

# Disaster Recovery Planning Template

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## Introduction – The Purpose of this Document

When disaster strikes, business suffers. A goal of business planning is to mitigate disruption of product and service delivery to the greatest degree possible when disruptions occur due to disasters. Business continuity is the overarching concern.

An IT disaster recovery plan is the lynchpin of an overall business continuity strategy. The purpose of business continuity is to maintain a minimum level of service while restoring the organization to business as usual. If a business fails to put a disaster recovery plan in place and a disaster strikes, the company risks losing customers to competitors, losing funding, missing out on major opportunities, and having their products viewed as unnecessary.

Connectability encourages every organization to be proactive and execute a Disaster Recovery plan. To assist, we have provided you with this template as a springboard for your organization’s customized plan. Please contact our team if you require assistance.

## ABC Organization IT Disaster Recovery Plan Revision History

REVISION	DATE	NAME	DESCRIPTION

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## **Information Technology Statement of Intent**

This document delineates our policies and procedures for technology disaster recovery, as well as our process-level plans for recovering critical technology platforms and telecommunications infrastructure. This document summarizes our recommended procedures. In the event of an actual emergency situation, modifications may be made to ensure the physical safety of our people, our systems, and our data.

Our mission is to ensure information system uptime, data integrity and availability, and business continuity.

## **Policy Statement**

Corporate management has approved the following policy statement:

- The company shall develop a comprehensive IT disaster recovery plan.
- A formal risk assessment shall be undertaken to determine the requirements for the disaster recovery plan.
- The disaster recovery plan should cover all essential and critical infrastructure elements, systems and networks, in accordance with key business activities.
- The disaster recovery plan should be periodically tested in a simulated environment to ensure that it can be implemented in emergency situations and that the management team and staff understand how it is to be executed.
- All staff must be made aware of the disaster recovery plan and their own respective roles.
- The disaster recovery plan is to be kept up to date in order to take into account changing circumstances.

## **Objectives**

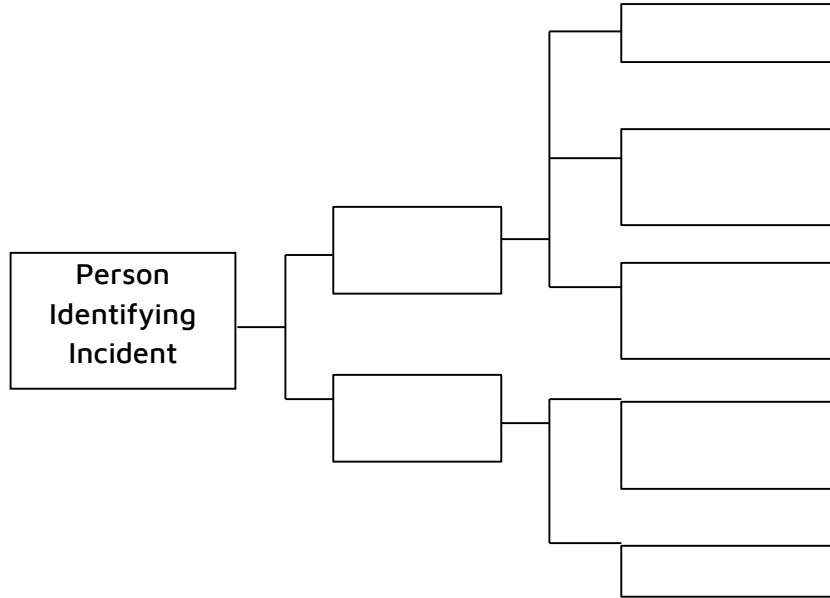
The principal objective of the disaster recovery program is to develop, test and document a well-structured and easily understood plan which will help the company recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are cost-effective
- The need to consider implications on other company sites
- Disaster recovery capabilities as applicable to customers, vendors and others

### Key Personnel Contact Info

NAME, TITLE	CONTACT OPTION	CONTACT NUMBER
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	
	Work	
	Alternate	
	Mobile	
	Home	
	Email Address	
	Alternate Email	

