|  |
| --- |
| DR Plan Requirements for [plan name] |

**Instructions for completing this template**

[Should be used/populated, each time the key Disaster Recovery (DR) requirements areas change for your application]:

* Follow the main tips (light blue font text) for guideline on what type details are required in each template table.
* Within each table, remove the example (preceded by “Ex-“) information when ready to replace with your details.
* Input your details into the template
* Save as [Appname- DR- Requirements Template]
* Send a copy to the DR Team Mailbox (??) and prepare to review in the “Review Workshop” Meeting during DR Exercise Projects.

|  |
| --- |
| **Application description/overview** |
| Ex- The VAT system tracks status of new applications & contracts of existing subscribers. This is a 3-tier app which uses ActiveX component to communicate with back-end Database.  There’s approximately **100 Users** for this Application and it’s criticality is considered as Tier 1 (needs to be available within 72 hours of DR activation). |

|  |  |
| --- | --- |
| **Major Subsystems Descriptions**  These are the sub-components of the core application, or component of the Suite. | |
| **Item** | **Description** |
| Ex- “VisAppTrack.mdb” | Front end for VAT. Based on Access2003. Communicates with SQL DB (via VisAppTrack.DLL) |
| {Please remove above example and enter your specific details} |  |

|  |
| --- |
| **Application Configuration Details**  Please provide details for the following configuration considerations |
| 1. Is the application load-balanced? For instance, do any NetScaler components front-end this application and do URLs point to the Netscaler, as opposed to pointing directly to your applications? |
| {please provide response here or ‘n/a’ if non load-balanced} |
| 1. How would this application be deployed to users within a DR scenario? For example, is the app deployed using Microsoft App-V? |
| {please provide response here} |
| 1. How would this application be accessed by users within a DR scenario? For example, are there icons deployed on a XEN Desktop which the user launches the app from? Otherwise, is a URL used? Or other? Please explain |
| {please provide response here} |

|  |  |  |
| --- | --- | --- |
| **Application Dependencies**  If the following components/subsystems are missing in DR-- the stated impacts are expected to system performance, with respect to the core application | | |
| **Dependency ( name)** | **Type (upstream, downstream, core critical)** | **Impact to this app if the dependency is unavailable** |
| Ex- Claim Payment Engine sub-system | **Core Critical Upstream Dependency**- Claim Adjudication Application ‘consumes’ services from Payment Engine | Customer claim will not be paid unless ‘Payment Engine’ sub-system is recovered/available in DR. |
| EX- ABC123 System | **Upstream dependency** | While ABC123 is an upstream dependency to Claim Adjudication, the core Claim Payment process is still functional but within a degraded state (throughput degraded) |
| {Please remove above example(s) and enter your specific details} |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Recovery Team Requirements** | | | |
| **Name** | **Skillset required for DR** | **Access required** | **Tools/desktop required** |
| Ex- John Doe | Developer | Developer (non-Admin) | PuTTY/Telnet |
| {Please remove above example and enter your specific details} |  |  |  |

\* The above should be articulated as a “role” required to perform tasks listed within your Recovery Procedure. It should be assumed that top Subject Matter Experts (SME) are **not available** and a backup resource will be performing the Recovery Procedures Task(s).

|  |  |  |
| --- | --- | --- |
| **Recovery Host System (Server, Share, etc.) Requirements** | | |
| **Resource (server name)** | **Type** | **Description of usage** |
| Ex- MP-SQL-D01 | Database Server | Contains App Track and EDM Databases |
| {Please remove above example and enter your specific server details} |  |  |

|  |
| --- |
| **Pre (or Post) DR Exercise Procedures**  These are the steps/tasks which need to be performed either prior to (or after) performing failover as prelude to a **DR Exercise** activity (meaning the task would likely only apply to an Exercise and wouldn’t be performed in real DR). The question is really whether any specific tasks would need to be performed **before** a DR Exercise begins or **immediately following** the fallback near end of a DR Exercise.  Please respond to the following question. If not applicable, enter ’n/a’ (within row below the question), otherwise enter your specific ***Pre/Post DR Exercise Tasks*** |
| Q- Are production configuration ‘snapshots’ required to be taken BEFORE executing the ZERTO ‘move’ operations (which render your VMs operational within DR—RDC site)? For example, sometimes ***custom configurations*** have been lost in the past, post ZERTO move. As a means to mitigate this risk, would it be advisable to snapshot those configurations, prior to executing any ZERTO moves? |
| {please provide response here or ‘n/a’ if non-applicable} |
| Q- Would it be considered prudent planning to “pre-execute” your application validation plans within production (pre-DR Exercise) to insure the expected results? In legacy DR Exercises, this step was not taken and test plans yielded ‘false errors’ which also expended countless/unnecessary hours to troubleshoot. If they had been run pre-exercise on production, the false error would have been caught. |
| {please provide response here or ‘n/a’ if non-applicable} |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Recovery Procedures**  These are the steps/tasks which need to be performed to render your system as operational/available in a DR scenario. For Virtual Machines (VMs), the *recovery initiation starting point* is typically managed by a ZERTO ‘move’ operation, which essentially activates the *DR copies of VM*s in the backup Data Center (RDC) | | | | | |
| **Task to perform** | **Name (role)** | **Skillset required for DR** | **Access required** | **Tools/desktop required** | **Expected results** |
| Ex- Step 1) Ops Team- Runs ZERTO VPG ‘moves’ | Ops- Computer Operator | Computer Operator | Computer Operator (non-Admin) | PuTTY/Telnet | Audit Reports show “Successful” VPG moves |
| {Please remove above example and enter your specific details. If no specific recovery procedures apply (post-ZERTO), then enter “No IT-specific procedure required”} |  |  |  |  |  |

