



# Disaster Recovery Plan

# **Disaster Recovery Plan**

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# **I. TECHNOLOGY DISASTER RECOVERY**

## **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 the telecommunications infrastructure. This document summarizes our recommended procedures. In the event of an actual emergency situation, modifications to this document may be made to ensure 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 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 to take into account changing circumstances.

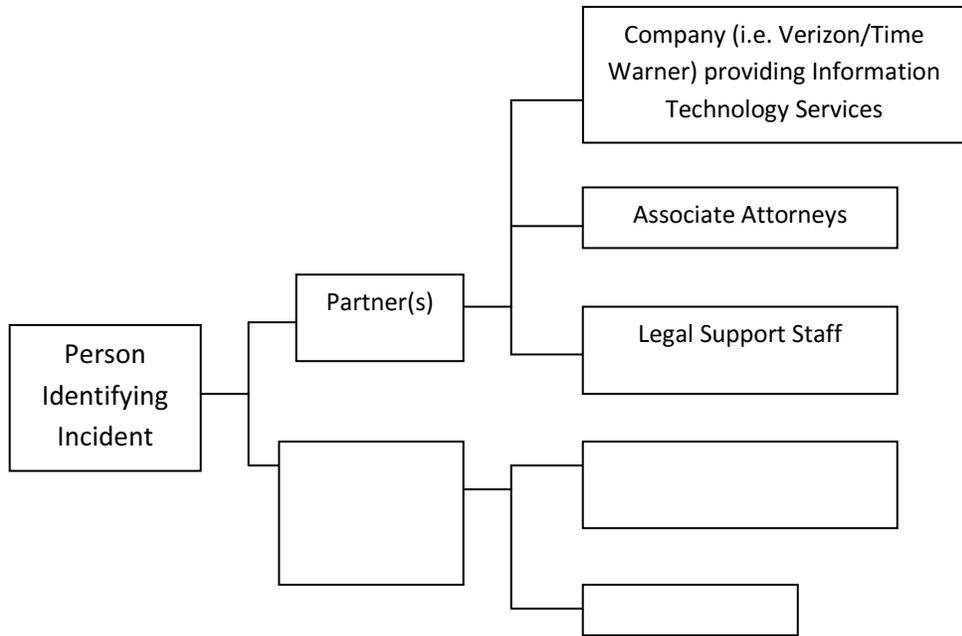
## **Objectives**

The principal objective of the disaster recovery plan 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 key customers, vendors and others



# Internal Notification Calling Tree



## External Contacts

Name, Title	Contact Option	Contact Number
<b>Landlord / Property Manager</b>		
Account Number		
	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>		
<p data-bbox="248 1068 605 1220">[“Hardware” refers to the physical components comprising computer system, including the Motherboard and Central Processing Unit (CPU)]</p>		
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	

<b>Name, Title</b>	<b>Contact Option</b>	<b>Contact Number</b>
<b>Office Supplies 1</b>		
Account Number	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	

# 1 Plan Overview

## 1.1 Plan Updating

It is necessary for the disaster recovery plan updating process to be properly structured and controlled. Whenever 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, CD, 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's offices in 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	Fully mirrored recovery site
Tech Support - Hardware	Fully mirrored recovery site
Tech Support - Software	Fully mirrored recovery site
Facilities Management	Fully mirrored recovery site
Email	Fully mirrored recovery site
Disaster Recovery	Fully mirrored recovery site
Finance	Fully mirrored recovery site
Contracts Admin	Fully mirrored recovery site
Human Resources	Fully mirrored recovery site
Testing Fully Mirrored Recovery site -	Fully mirrored recovery site
Workshop Fully Mirrored Recovery site -	Fully mirrored recovery site
Reception Services	Fully mirrored recovery site
Web Site	Fully mirrored recovery site

## 1.4 Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. 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.

Potential disasters have been assessed as follows:

Potential Disaster	Probability Rating	Impact Rating	Brief Description Of Potential Consequences & Remedial Actions
Flood	3	4	Server Room could potentially flood due to internal plumbing failure
Fire	3	4	[Type] of Fire Suppression System installed at business premises. Fire and smoke detectors on all floors.
Electrical power failure	3	4	Back Up power source; Auto standby generator; Frequency of testing of such alternate power sources; Remote monitoring of electrical power system.
Loss of communications network services	4	4	Back Up power source; Auto standby generator; Frequency of testing of such alternate power sources; Remote monitoring of electrical power system.
"Hacking" of information technology network	3	4	Exposure of client/firm confidential information, such as personal information, research, business strategies and financial reports; "Hacking" causing network failure; Remote 24/7 monitoring of information technology network to discover "hacking" or potential "hacking" threats;
Heating, ventilation and air conditioning (HVAC) failure	4	4	Failure of HVAC system causing loss of temperature control in Server rooms – High temperatures can cause servers to overheat and go into protective shutdown

