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| Document ID  **ITSD104** | Title  **IT DISASTER RECOVERY** | Print Date  **mm/dd/yyyy** |
| Revision  **0.0** | Prepared By  **Preparer’s Name / Title** | Date Prepared  **mm/dd/yyyy** |
| Effective Date  **mm/dd/yyyy** | Reviewed By  **Reviewer’s Name / Title** | Date Reviewed  **mm/dd/yyyy** |
|  | Approved By  **Final Approver’s Name / Title** | Date Approved  **mm/dd/yyyy** |

**Policy:** To ensure continuity of Company operations.

**Purpose:** To define recovery objectives and to specify a set of procedures for achieving those objectives.

**Scope:** This policy applies to all Company personnel and Information Technology systems, networks, and assets.

**Responsibilities:** The Information Technology Disaster Recovery Coordinator is responsible for chairing the Information Technology Disaster Recovery Planning Committee, coordinating Information Technology disaster response and recovery, reporting on disaster response and recovery, and updating the Recovery Plan.

The Information Technology Security Manager is responsible for conducting and/or supervising testing of the Information Technology Disaster Recovery Plan.

The Information Technology Disaster Recovery Planning Committee is responsible for developing and reviewing the Information Technology Disaster Recovery Plan.

The Information Technology Storage Librarian is responsible for backing up and restoring Company data.

The Tech Support Representative are responsible for various recovery tasks, such as installation and testing of replacement equipment, operations systems, applications software, communications, etc.

Top Management is responsible for final approval of the Information Technology Disaster Recovery Plan.

All employees are responsible for notifying the Information Technology Disaster Recovery Coordinator in the event of an actual or suspected disaster that may affect any part of the Company’s Information Technology systems, infrastructure, or assets.

**Definitions:** Business continuity – The degree to which an organization may achieve uninterrupted stability of systems and operational procedures.

Information Technology disaster – A sudden, significant event that may result in the loss or destruction of Company information and/or loss of service on the Company’s Information Technology network.

**Procedure:**

### 1.0 IT Disaster recovery planning

1.1 The Company must assume a major disaster – environmental disaster, loss of utilities, large-scale equipment failure, a cyber attack, and so on – will befall it eventually. To be prepared for disaster – to best ensure the continuity of business, should a disaster occur – the Company shall develop an Information Technology Disaster Recovery Plan. The Information Technology Disaster Recovery Plan (DRP) shall be an integral part of the Company’s overall DRP, just as information technology is an integral part of the Company. (See Reference A.)

The Company shall implement the Plan, educating employees in their roles and responsibilities; test the Plan, to see if it will ensure rapid and full recovery; and fix flaws identified in testing, to better ensure the Plan will work when it is most needed.

1.2 The Company shall establish an Information Technology Disaster Recovery Planning Committee (Information Technology DRPC), composed of key personnel from each functional area within the Company (HR, accounting, sales, etc.) and an Information Technology Disaster Recovery Coordinator, who shall chair the Committee.

1.3 The Information Technology Disaster Recovery Coordinator shall obtain and analyze information for development of the Information Technology Disaster Recovery Plan, such as:

* Conducting a risk assessment of each of the Company’s Information Technology systems, in accordance with ITSD101 – IT THREAT/RISK ASSESSMENT;
* Determining the Information Technology Department’s current state of readiness for disaster by running a recovery capability test, to establish a baseline;
* Gathering Information Technology industry information on best practices and technologies and identifying appropriate means of mitigating risk; and
* Identifying and assessing external resources and their capabilities.

1.4 The Information Technology DRPC shall meet to:

* Analyze and discuss the information obtained by the Information Technology Disaster Recovery Coordinator;
* Identify mission-critical systems and services, determining how long each business unit can survive without those systems/services in operation (conduct a business impact analysis);
* Establish recovery priorities;
* Develop the Information Technology Disaster Recovery Plan in accordance with ITSD102 IT SECURITY PLAN, using ITSD104-1 IT DISASTER RECOVERY PLAN as a guide.
* Submit to top management for final approval.

1.5 The Information Technology Disaster Recovery Coordinator shall:

* Ensure that the Information Technology Disaster Recovery Plan is documented and communicated to all employees; and
* Coordinate Information Technology disaster recovery training with the Human Resources Manager.

### 2.0 IT DISASTER RECOVERY PLAN

2.1 The Information Technology Storage Librarian shall ensure periodic backups of Company information stores (databases, etc.), in accordance with ITSD103 – IT MEDIA STORAGE.