## Notification Calling Tree



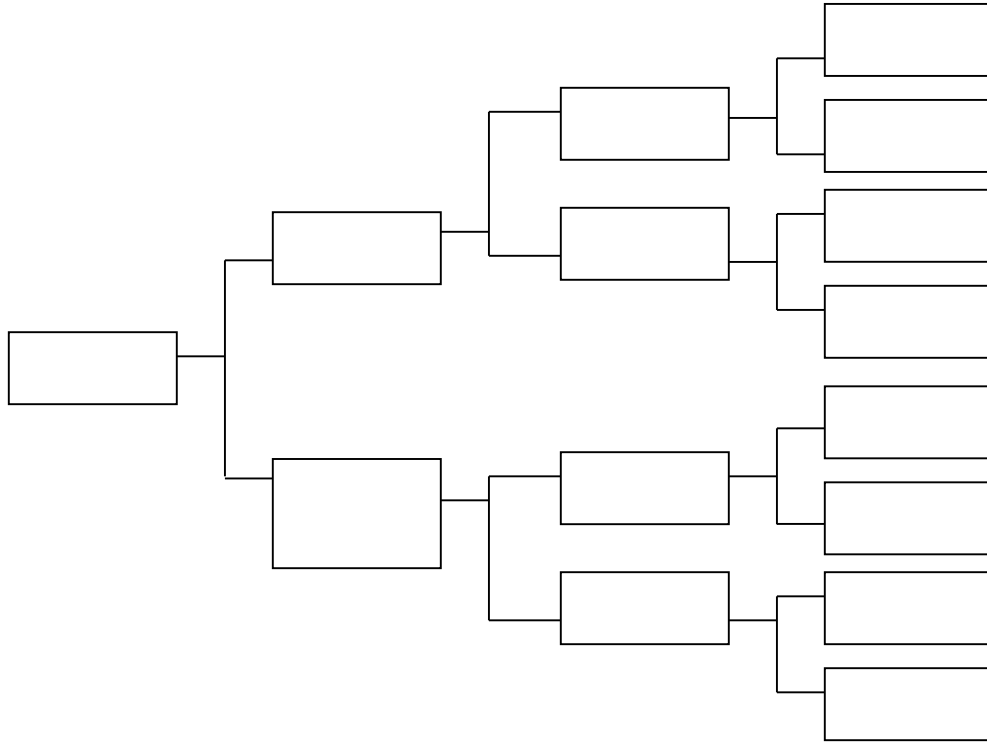


## External Contacts

NAME, TITLE	CONTACT OPTION	CONTACT NUMBER
<b>Landlord / Property Manager</b>		
Account Number None		
	Work	
	Mobile	
	Home	
	Email Address	
<b>Power Company</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Telecom Carrier 1</b>		
Account Number	Work	
	Mobile	
	Fax	
	Home	
	Email Address	
<b>Telecom Carrier 2</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Hardware Supplier 1</b>		
Account Number	Work	
	Mobile	
	Emergency Reporting	
	Email Address	
<b>Server Supplier 1</b>		
Account Number.	Work	
	Mobile	
	Fax	
	Email Address	
<b>Workstation Supplier 1</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	

NAME, TITLE	CONTACT OPTION	CONTACT NUMBER
<b>Office Supplies 1</b>		
Account Number C3095783	Work	
	Mobile	
	Home	
	Email Address	
<b>Insurance - Name</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Site Security -</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Off-Site Storage 1</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Off-Site Storage 2</b>		
Account Number	User ID	
	Password	
	Home	
	Email Address	
<b>HVAC -</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Power Generator -</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	
<b>Other -</b>		
Account Number	Work	
	Mobile	
	Home	
	Email Address	

## External Contacts Calling Tree



## 1 Plan Overview

### 1.1 Plan Updating

It is necessary for the Disaster Recovery Plan (DRP) updating process to be structured and controlled. When changes are made to the plan, they are to be fully tested and appropriate amendments should be made to the training materials. This will involve the use of formalized change control procedures under the control of the IT Director.

### 1.2 Plan Documentation Storage

Copies of this Plan (both digital and hard copies) will be stored in secure locations to be defined by the company. Each member of senior management will be issued a CD and hard copy of this plan to be filed at home. Each member of the Disaster Recovery Team and the Business Recovery Team will be issued a CD and hard copy of this plan. A master protected copy will be stored on specific resources established for this purpose.

