

Business Continuity Plan

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Introduction

Purpose
Applicability
Scope
Critical Business Functions
Planning Principles
Assumptions
Prerequisites
Backup Site
Alternative Back-up Sites

Management Approach

Policy
Governance and Accountability
Business Continuity Contacts
Vendor Contacts
Roles & Responsibilities

Risk Assessment

Deliberate Disruption
Environmental Disasters
Services
Systems
Security
Other Potential Scenarios

Contingency Strategy

Backup and Recovery Strategies

Objectives

System Description

Recovery Response Time

Single Points of Failure

Latency

System Redundancy

Data Integrity

Business Costs during Downtime

Backup Procedures

Data Restore Procedures

Maintaining Log Files

Fail Over Procedure

Recovery Steps

Restoring Service

Hot Stand By

Spare Systems

Data Recovery

Backup Site

Office space

Work space

Meeting space

Storage space

Safe

Office equipment

Telephone

Fax

E-mail

Mail, courier, and messenger services

Stationery, photocopying, and other facilities

Computer equipment

Personal Computers

Printer

Non-Recovery Departments and Personnel

Returning to Normal Operations

Original Site Restoration

Concurrent processing

Plan deactivation

Disaster Recovery Procedures

Disaster Recovery Task #

Disaster Recovery Task #

Notification & Activation Procedures

- Criteria for activating the Disaster Recovery Plan
- Procedure for activating the Disaster Recovery Plan
- Decision to Invoke the Disaster Recovery Plan
- Invoking the Disaster Recovery Site
- Contacting the Third Party Recovery Team
- Contacting the Operations Managers
- Contacting the Operations Team
- Contacting the Human Resources Manager
- Contacting Remote Users
- Activating the Communications Plan
- Moving to the Backup Site
- Getting Setup on the Backup Site
- Damage Assessment Procedure
- Response Checklist
- Follow-Up Checklist

Communications Plan

- Communications Schedule
- Message to Employees
- Message to Clients

Testing

- Testing Approaches
- Testing Tasks
- Testing Schedule

Training

- Scope
- Training Requirements
- Audience
- Roles and Responsibilities
- Training Evaluation
- Delivery Method
- Materials
- Duration
- Size
- Facilities
- Instructor Evaluation
- Updates
- Staffing

Maintenance

Maintenance Activities

Configuration Management

Risk Assessment

Testing

System Protection

Maintenance Reports

Documentation

Quality Assurance Activities