* 1. The Information Technology Storage Librarian shall periodically conduct a test of all backed-up data for integrity and recovery speed; frequency and extent of such testing shall be determined by mission criticality of the information. The Storage Librarian shall submit a recovery test report to the Information Technology Disaster Recovery Coordinator for review and possible action.

2.3 In the event any employee knows of or suspects an Information Technology disaster, the employee shall contact the Information Technology Disaster Recovery Coordinator and the DRC shall begin the response and recovery process in accordance with the Plan.

**3.0 IT DISASTER RECOVERY PLAN REVIEW**

3.1 Subsequent to an actual disaster and recovery, the Information Technology Disaster Recovery Coordinator shall prepare a response and recovery report and submit it to the Information Technology Disaster Recovery Planning Committee for review. The Committee may recommend revisions to the Plan, based on the findings contained in the report.

3.2 The Information Technology Security Manager shall test Information Technology disaster response and recovery at least once every 12 months. The Information Technology Security Manager should also test response and recovery upon any changes to the Plan (see section 4.2).

3.3 The Information Technology DRPC shall review the Information Technology Disaster Recovery Plan on a regular basis (every two years, at a minimum) to determine if it continues to meet Company, customer, and legal/regulatory requirements.

3.4 The Information Technology Disaster Recovery Plan shall be periodically (at least once every three years) subjected to a third-party audit, to verify that the Plan is clear, sound, and continues to meet Company, customer, and legal/regulatory requirements.

**4.0 IT DISASTER RECOVERY PLAN REVISION**

4.1 After any review of the Information Technology Disaster Recovery Plan, the Information Technology Disaster Recovery Coordinator shall be responsible for updating the Plan.

4.2 Within one month of any such update, the Information Technology Security Manager shall verify that the update is capable of providing the desired results by conducting a response and recovery test.

**Forms:**

* ITSD104-1 DISASTER RECOVERY PLAN

**References:**

1. BIZMANUALZ® #ABR33M, “DISASTER RECOVERY POLICIES AND PROCEDURES”

This publication is a prototype, or template, for developing a *physical disaster recovery plan* suited to an organization’s needs and requirements. Any Information Technology disaster recovery plan must be integrated into the organization’s overall DRP, because Information Technology is an integral part of any organization and because Information Technology disasters may have a physical dimension to them (e.g., fire, flood).

1. THE PUBLIC COMPANY ACCOUNTING REFORM AND INVESTOR PROTECTION ACT OF 2002 (SARBANES-OXLEY, SOX)

While Sarbanes-Oxley (USA) does not specifically mention “disaster recovery”, universal acceptance and use of information technologies and the requirements of SOX – that a public company demonstrate “adequate internal controls” and ensure integrity and timeliness of its financial records – imply that a disaster recovery plan is needed for an organization to maintain SOX compliance.

1. ISO/IEC 27002:2013, “INFORMATION TECHNOLOGY-CODE OF PRACTICE FOR INFORMATION SECURITY CONTROL (INFORMATION BACK-UP)”

For more, see <http://www.iso.org/iso/catalogue_detail.htm?csnumber=54533>.

1. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

HIPAA (US law) is designed primarily to allow patients access to their medical records and ensure privacy and portability of those records. The Act requires health care providers to have a “reasonable and appropriate” data backup plan, disaster recovery plan, and plan for operating in emergency mode.

1. EXPEDITED FUNDS AVAILABILITY ACT OF 1989 (EFA)

The EFAA (USA) requires that federally chartered financial institutions have a “business continuity plan” to ensure prompt availability of funds.

1. **NIST SPECIAL PUBLICATION #800-53, REV. 4, “SECURITY AND PRIVACY CONTROLS FOR FEDERAL INFORMATION SYSTEMS AND ORGANIZATIONS”**

This publication (last update – Apr., 2013) refers to contingency plan development, testing, update, and coordination. See details at <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf>.

**Additional Resources:**

1. Business Software Alliance (BSA - <http://www.bsa.org/>)
2. The International Association of Emergency Managers (IAEM) is a non-profit educational organization dedicated to promoting the goals of saving lives and protecting property during emergencies and disasters. For more information, go to <http://www.iaem.com/>.
3. International Association of Emergency Managers (IAEM) – <http://www.iaem.com.home/cfm>.
4. Disaster Recovery Journal – <http://www.drj.com/>.

**Revision History:**

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| --- | --- | --- | --- |
| **Revision** | **Date** | **Description of Changes** | **Requested By** |
| 0.0 | mm/dd/yyyy | Initial Release |  |
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**ITSD104-1 IT DISASTER RECOVERY PLAN**

Department: **Information Technology**

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State: \_\_\_\_\_\_\_\_ ZIP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Assistant Department Leader: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Maintaining contact with members of the Company’s Disaster Recovery Team during a disaster is critical to a successful Department recovery effort. Usual business phone numbers are listed below; these numbers should be used for all primary contact with Team members.

