smaller, specific list of key elements with specific outlines of what's involved and what's required for restoration, along with three general lists with priorities and less specific plans for restoration.

Data, Systems and Teams were chosen as the three major lists due to them being three core components of the business; Data is a core concern with security, with data loss or exposure being large issues that can impact a company in a very large way. Systems are intended to be computer and networking related, which are also a key component to an estate agent, with information being a core part of the business model (Sisson, 2016). Teams are a core component of any business, with a set of important teams to re-establish following a disaster.

2) Service Restoration Plan

While not operating at full capacity, a business can still offer some services, often enough to still operate while at a reduced capacity. This plan outlines and lists both the services that MK Agents offers, along with the priorities of each service, in order to establish which services are mission critical. This links with the business continuity section due to the nature of continuity being linked with service restoration. This section also includes a list of acceptable downtimes for each service, closely linking to the priorities of each, along with a pre-emptive

plan for restoration of each service. While these restoration plans may not apply for every form of disaster, they may still be useful in the majority of cases.

3) Backup Policy

Data that isn't backed up is a risk for any business, with data loss incidents making 70% of small businesses go out of business within a year (CTI, 2018). For this reason, having robust data backup policies is essential for businesses of any size. This policy describes the rate of backups, the quantity, the locations, and the mediums. This is in order to allow for policies like 3-2-1 strategy, which involves three copies, two on-site (while on different mediums), and one off-site. This strategy protects against issues with individual storage mediums, individual locations, and individual copies (Yev, 2015).

4) Asset Inventory

A list of assets, along with the importance of each item, helps to establish what assets are present before disaster, whilst also indicating which items should be replaced and in which order based on the importance. Asset inventories can be difficult to implement, however the benefits of having a list of assets, their importance, and the locations of individual assets can be hugely beneficial to businesses that are both operating normally and recovering from a disaster (Purchasing & Procurement Center, 2017).

5) Communication Plan and Role Assignments

Assigning a communication plan and hierarchy contingency for disasters can be hugely essential to recover. It's important to have redundant systems for communication, with those that rely on IP (Internet Protocol) and those that don't, which is significant depending on the type of disaster that the business faces; an issue with networking or software may require non-IP communication structures in order to account for the disaster.

Similarly, having a predesignated role assignment and hierarchy is significant due to the preparedness and structure that is offered: coordination and efficiency can be strongly improved with preplanning and established protocols (TRP, 2013).

6) Vendor Communication Plan

Businesses often have strong relationships with vendors and suppliers, so having a communication plan for disasters can be essential for future operations and business relations. Outlined in this contents page is a plan for having a list of essential suppliers, linking back with the business continuity plan section, with a list of different vendor categories. This is intended to outline the key vendors in each category, with redundant vendors being listed as lower priority for communication.

Infrastructure contacts are also considered due to the nature of some disasters. They're sometimes related to public services like power and ISPs, with power outages and loss of service being large scale issues, depending on the

timeframe. Having these contacts would allow for communication with the infrastructure directly, allowing the identification of timeframes for recovery, along with potential alternative suppliers to switch to in case of an emergency.

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