### 1.3 Backup Strategy

Key business processes and the agreed backup strategy for each are listed below. The strategy chosen is for a fully mirrored recovery site at the company offices in:

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This strategy entails the maintenance of a fully mirrored duplicate site which will enable instantaneous switching between the live site (headquarters) and the backup site.

KEY BUSINESS PROCESS	BACKUP STRATEGY
It Operations	
Tech Support - Hardware	
Tech Support - Software	
Facilities Management	
Email	
Purchasing	
Disaster Recovery	
Finance	
Contracts Admin	
Warehouse & Inventory	
Product Sales	
Maintenance Sales	
Human Resources	
Testing Fully Mirrored Recovery Site -	
Workshop Fully Mirrored Recovery Site -	
Call Center	
Web Site	

### 1.4 Risk Management

There are many potential disruptive threats which can occur at any time and affect normal business processes. We have considered a wide range of potential threats and the results of our deliberations are included in this section. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

Placeholder below for potential disasters having been assessed (see "Business Impact Analysis Worksheet" for a complete assessment; it should be placed herein).

POTENTIAL DISASTER	PROBABILITY RATING	IMPACT RATING	BRIEF DESCRIPTION OF POTENTIAL CONSEQUENCES & REMEDIAL ACTIONS
Flood			
Fire			
Tornado			
Electrical Storms			
Act of Terrorism			
Act of Sabotage			
Electrical Power Failure			
Loss of Communications Network Services			
Global Pandemic			
<b>Probability: 1=Very High, 5=Very Low</b> <b>Impact: 1=Total Destruction, 5=Minor Annoyance</b>			

## 2 Emergency

### 2.1 Alert, escalation and plan invocation

#### 2.1.2 Plan Triggering Events

### 2.2 Key Trigger Issues At Headquarters That Would Lead To Activation Of The DRP Are:

- Total loss of all communications
- Total loss of power
- Flooding of the premises
- Loss of the building

#### 2.2.2 Assembly Points

Where the premises need to be evacuated, the DRP invocation plan identifies two evacuation assembly points:

- Primary – Far end of main parking lot;
- Alternate – Parking lot of company across the street

#### 2.2.3 Activation of Emergency Response Team

When an incident occurs, the Emergency Response Team (ERT) must be activated. The ERT will then decide the extent to which the DRP must be invoked. All employees must be issued a Quick Reference card containing ERT contact details to be used in the event of a disaster.

Responsibilities of the ERT are to:

- Respond immediately to a potential disaster and call emergency services;
- Assess the extent of the disaster and its impact on the business, data center, etc.;
- Decide which elements of the DR Plan should be activated;
- Establish and manage the disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees are notified and allocate responsibilities and activities as required

### 2.3 Disaster Recovery Team

The team will be contacted and assembled by the ERT. The team's responsibilities include:

- Establish facilities for an emergency level of service within 2.0 business hours;
- Restore key services within 4.0 business hours of the incident;
- Recover to business as usual within 8.0 to 24.0 hours after the incident;
- Coordinate activities with disaster recovery team, first responders, etc.
- Report to the emergency response team

## 2.4 Emergency Alert, Escalation and DRP Activation

This policy and procedure have been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery.

The DR plan will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. It will also rely on critical 3rd parties, including IT Service providers and telephony providers. Suppliers of critical goods and services will continue to support recovery of business operations as the company returns to normal operating mode.

### 2.4.2 Emergency Alert

The person discovering the incident calls a member of the Emergency Response Team in the order listed:

Emergency Response Team

- \_\_\_\_\_
- \_\_\_\_\_

If not available, try:

- \_\_\_\_\_
- \_\_\_\_\_

The Emergency Response Team (ERT) is responsible for activating the DRP for disasters identified in this plan, as well as in the event of any other occurrence that affects the company's capability to perform normally.

One of the tasks during the early stages of the emergency is to notify the Disaster Recovery Team (DRT) that an emergency has occurred. The notification will request DRT members to assemble at the site of the problem and will involve sufficient information to have this request effectively communicated. The Business Recovery Team (BRT) will consist of senior representatives from the main business departments. The BRT Leader will be a senior member of the company's management team and will be responsible for taking overall charge of the process and ensuring that the company returns to normal working operations as early as possible.