**Disaster Recovery Coordinator**:

Primary Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Secondary Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Facilities / Equipment / Supplies / Transportation / Telecommunications**:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Other Department Leaders:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cellular Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.0 In the event that normal phone lines are not functional, alternate communications may be available by public phones. The public phones most readily accessible by Department personnel are:

Public Phone #1 (area code & number): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Public Phone #2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Public Phone #3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.0 The company has established a hotline phone number for emergency use by all employees. Use of this special number is restricted to disaster recovery efforts and emergency notifications only, and is not to be used for any other purpose.

Disaster Recovery Hotline number (for employees only): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Security Alarm Company number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4.0 The Department Leader or designate is to immediately take the following actions if a disaster occurs:

1. Assess any injury or damage to employees, clients, contractors, and facilities.

2. Temporarily close and secure the facility, if necessary.

3. Contact appropriate emergency services, if necessary.

4. Begin documenting the effects of the disaster and actions taken; secure all assets and records.

5. First attempt to contact the company’s Disaster Recovery Team Coordinators or Chairpersons with a damage assessment and actions taken report, and act upon instructions received.

6. If all documented attempts to communicate with Coordinators and Chairpersons have failed, the Department Leader or designate is authorized to initiate reasonable and prudent responses necessary to minimize potential:

* + Injuries to employees, contractors, and clients;
  + Damage to facilities; and
  + Loss of assets and records.

5.0 The critical functions of the Information Technology Department, to be serviced before the performance of any other task, are:

* Administrative operations;
* Computer operations;
* Network management;
* Technical Support;
* Control (custody) of mission-critical Company records; and
* Security (physical and I.T.).

6.0 The accessory, or secondary, functions of the Information Technology Department are to be performed only after all critical functions have been addressed. Accessory functions of the Information Technology Department include:

* + Information Technology project planning;
  + Project management;
  + System analysis and design;
  + Software development;
  + Software testing;
  + Software documentation;
  + Software release;
  + Software support; and
  + Software training.

7.0 Description of Department Leader’s duties and responsibilities during a disaster:

1. Ultimately responsible for overall Department operations, including all personnel, clients, facilities, and Information Technology assets.

2. Department Security Officer, Department Compliance Officer, and Department Disaster Recovery Team Coordinator; interior and exterior Department physical security and appearance.

3. Ensure adequate supervision for all personnel and functions while absent from the company or unavailable for contact; operational quality control.

4. Respond to and comply with all regulations, policies, and procedures regarding Department operations; prepare reports as required.

5. Client (user) service and relations; resolving client complaints; approve unusual or unique transaction when no other person has immediate authority to do so; provide information to Company supervisor for media relations and all requests for interviews from the press, radio, and television.

6. Provide appropriate members of the Disaster Recovery Team with accurate and timely information updates regarding the Department’s recovery efforts.

7. Other duties and responsibilities, as required.

8.0 Description of Assistant Department Leader’s duties and responsibilities:

1. Perform all duties and responsibilities of the Department Leader in his/her absence or because of his/her unavailability.

2. Ensure dual custody requirements are maintained for all functions; maintain key, employee information log for dual custody assignments; enforce employee and functional security procedures, Department opening and closing procedures.

3. Manage day‑to‑day operational functions and directly supervise all staff personnel.

4. Other duties and responsibilities, as required.

9.0 If a disaster occurs during working hours, the staff will evacuate the facility and assemble at:

**PRIMARY** (name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECONDARY** (name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A diagram of the facility and designated emergency staging areas is located at the end of this section (Attachment 1).

10.0 If the Department is unable to function in its normal location, Department operations will immediately shift to these alternate sites:

**PRIMARY**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ZIP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECONDARY**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ZIP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11.0 Recovery shall proceed according to the following timeline:

Within **two hours** of an Information Technology disaster, The Information Technology Disaster Recovery Coordinator shall:

* Assess the damage;
* Ensure that Top Management and Information Technology Management have been notified;
* Determine if on-site recovery is feasible or if remote sites shall be utilized;
* Notify the Information Technology Security Manager and Tech Support of the problem; and
* Ensure that Company employees have been notified.

Within **four hours**, the Information Technology Disaster Recovery Coordinator shall:

* Notify the Company’s Customer Support services;
* Notify offsite data storage facilities;
* Notify Information Technology Managers at the primary and secondary recovery sites;
* Confer with Tech Support, the LAN Administrator, and the Information Technology Security Manager to review the situation and assign and schedule recovery tasks; and
* Contact the Company’s Information Technology equipment supplier, if replacement equipment is needed.

