



I.T. Disaster Recovery Plan

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5, 443 Albany Hwy
Victoria Park, WA, 6100

p. 1300 664 136

Info@focusnetworks.com.au
www.focusnetworks.com.au

Authorisation

This plan has been prepared by Focus Networks and is authorised by:

John Citizen
Managing Director
Acme Corporation

Billy Bob
CFO
Acme Corporation

Director
Focus Networks

Document Control

Proposal for amendment or change to this document will need to be detailed on a Change Request Form. If required, please contact:

David Staeck
Focus Networks
E-mail: david.staeck@focusnetworks.com.au

Date	Version	Copies	Author
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Distribution

The distribution of this plan to Acme Corporation recipients is controlled by the CFO.

Title	Office Location	Copies
John Citizen – Managing Director	Location	1
Billy Bob – CFO	Location	1
Jane Smith – Office Administrator	Location	1
Focus Networks	Victoria Park	1

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1.0 Activate This Plan

To activate this plan in the event of a real disaster, turn to PART SIX (Procedures)

1.1 Authority to Activate this Plan

The Managing Director and/or CFO have the exclusive authority to activate this plan by process of declaring a disaster. If these persons are unavailable, the Office Administrator may also declare a disaster.

2.0 Overview and Scope

2.1 Overview

A disaster is an event that significantly reduces the ability for Acme Corporation to perform normal operations. Typically, an outage to the core IT systems of Acme Corporation exceeding 24 hours is deemed to be a disaster.

This plan details the communications structure, roles and responsibilities of the Crisis Management Team ("CMT").

The CMT is responsible for managing the rapid and orderly resumption of core systems to Acme Corporation in the event of a disaster. Consequently, the members of the CMT have the appropriate authority and skills to accomplish their assigned tasks.

IT hardware and software problems, while they might in some instances be significant, will be resolved through normal problem resolution methods. The typical disaster involves an unscheduled event that causes the Acme Corporation office location to be inaccessible for an indefinite period of time. A disaster declaration begins the formal disaster recovery process outlined in this document.

2.2 Aim

The aim of this plan is to set out the mitigation, preparation, warning, response and business continuity arrangements for the core IT systems of Acme Corporation which are supported by Focus Networks at Unit 5, 443 Albany Hwy, Victoria Park, WA.

As described in section 5.3, continual review and change of this plan will occur annually – or with significant business change - with the aim of improving existing resilience against damage to the business in the event of an actual disaster or outage.

2.3 Objectives

The objective is to provide restoration and continuation of the core IT systems for Acme Corporation when a disaster occurs. This is accomplished by developing and maintaining a detailed IT Disaster Recovery Plan (IT DR Plan) that will organise and govern a disaster recovery operation. The IT DR Plan must:

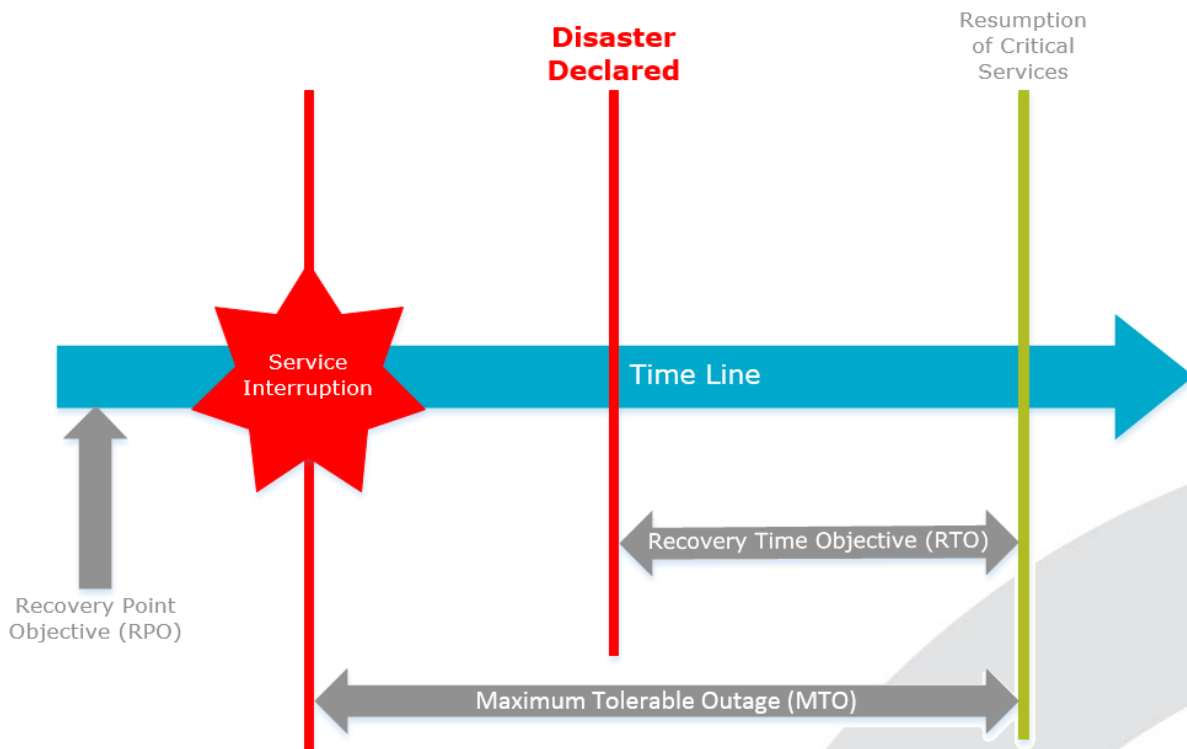
- Provide the information and procedures necessary to;
 - respond to an occurrence;
 - notify personnel;
 - assemble recovery teams;
 - recover data; and
 - resume processing at the current or alternate site as soon as possible after a disaster has been declared.
- Create a disaster recovery structure strong enough to provide guidance to all interrelated groups, yet flexible enough to allow Acme Corporation staff and teams to respond to whatever type of disaster may occur,
- Identify those activities necessary to resume full services at the reconstructed disaster site or new permanent facility,
- Establish a return to a “business as usual” environment.

NOTE: Availability of backup data is critical to the success of disaster recovery. Backup and restore processes that include scheduling tape management, off-site storage, and data restorations are day-to-day processes covered in operating procedures manuals. Good practices are assumed, as are the availability of backup media that can be readily restored.

2.4 Recovery Time Requirements

The following requirements are a result of the Business Impact Analysis (“BIA”) process, which forms part of the Acme Corporation business continuity program.

- **Maximum Tolerable Outage (“MTO”).** The maximum tolerable outage is the amount of time Acme Corporation critical business functions may be unavailable before Acme Corporation business operations are severely impacted. The MTO encompasses all activities from point of impact to point of recovery completion (as described in Section 5.1)
- **Recovery Time Objective (“RTO”).** The Recovery Time Objective is the time taken to recover the in-scope services for Acme Corporation from disaster declaration to the point where the recovered infrastructure is handed over to the Acme Corporation business teams.
- **Recovery Point Objective (“RPO”).** The recovery point objective is the worst data loss that Acme Corporation is willing to accept. In other words, this is the point from which recovery of lost data must take place.



2.5 Scope of Recovery

This plan is devised to address a significant outage of the core IT infrastructure at Acme Corporation and will therefore only cover Information Technology and Telecommunication (IT&T) Services.

2.5.1 Exclusions

- This IT DR Plan does not address the recovery of non-IT related Acme Corporation business operations during a disaster, such as manual fallback procedures, and/or resynchronisation of business processes. Responsibility for this resides within the relevant groups within Acme Corporation.
- Any disaster affecting a greater area than the Acme Corporation Head office location at Level 1, 1 St Georges Tce, Perth WA 6000.
- All standard exclusions for hardware, software and/or telecommunications not managed and maintained by Focus Networks (i.e. VOIP phone system, hosted/non-SOE applications etc)
- While ordering stock to aid in recovery is the responsibility of Focus Networks, there may be delays in shipping and delivery that are uncontrollable.

2.5.2 Recovery Validation

- Post-recovery, system health checks are performed by Focus Networks.
- Validation checks are performed by business representatives.

2.5.3 General Exclusions

- A disaster of such magnitude that there are not enough personnel to resource the recovery in order to meet Acme Corporation objectives.