### 2.4.3 DR Procedures for Management

Members of the management team will keep a hard copy of the names and contact numbers of each employee in their departments. In addition, management team members will have a hard copy of the company's disaster recovery and business continuity plans on file in their homes in the event that the headquarters building is inaccessible, unusable, or destroyed.

### 2.4.4 Contact with Employees

Managers will serve as the focal points for their departments, while designated employees will call other employees to discuss the crisis/disaster and the company's immediate plans. Employees who cannot reach staff on their call list are advised to call the staff member's emergency contact to relay information on the disaster.

#### **2.4.5 Backup Staff**

If a manager or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties.

#### **2.4.6 Recorded Messages / Updates**

For the latest information on the disaster and the organization's response, staff members can call a toll-free hotline listed in the DRP wallet card. Included in messages will be data on the nature of the disaster, assembly sites, and updates on work resumption.

#### **2.4.7 Personnel and Family Notification**

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalization of injured persons, it will be necessary to notify their immediate family members quickly.

### **3 Media**

#### **3.1 Media Contact**

Assigned staff will coordinate with the media, working according to guidelines that have been previously approved and issued for dealing with post-disaster communications.

#### **3.2 Media Strategies**

1. Avoiding adverse publicity
2. Take advantage of opportunities for useful publicity
3. Have answers to the following basic questions:
  - What happened?
  - How did it happen?
  - What are you going to do about it?

#### **3.3 Media Team**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

#### **3.4 Rules for Dealing with Media**

**Only** the media team is permitted direct contact with the media; anyone else contacted should refer callers or in-person media representatives to the media team.



## 4 Insurance

As part of the company’s disaster recovery and business continuity strategies, a number of insurance policies have been put in place. These include errors and omissions, directors & officers’ liability, general liability, and business interruption insurance.

If insurance-related assistance is required following an emergency out of normal business hours, please contact: \_\_\_\_\_

POLICY NAME	COVERAGE TYPE	COVERAGE PERIOD	AMOUNT OF COVERAGE	PERSON RESPONSIBLE FOR COVERAGE	NEXT RENEWAL DATE

## 5 Financial and Legal Issues

### 5.1 Financial Assessment

The emergency response team shall prepare an initial assessment of the impact of the incident on the financial affairs of the company. The assessment should include:

- Loss of financial documents
- Loss of revenue
- Theft of cheque books, credit cards, etc.
- Loss of cash

### 5.2 Financial Requirements

The immediate financial needs of the company must be addressed. These can include:

- Cash flow position
- Temporary borrowing capability
- Upcoming payments for taxes, payroll taxes, Social Insurance, etc.
- Availability of company credit cards to pay for supplies and services required post-disaster

### 5.3 Legal Actions

The company legal department and ERT will jointly review the aftermath of the incident and decide whether there may be legal actions resulting from the event; in particular, the possibility of claims by or against the company for regulatory violations, etc.

## 6 DRP Exercising

Disaster recovery plan exercises are an essential part of the plan development process. In a DRP exercise no one passes or fails; everyone who participates learns from exercises – what needs to be improved, and how the improvements can be implemented. Plan exercising ensures that emergency teams are familiar with their assignments and, more importantly, are confident in their capabilities.

Successful DR plans launch into action smoothly and effectively when they are needed. This will only happen if everyone with a role to play in the plan has rehearsed the role one or more times. The plan should also be validated by simulating the circumstances within which it has to work and seeing what happens.

## Appendix A – Technology Disaster Recovery Plan

### Mitigating IT Disasters

Not all disasters are catastrophic in nature. While a fire or flood might destroy your premises, other, lesser disasters, such as: power surges, small fires, virus infections, theft or vandalism can be mitigated by implementing some simple preparedness procedures. Here's a partial list.