Within **eight hours**, the Information Technology Disaster Recovery Coordinator shall:

* Provide an updated assessment of the situation to Top Management, including a recovery schedule estimate;
* Alert software vendors to interim operations requirements;
* Ensure that recovery tasks are underway; and
* Establish a base of interim operations, if necessary.

Within **twenty-four hours**, the Information Technology Disaster Recovery Coordinator shall:

* If replacement equipment is unavailable, begin alternate production schedules from a remote base of operations; and
* Ensure that the Company’s communications capabilities have been tested and verified.

Within **forty-eight hours**, the Information Technology Disaster Recovery Coordinator shall:

* Provide an updated assessment of the situation to Top Management,
* Notify Company departments of interim production schedules; and
* Reestablish a full production schedule, following the priorities set forth by the Information Technology Disaster Recovery Planning Committee.

On delivery of any replacement equipment, Tech Support shall:

* Notify the Information Technology Disaster Recovery Coordinator;
* Install and test software on the replacement equipment;
* Restore data on replacement equipment;
* Monitor restored operations; and
* Resume a full production schedule.

Within **five working days**, the Information Technology Disaster Recovery Coordinator shall:

* Provide an updated assessment of the situation to Top Management;
* Notify Company employees of resumption of normal production schedules; and
* Resume normal operations.

12.0 If the Department is still operable, this checklist describes the functions or sections upon which you will concentrate recovery efforts, and in what order. Before opening the Department:

1. Assess safety considerations for employees and customers.
2. Coordinate with emergency services agencies, if necessary.
3. Conduct a damage assessment of the building and determine levels of operation and full restoration time for electricity, telephones, water, and computers.
4. Ensure all areas of responsibility are staffed.
5. Ensure adequate equipment and supplies are available.
6. Arrange for the safe relocation of all records and equipment, if necessary.

13.0 If it is safe to open the Department, reestablish:

* Employee, customer, facility, assets, and records security;
* Contact with Top Management;
* Corporate files and financial records;
* Personnel and fixed asset records;
* Accounting records;
* Sales records; and
* Other Company records.

14.0 The Department requires these logistical factors to be available to perform critical functions:

Square feet: \_\_\_\_\_\_\_\_\_\_

Maximum number of personnel (employees and contractors): \_\_\_\_\_\_\_\_\_\_

Maximum number of customers: \_\_\_\_\_\_\_\_\_\_

Special relocation needs in the event the facility is unable to support Department operations are:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

15.0 A listing of all emergency services, personnel, and equipment available to this Department is located at the end of this procedure (Attachment 1). Additional guidelines to assist disaster recovery efforts for this Department are:

Written operations procedures: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location stored: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Container description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

16.0 All service agreements and vendor information are available by contacting:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

17.0 Additional office supplies, emergency equipment and survival supplies to assist disaster recovery efforts for this Department are:

Emergency medical supplies available:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location stored:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Container description:

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

An appropriate supply of the following forms is to be maintained:

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Attachment 1

**FACILITY DIAGRAM AND EMERGENCY STAGING AREAS**



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Attachment 2

**EMERGENCY SERVICES & AGENCIES LIST**

**EMERGENCY SERVICES**

|  |
| --- |
| **Name: Police Department** |
| City: |
| County: |
| Emergency Phone: 911 |
| Business Phone: |
|  |
| **Name: Sheriff's Department** |
| County: |
| Emergency Phone: 911 |
| Business Phone: |
|  |
| **Name: Fire Department** |
| City: |
| County: |
| Emergency Phone: 911 |
| Business Phone: |
|  |
|  |
|  |
| **Name: Paramedic/Rescue #1** |
| City: |
| County: |
| Emergency Phone: 911 |
| Business Phone: |
|  |
| **Name: Air Ambulance** |
| County: |
| Emergency Phone: |
| Business Phone: |
| **Name: Private Ambulance #1** |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Private Ambulance #2** |
| County: |
| Emergency Phone: |
| Business Phone: |

**HOSPITAL / URGENT CARE FACILITY**

|  |
| --- |
| **Name: Hospital #1** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Hospital #2** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Hospital #3** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Urgent Care Facility #1** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Urgent Care Facility #2** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |

**EMERGENCY STAGING FACILITIES AND SHELTERS**

|  |
| --- |
| **Name: American Red Cross** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
|  |
|  |
| **Name: Community Center #1** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
|  |
| **Name: Community Center #2** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
|  |
| **Name: National Guard Center** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
| **Name: Veterans Memorial Building** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
|  |