Probability: 1=Very High, 5=Very Low

Impact: 1=Total destruction, 5=Minor annoyance

## 2 Emergency Response

### 2.1 Alert, escalation and plan invocation

#### 2.1.1 Plan Triggering Events

Key trigger issues at headquarters that would lead to activation of the disaster recovery plan are:

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

## **2.1.2 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 disaster recovery plan 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 disaster recovery plan should be activated;
- Establish and manage disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees are notified and allocate responsibilities and activities as required.

## **2.2 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.

## **2.3 Emergency Alert, Escalation and DRP Activation**

This policy and procedure has 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 disaster recovery 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. Suppliers of critical goods and services will continue to support recovery of business operations as the company returns to normal operating mode.

### **2.3.1 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 human resources and main business department(s). 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.

### **2.3.2 Disaster Recovery 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.

### **2.3.3 Contact with Employees**

Chairpersons of each Department (Chairperson) 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.

### **2.3.4 Backup Staff**

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

### **2.3.5 Alternate Recovery Facilities / Hot Site**

If an Alternate Recovery Facility is established by the law firm and necessary, the hot site at [*site of Alternate Recovery Facility*] will be activated and notification will be given via recorded messages or through communications with Chairpersons. Hot site staffing will consist of members of the disaster recovery team only for the first 24 hours, with other staff members joining at the hot site as necessary.

### **2.3.6 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 check 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 Security, etc.
- Availability of company credit cards to pay for supplies and services required post-disaster

### **5.3 Legal Actions**

The Chairpersons, Director of Human Resources 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 Templates

### Disaster Recovery Plan for <System One>

<b>SYSTEM</b>	
---------------	--

<b>OVERVIEW</b>	
<b>PRODUCTION SERVER</b>	Location: Server Model: Operating System: CPUs: Memory: Total Disk: System Handle: System Serial #: DNS Entry: IP Address: Other:
<b>ALTERNATE RECOVERY FACILITY/HOT SITE SERVER(IF APPLICABLE)</b>	
<b>APPLICATIONS</b> (Use bold for Hot Site)	
<b>ASSOCIATED SERVERS</b>	

<b>KEY CONTACTS</b>	
Hardware Vendor	
System Owners	
Database Owner	
Application Owners	
Software Vendors	
Offsite Storage	

<b>BACKUP STRATEGY FOR SYSTEM ONE</b>	
Daily	
Monthly	
Quarterly	

<b>SYSTEM ONE DISASTER RECOVERY PROCEDURE</b>	
<u>Scenario 1</u> Total Loss of Data	
<u>Scenario 2</u> Total Loss of Hardware	

## ADDENDUM

CONTACTS	

### File Systems

File System as of	Filesystem	kbytes	Used	Avail	%used	Mounted on
Minimal file systems to be created and restored from backup:						
Other critical files to modify						
Necessary directories to create						
Critical files to restore						
Secondary files to restore						
Other files to restore						

## Disaster Recovery Plan for <System Two>

<b>SYSTEM</b>	
<b>OVERVIEW</b>	
<b>PRODUCTION SERVER</b>	Location: Server Model: Operating System: CPUs: Memory: Total Disk: System Handle: System Serial #: DNS Entry: IP Address: Other:
<b>ALTERNATE RECOVERY FACILITY/HOT SITE SERVER(IF APPLICABLE)</b>	
<b>APPLICATIONS</b> (Use bold for Hot Site)	
<b>ASSOCIATED SERVERS</b>	
<b>KEY CONTACTS</b>	
Hardware Vendor	
System Owners	
Database Owner	
Application Owners	
Software Vendors	
Offsite Storage	
<b>BACKUP STRATEGY FOR SYSTEM TWO</b>	
Daily	
Monthly	
Quarterly	
<b>SYSTEM TWO DISASTER RECOVERY PROCEDURE</b>	
<u>Scenario 1</u>  Total Loss of Data	
<u>Scenario 2</u>  Total Loss of Hardware	