1. **Power Protection:** A major power surge could do tremendous damage to your equipment. This simple and inexpensive precaution will prevent that from happening. Ensure that **all** of your IT infrastructure is protected by uninterruptible power supplies (UPS's) or **surge protectors**. Simple surge protectors can be purchased at any large hardware or electronics store or ordered through your IT provider. Every piece of electronic equipment in your office - from printers to photocopies and postage meters - and, of course, computers, routers, switch and monitors should be protected with either a UPS or a surge suppressor.
2. **Computer Room:** Even if you don't have a fancy computer room, your server(s) should be located in a separate room. Here's why:
  - a. **Security:** Make sure that you can lock the door to your computer room. This will significantly reduce the risk of theft or vandalism.
  - b. **Air Conditioning:** Be certain that the room is cooled at all times, especially on hot summer weekends. Excessive heat can permanently damage sensitive electronic equipment.
  - c. **Flammables:** Try not to store flammables like paper in the same room where you locate your server(s). In the event of a fire, they will act as a propellant, putting your equipment at even greater risk.
  - d. **Sprinklers:** If at all possible, disconnect the sprinklers in your computer room. If you have a minor fire, your servers may very well survive the heat. But water will cause permanent and irreparable damage. If you want to go for the "big bucks", you could install a chemical fire-retardant system.
3. **File Locations:** If possible, **don't** store files on individual's desktop or laptop computers. Centralize them on a server, where they will be backed up on a regular basis. Or, if it's necessary to keep local files (for example, for mobile workers), then implement a **cloud sync** solution to make sure that local files are synchronized to a central location.
4. **Complete, Accurate and Timely Offsite Backup:** The importance of this point cannot be over-emphasized. Even if the worst happens and total disaster strikes your business, having an accessible backup at a secure, offsite location could mean the difference between a quick recovery and a total business failure.

### Data List

Please complete the table below. Use extra copies of this page, as required:

COMPUTER NAME	SRVR / WS	DATA TO BE BACKED UP	DATA LOCATION(S)

### Server List

Please complete the table below. Use extra copies of this page, as required:

SERVER NAME	ON-PREM / CLOUD	FUNCTION	REQUIRED SOFTWARE	IP ADDRESS



### Data Backup Strategy

Please complete the table below. Use extra copies of this page, as required:

COMPUTER NAME	BACKUP METHOD(S)	BACKUP LOCATION(S)

### Software Backup

In order to ensure a smooth transition in the event of a disaster, all required software programs must be backed up and/or stored in a secure, offsite location. NOTE: Workstation operating systems (e.g. Windows 10, Mac OS) are typically provided with the computer and therefore do not require backup. Server operating systems, however, must be backed up.

Please complete the table below. Use additional copies of this page, as required:

SFTWARE NAME	# COPIES	LICENSE KEY(S)	BACKUP STRATEGY	BACKUP LOCATION(S)

### Disaster Recovery Steps

Please adjust the table below to meet your specific needs, then complete the steps in the plan.

STEP	DESCRIPTION	PLAN
1	Secure temporary premises	
2	Provision temporary or permanent replacement equipment	
3	Arrange and configure Local Area Network (LAN)	
4	Arrange and configure broadband (Internet) connectivity	
5	Arrange telephone communications and equipment	
6	Retrieve software applications from secure location	
7	Install all required software on replacement equipment	
8	Restore data	See below
9	Test complete end-to-end operation	See below

### Data Recovery Steps

Please list, in the correct sequence, the steps required to restore/recover all of your essential data, below. Please note that, under emergency circumstances, it might be appropriate to consider accessing data in the Cloud, rather than restoring it to temporary equipment.

Use extra copies of this page, as necessary:

STEP	DATA ELEMENT	RESTORE FROM LOCATION	RESTORE TO LOCATION



### Operational Testing Steps

Prior to commencing live operations, the following tests should be run to ensure the stability of the network and all required software applications. Please modify and add to the table below, as required:

STEP	TEST	TEST PROCEDURE
1	Network connectivity	Ensure that all devices on the network are visible to each other. Run 'ping' tests, print tests and attempt to open network folders and files.
2	User logins	Ensure that all user logins have been created and test logging in from all workstations.
3	Internet	Test Internet connectivity on all workstations and servers by opening a web browser and accessing a variety of web pages.
4	Email	Confirm that all users are able to access their mailboxes.
5	Printing	Ensure that all users can print to all required printers.
6	Software applications - basic test	Confirm that all installed software applications are licensed and open correctly.
7	Software applications - advanced	Test and confirm functionality of all specialized software.
8	Data integrity	Run all relevant reports to confirm that business data is intact and correct.