\* Where does Recovery Procedure reside? At conclusion of DR Planning, the artifact must be imported as a copy into ASSURANCE.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Recovery “sequence**”  If the recovery requires certain components to be recovered within a defined order (sequence)  --please articulate the sequence and details, otherwise remove the example rows and enter ‘n/a’  (not applicable) | | | | | |
| **Task to perform** | **Name (role)** | **Skillset required for DR** | **Access required** | **Tools/desktop required** | **Expected results** |
| Ex- Step 1) Ops Team- Runs ZERTO VPG ‘moves’ | Ops- Computer Operator | Computer Operator | Computer Operator (non-Admin) | PuTTY/Telnet | Audit Reports show “Successful” VPG moves |
| {Please remove above example and enter your specific details} |  |  |  |  |  |

\* Where does Recovery Procedure reside? At conclusion of DR Planning, the artifact must be imported as a copy into ASSURANCE.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **App Team-specific Validation Procedures**  These are the validation (testing) steps/tasks which need to be performed by the Application Support Team to verify the operational state of your Application, in a DR scenario. These would be the operational checkout tasks performed before turning systems over to users (Business), is necessary. They may be similar to periodic “post-Sunday Patching Test Plans”. | | | | | |
| **Task to perform** | **Name (role)** | **Skillset required for DR** | **Access required** | **Tools/desktop required** | **Expected results** |
| Ex- Run monthly patch verification script | John Doe | Developer | Developer (non-Admin) | PuTTY/Telnet | No change to system performance, post patching |
| Ex- No IT-specific procedure required. Login at splash screen |  |  |  |  |  |
| {Please remove above example and enter your specific details. Or enter ‘n/a’ for non-applicable} |  |  |  |  |  |

\* Where does the documented **Validation Procedure** reside? At conclusion of DR Planning, the artifact must be imported as a copy into ASSURANCE.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Testing Teams/Business User Validation Procedures**  This level of testing is typically required as a sign-off from actual business user testers to validate the operational readiness of the system(s) to process business as normal. | | | | | |
| **Task to perform** | **Name (role)** | **Skillset required for DR** | **Access required** | **Tools/desktop required** | **Expected results** |
| Ex- Run “URAC Test Plan” | Beth Smith | QA Tester | QA Tester (non-Admin) | n/a | System performs per QA standard. File generated- sent to downstream dependency (ABC App) |
| {Please remove above example and enter your specific details} |  |  |  |  |  |

\* Where does the documented **Validation Procedure** reside? At conclusion of DR Planning, the artifact must be imported as a copy into ASSURANCE.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fallback Procedures**  These procedures—used for return back to normal processing site— should generally be mirror-opposite of the failover process. If not, please list the specific steps below. Also, note any fallback “sequence” which may apply, such as a Server Reboot Order. | | | | | |
| **Task to perform** | **Name (role)** | **Skillset required for DR** | **Access required** | **Tools/desktop required** | **Expected results** |
| Ex- Step 1) Ops Team- Runs ZERTO VPG ‘moves’ | Ops- Computer Operator | Computer Operator | Computer Operator (non-Admin) | PuTTY/Telnet | Audit Reports show “Successful” VPG moves |
| {Please remove above example and enter your specific details} |  |  |  |  |  |

\* Where does the documented **Validation Procedure** reside? At conclusion of DR Planning, the artifact must be imported as a copy into ASSURANCE.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fallback Testing Teams/Business User Validation**  Fall back to “normal Production” Validation Procedures- These procedures validate that  systems are functioning as normal (normal processing site) post DR Exercise. | | | | | |
| **Task to perform** | **Name (role)** | **Skillset required for DR** | **Access required** | **Tools/desktop required** | **Expected results** |
| Ex- Run monthly patch verification script | John Doe | Developer | Developer (non-Admin) | PuTTY/Telnet | No change to system performance, post patching |
| Ex- No IT-specific procedure required. Login at splash screen |  |  |  |  |  |
| {Please remove above example(s) and enter your specific details, or leave the row specifying “No IT-specific procedure required…. “, if applies} |  |  |  |  |  |

\* Where does the documented **Validation Procedure** reside? At conclusion of DR Planning, the artifact must be imported as a copy into ASSURANCE.

|  |  |  |
| --- | --- | --- |
| **Application Batch Requirements**  [Explain the Batch Jobs & Schedule, if any Batch Processing actually applies to your specific  application] | | |
| **Job** | **Schedule** | **Description and input/output requirements** |
| Ex- “Enrollment Load” | M-F @6pm MST | ETL process which pulls FTP file from Sterling |
| {Please remove above example and enter your specific details. Either attach a document, or list steps, or provide link to document, which will later be imported into the DR repository, called “ASSURANCE”} |  |  |

|  |  |
| --- | --- |
| **Potential Negatively Impacted Entities** | |
| **Business Unit, or impacted entity** | **Impact, if known** |
| Ex- “For Sterling Integrator, the following Business entities may be impacted:   * Blue Card * Commercial Operations * Corporate Integrity & Internal * Audit * Finance * Healthcare Quality Assurance * Integrated Customer Solutions * Marketing * Operational Excellence * Print and Fulfillment * Sales - Specialty Products * Sales - Commercial Segment * Sales - Individual Segment | Ex- Potential misrouting of files |
| {Please remove above example(s) and enter your specific details. Either attach a document, or list steps, or provide link to document, which will later be imported into the DR repository, called “ASSURANCE”} |  |