**DISASTER INFORMATION**

|  |
| --- |
| **Name: Medical Emergency Information Hotline** |
| County: |
| Emergency Phone: |
|  |
| **Name: Office of Emergency Services (City)** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
|  |
| **Name: Office of Emergency Services (County)** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| Staging location: |
|  |
| **Name: Office of Emergency Services (State)** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Staging location: |
|  |

**COMMUNICATIONS**

|  |
| --- |
| **Name: Company for remote contact #1** |
| Address: |
| Phone 1: |
| Phone 2: |
| FAX: |
|  |
|  |
| **Name: Company for remote contact #2** |
| Address: |
| Phone 1: |
| Phone 2: |
| FAX: |
| **Name: Mobile telephone #1** |
| Address: |
| Phone 1: |
| Phone 2: |
| Cellular access numbers: |
|  |
| **Name: Mobile telephone #2** |
| Address: |
| Phone 1: |
| Phone 2: |
| Cellular access numbers: |
|  |
| **Name: Newspaper #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| FAX: |
|  |
| **Name: Newspaper #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| FAX: |
|  |
| **Name: Public telephone #1 (3 for each facility)** |
| Address or location: |
| Phone: |
|  |
| **Name: Public telephone #2 (3 for each facility)** |
| Address or location: |
| Phone: |
|  |
| **Name: Public telephone #3 (3 for each facility)** |
| Address or location: |
| Phone: |
|  |
|  |
| **Name: Radio Station #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| FAX: |
|  |
| **Name: Radio Station #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| FAX: |
|  |
| **Name: Television Station #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| FAX: |
|  |
|  |
| **Name: Television Station #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| FAX: |

**SECURITY**

|  |
| --- |
| **Name: Alarm Company #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Alarm Company #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
|  |
|  |
| **Name: Guard Company #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| **Name: Guard Company #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |

**TRANSPORTATION**

|  |
| --- |
| **Name: Airport/Municipal (City)** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
|  |
|  |
|  |
| **Name: Airport/Regional (County)** |
| Address: |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Bus (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Bus (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
|  |
|  |
|  |
| **Name: Cab/Taxi #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Cab/Taxi #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Car Rental Agency #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Car Rental Agency #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Cash ‑ Records Transport/Supplemental #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Cash ‑ Records Transport/Supplemental #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Moving Company #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
|  |
|  |
| **Name: Moving Company #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |

**CITY / COUNTY OFFICES**

|  |
| --- |
| **Name: Administrative Offices (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Administrative Offices (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Air Quality Control Offices (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Animal Control (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Animal Control (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Building Inspector (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
|  |
| **Name: Building Inspector (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Hazardous Materials Team (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Health (City)** |
| County: |
| Emergency Phone: |
| Business Phone: |
| **Name: Health (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Health and Safety Inspector (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Mental Health (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Mental Health (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Parks and Recreation (City)** |
| County: |
| Emergency Phone: |
| Business Phone: |
| **Name: Parks and Recreation (County)** |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Public Information Office (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Public Information Office (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Public Works (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| **Name: Public Works (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Schools Information (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Schools Information (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Transportation/Roads (City)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Transportation/Roads (County)** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |

**FEDERAL OFFICES**

|  |
| --- |
| **Name: Department of Corporations** |
| Address: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Federal Bureau of Investigation** |
| Address: |
| Emergency Phone: |
| Business Phone: |

**UTILITIES**

|  |
| --- |
| **Name: Electric** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Gas** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Sanitation/Sewer** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Telephone** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Water** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |

**CONTRACTORS / VENDORS**

|  |
| --- |
| **Name: Building/Reconstruction Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Electrical Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
| **Name: Glass Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Grounds keeping Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Hazardous Materials Response Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Health and Safety Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Janitorial Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Locksmith and Vault Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Office Supplies and Forms Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
|  |
|  |
| **Name: Plumbing Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Roofing Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Utility Contractor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |

**EQUIPMENT**

|  |
| --- |
| **Name: Software vendor #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Software vendor #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Software vendor #3** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Software vendor #4** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Mainframe computer vendor** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Office equipment other than computers & peripherals** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Computer equipment (PC’s, network hardware, peripherals) vendor #1** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |

|  |
| --- |
| **Name: Computer equipment (PC’s, network hardware, peripherals) vendor #2** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Computer equipment (PC’s, network hardware, peripherals) vendor #3** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |
|  |
| **Name: Computer equipment (PC’s, network hardware, peripherals) vendor #4** |
| City: |
| County: |
| Emergency Phone: |
| Business Phone: |