### Operating Plan

Please specify what additional steps should be taken to ensure business operations during the disaster recovery phase. This might include relocation, securing permanent replacements for equipment, etc. Use additional copies of this page, as required:

STEP	SUBJECT	DESCRIPTION

## Disaster Recovery Plan for Voice Communications

<b>SYSTEM</b>	
<b>OVERVIEW</b>	
<b>EQUIPMENT</b>	Location: Device Type: Model No.: Technical Specifications: Network Interfaces: Power Requirements; System Serial #: DNS Entry: IP Address: Other:
<b>HOT SITE EQUIPMENT</b>	
<b>SPECIAL APPLICATIONS</b>	
<b>ASSOCIATED DEVICES</b>	
<b>KEY CONTACTS</b>	
Hardware Vendor	
System Owners	
Database Owner	
Application Owners	
Software Vendors	
Offsite Storage	
Network Services	
<b>BACKUP STRATEGY FOR SYSTEM TWO</b>	
Daily	
Monthly	
Quarterly	
<b>SYSTEM TWO DISASTER RECOVERY PROCEDURE</b>	
<u>Scenario 1</u> Total Loss of Switch	
<u>Scenario 2</u> Total Loss of Network	

### Addendum

CONTACTS	

### Support Systems

SUPPORT SYSTEM	
CRITICAL NETWORK ASSETS	
CRITICAL INTERFACES	
CRITICAL FILES TO RESTORE	
CRITICAL NETWORK SERVICES TO RESTORE	
OTHER SERVICES	

## Appendix B – Suggested Forms

### Damage Assessment Form

KEY BUSINESS PROCESS AFFECTED	DESCRIPTION OF PROBLEM	EXTENT OF DAMAGE

### Management of DR Activities Form

- During the disaster recovery process all activities will be determined using a standard structure;
- Where practical, this plan will need to be updated on a regular basis throughout the disaster recovery period;
- All actions that occur during this phase will need to be recorded

<b>Activity Name:</b>
<b>Reference Number:</b>
<b>Brief Description:</b>

COMMENCEMENT DATE/TIME	COMPLETION DATE/TIME	RESOURCES INVOLVED	IN CHARGE

### Disaster Recovery Event Recording Form

- All key events that occur during the disaster recovery phase must be recorded.
- An event log shall be maintained by the disaster recovery team leader.
- This event log should be started at the commencement of the emergency and a copy of the log passed on to the business recovery team once the initial dangers have been controlled.
- The following event log should be completed by the disaster recovery team leader to record all key events during disaster recovery, until such time as responsibility is handed over to the business recovery team.

<b>Description of Disaster:</b>
<b>Commencement Date:</b>
<b>Date/Time DR Team Mobilized:</b>

ACTIVITIES UNDERTAKEN BY DR TEAM	DATE AND TIME	OUTCOME	FOLLOW-ON ACTION REQUIRED

<b>Disaster Recovery Team's Work Completed: &lt;Date&gt;</b>
<b>Event Log Passed to Business Recovery Team: &lt;Date&gt;</b>

### Disaster Recovery Activity Report Form

- On completion of the initial disaster recovery response, the DRT leader should prepare a report on the activities undertaken.
- The report should contain information on the emergency, who was notified and when, action taken by members of the DRT, together with outcomes arising from those actions.
- The report will also contain an assessment of the impact to normal business operations.
- The report should be given to business recovery team leader, with a copy to senior management, as appropriate.
- A disaster recovery report will be prepared by the DRT leader on completion of the initial disaster recovery response.
- In addition to the business recovery team leader, the report will be distributed to senior management

The report will include:

- A description of the emergency or incident
- Those people notified of the emergency (including dates)
- Action taken by members of the DRT
- Outcomes arising from actions taken
- An assessment of the impact to normal business operations
- Assessment of the effectiveness of the BCP and lessons learned
- Lessons learned

### Mobilizing the Disaster Recovery Team Form

- Following an emergency requiring recovery of technology infrastructure assets, the disaster recovery team should be notified of the situation and placed on standby.
- The format shown below can be used for recording the activation of the DR team once the work of the damage assessment and emergency response teams has been completed

<b>Description of Emergency:</b>
Date Occurred:
Date Work of Disaster Recovery Team Completed:

NAME OF TEAM MEMBER	CONTACT DETAILS	CONTACTED ON (TIME / DATE)	BY WHOM	RESPONSE	START DATE REQUIRED

Relevant Comments (e.g., Specific Instructions Issued)
--

### Mobilizing the Business Recovery Team Form

- Following an emergency requiring activation of the disaster recovery team, the business recovery team should be notified of the situation and placed on standby.
- The format shown below will be used for recording the activation of the business recovery team once the work of the disaster recovery team has been completed.

<b>Description of Emergency:</b>
Date Occurred:
Date Work of Business Recovery Team Completed:

NAME OF TEAM MEMBER	CONTACT DETAILS	CONTACTED ON (TIME / DATE)	BY WHOM	RESPONSE	START DATE REQUIRED

Relevant Comments (e.g., Specific Instructions Issued)
--

### Monitoring Business Recovery Task Progress Form

- The progress of technology and business recovery tasks must be closely monitored during this period of time.
- Since difficulties experienced by one group could significantly affect other dependent tasks it is important to ensure that each task is adequately resourced and that the efforts required to restore normal business operations have not been underestimated.

Note: A priority sequence must be identified although, where possible, activities will be carried out simultaneously.

RECOVERY TASKS (ORDER OF PRIORITY)	PERSON(S) RESPONSIBLE	COMPLETION DATE		MILESTONES IDENTIFIED	OTHER RELEVANT INFORMATION
		ESTIMATED	ACTUAL		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

### Preparing the Business Recovery Report Form

- On completion of business recovery activities, the BRT leader should prepare a report on the activities undertaken and completed
- The report should contain information on the disruptive event, who was notified and when, action taken by members of the BRT together with outcomes arising from those actions
- The report will also contain an assessment of the impact to normal business operations
- The report should be distributed to senior management, as appropriate

The contents of the report shall include:

- A description of the incident
- People notified of the emergency (including dates)
- Action taken by the business recovery team
- Outcomes arising from actions taken
- An assessment of the impact to normal business operations
- Problems identified
- Suggestions for enhancing the disaster recovery and/or business continuity plan
- Lessons learned



### Communications Form

- It is very important during the disaster recovery and business recovery activities that all affected persons and organizations are kept properly informed
- The information given to all parties must be accurate and timely
- In particular, any estimate of the timing to return to normal working operations should be announced with care
- It is also very important that only authorized personnel deal with media queries

GROUPS OF PERSONS OR ORGANIZATIONS AFFECTED BY DISRUPTION	PERSONS SELECTED TO COORDINATE COMMUNICATIONS TO AFFECTED PERSONS /ORGANIZATIONS		
	NAME	POSITION	CONTACT DETAILS
Customers			
Management & Staff			
Suppliers			
Media			
Stakeholders			
Others			

### Returning Recovered Business Operations to Business Unit Leadership

- Once normal business operations have been restored it will be necessary to return the responsibility for specific operations to the appropriate business unit leader
- This process should be formalized in order to ensure that all parties understand the change in overall responsibility, and the transition to business- as-usual
- It is likely that during the recovery process, overall responsibility may have been assigned to the business recovery process lead
- It is assumed that business unit management will be fully involved throughout the recovery, but in order for the recovery process to be fully effective, overall responsibility during the recovery period should probably be with the business recovery process team

### Business Process/Function Recovery Completion Form

The following transition form should be completed and signed by the business recovery team leader and the responsible business unit leader, for each process recovered.

A separate form should be used for each recovered business process.

NAME OF BUSINESS PROCESS
COMPLETION DATE OF WORK PROVIDED BY BUSINESS RECOVERY TEAM
DATE OF TRANSITION BACK TO BUSINESS UNIT MANAGEMENT (IF DIFFERENT THAN COMPLETION DATE)
<p>I confirm that the work of the business recovery team has been completed in accordance with the disaster recovery plan for the above process, and that normal business operations have been effectively restored.</p> <p>Business Recovery Team Leader Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p> <p>(Any relevant comments by the BRT leader in connection with the return of this business process should be made here.)</p>
<p>I confirm that above business process is now acceptable for normal working conditions.</p> <p>Name: _____</p> <p>Title: _____</p> <p>Signature: _____</p> <p>Date: _____</p>

**DISCLAIMER:** This document is intended to be a starting point for a potential disaster recovery plan and is a not, in any way, a complete disaster recovery plan. Connectability does not take responsibility for any disaster recovery plans that are based off of this document, nor any failure due to implementation or execution of this template.