## ADDENDUM

CONTACTS	

### File Systems

File System as of	Filesystem	kbytes	Used	Avail	%used	Mounted on
Minimal file systems to be created and restored from backup:						
Other critical files to modify						
Necessary directories to create						
Critical files to restore						
Secondary files to restore						
Other files to restore						

## Disaster Recovery Plan for Local Area Network (LAN)

<b>SYSTEM</b>	
---------------	--

<b>OVERVIEW</b>	
<b>SERVER</b>	Location: Server Model: Operating System: CPUs: Memory: Total Disk: System Handle: System Serial #: DNS Entry: IP Address: Other:
<b>ALTERNATE RECOVERY FACILITY/HOT SITE SERVER(IF APPLICABLE)</b>	
<b>APPLICATIONS</b> (Use bold for Hot Site)	
<b>ASSOCIATED SERVERS</b>	

<b>KEY CONTACTS</b>	
Hardware Vendor	
System Owners	
Database Owner	
Application Owners	
Software Vendors	
Offsite Storage	

<b>BACKUP STRATEGY for SYSTEM TWO</b>	
Daily	
Monthly	
Quarterly	

<b>SYSTEM TWO DISASTER RECOVERY PROCEDURE</b>	
<u>Scenario 1</u> Total Loss of Data	
<u>Scenario 2</u> Total Loss of Hardware	

## ADDENDUM

CONTACTS	

### File Systems

File System as of	Filesystem	kbytes	Used	Avail	%used	Mounted on
Minimal file systems to be created and restored from backup:						
Other critical files to modify						
Necessary directories to create						
Critical files to restore						
Secondary files to restore						
Other files to restore						

## Disaster Recovery Plan for Wide Area Network (WAN)

<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>ALTERNATE RECOVERY FACILITY/HOT SITE EQUIPMENT(IF APPLICABLE)</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 Network	
<u>Scenario 2</u> Total Loss of Hardware	

**ADDENDUM**

<b>CONTACTS</b>	

**Support Systems**

Support system	
Critical network assets	
Critical interfaces	
Critical files to restore	
Critical network services to restore	
Other services	

## Disaster Recovery Plan for Remote Connectivity

<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>ALTERNATE RECOVERY FACILITY/HOT SITE EQUIPMENT (IF APPLICABLE)</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 Network	
<u>Scenario 2</u> Total Loss of Hardware	

## ADDENDUM

CONTACTS	

### Support Systems

Support system	
Critical network assets	
Critical interfaces	
Critical files to restore	
Critical network services to restore	
Other services	

## 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>ALTERNATE RECOVERY FACILITY/HOT SITE EQUIPMENT (IF APPLICABLE)</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**

<b>CONTACTS</b>	

**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 Disaster Recovery 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>

<b>Activities Undertaken by DR Team</b>	<b>Date and Time</b>	<b>Outcome</b>	<b>Follow-On Action Required</b>

<b>Disaster Recovery Team's Work Completed:</b>
<b>Event Log Passed to Business Recovery Team:</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.					

## 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
Clients			
Management & Staff			
Vendors			
Media			
Partners			
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 a 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.

<b>Name Of Business Process</b>	
<b>Completion Date of Work Provided by Business Recovery Team</b>	
<b>Date of Transition Back to Business Unit Management</b> <i>(If different than completion date)</i>	
<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><i>(Any relevant comments by the BRT leader in connection with the return of this business process should be made here.)</i></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>	

## **II. MAN MADE DISASTERS**

### Master List of Contacts to Conduct Business

#### **FIRM NAME:**

Address:

Phone:

Federal Employer ID Number:

Entity status (Corporation, LLC, PC, Partnership, DBA, etc.)

List of Owners (Shareholders / Partners):

#### **MANAGING PARTNER:**

Name:

Address:

Phone:

OCA Registration Number:

Alternate Managing Partner:

Name:

Address:

Phone:

OCA Registration Number:

#### **OFFICE MANAGER:**

Name:

Address:

Phone:

Alternate Office Manager:

Name:

Address:

Phone:

#### **LANDLORD:**

Name:

Address:

Phone:

Location of Lease:

Date lease expires:

#### **BUILDING SECURITY:**

Name:

Address:

Phone:

Alternate phone:

**RENTERS:**

Name:  
Address:  
Phone:  
Location of Lease:  
Date lease expires:

**OFFICE-SHARERS:**

Name:  
Address:  
Phone:  
Location of Agreement:  
Date Agreement expires:

**BANK ACCOUNT(S):**

**IOLA ACCOUNT:**

Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access information:  
Location of Account Detail (names of clients & amounts):

**OPERATING ACCOUNT:**

Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access information:

**OTHER ACCOUNT:**

Description:  
Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access information:

**SAFETY DEPOSIT BOX:**

Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access Information / Location of Key:

**CREDIT CARDS:**

Institution:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Partners / Employees with charging authority:  
Partners / Employees possessing cards:

**SAFE:**

Location:  
List of contents:  
Access Information:

**STORAGE LOCATION:**

Company:  
Unit Number:  
Contact person:  
Address:  
Phone:  
Access Information / Location of Key:  
Items Stored:

**CRITICAL DOCUMENTS LOCATION:**

Incorporation Papers / Partnership Agreements:  
Contracts:  
Insurance documents:  
Accounting records:  
Computer backup tapes/discs/flash drives:  
Deeds / Leases:  
Wills:  
Client lists:  
Client records:  
Stocks/Bonds:  
Savings / Checking Iola Account books:

**INSURANCE:****HEALTH:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**MALPRACTICE;**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**DISABILITY:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**WORKERS' COMPENSATION:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**PROPERTY/ LIABILITY:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**LIFE:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**ACCOUNTANT:**

Name:  
Address:  
Phone:

**PENSION:**

Administrator:  
Account Number:  
Contact person:  
Address:  
Phone:

**MASTER LIST OF PARTNERS & EMPLOYEES:**

Location:

**MASTER LIST OF CLIENTS:**

Location:

**MASTER CALENDAR:**

Location:

**MASTER LIST OF PASSWORDS:**

Location:

**BUDGET:**

Location:

**EQUIPMENT LEASES:**

Item covered:

Vendor:

Address:

Phone:

Expiration:

**MAINTENANCE CONTRACTS:**

Item covered:

Vendor:

Contact:

Address:

Phone:

Expiration:

**COMPUTER / IT SERVICE:**

Name:

Contact:

Address:

Phone:

Computer Back up System:

**PAYROLL COMPANY:**

Name:

Contact:

Address:

Phone:

Location of Employee benefit information:

**SUPPLIERS:**

**OFFICE SUPPLIES:**

Vendor Name:

Contact:

Address:

Phone:

**JANITORIAL SUPPLIES:**

Vendor Name:  
Contact:  
Address:  
Phone:

**LETTERHEAD:**

Name:  
Contact:  
Address:  
Phone:

**OFFICE EQUIPMENT:**

Vendor Name:  
Contact:  
Address:  
Phone:

**OFFICE EQUIPMENT SERVICE:**

Vendor Name:  
Contact:  
Address:  
Phone:

**LIBRARY:**

Vendor Name:  
Contact:  
Address:  
Phone:

**PROCESS SERVICE COMPANY:**

Name:  
Contact:  
Address:  
Phone:

**UTILITIES:**

**GAS:**

Company name:  
Contact:  
Address:  
Phone:

**ELECTRIC:**

Company name:  
Contact:  
Address:  
Phone:

**WATER:**

Company name:  
Contact:  
Address:  
Phone:

**TELEPHONE:**

Company name:  
Contact:  
Address:  
Phone:

**ATTORNEY ENGAGED TO RUN / CLOSE PRACTICE (“Caretaker Attorney”):**

Name:  
Address:  
Phone:  
Location of Agreement appointing Caretaker Attorney:

**OTHER IMPORTANT CONTACTS:**

Name:  
Address:  
Phone:  
Reasons for Contact:

**III. NATURAL DISASTERS**

**GETTING STARTED:**

Regardless of the type of disaster, quick access to certain types of accurate information is essential. In this section you will find universal emergency contact information. You will also be able to record contact information specific to your office. This information should be updated regularly and copies should be kept at your home and the homes of partners and/or key employees.

**DAMAGE TO YOUR PROPERTY**

If your office was either destroyed by fire or flood or your office equipment was stolen, one of the first steps you would have to take would be to determine the extent of your loss. How quickly and accurately could you list everything in your office?

Assign someone in your office the responsibility for taking a complete inventory and set a reasonable timetable for completion. The inventory should include the following:

- All computer hardware and software equipment including location, serial number. If known record the original price, purchase date and vendor.
- A list of library contents and subscriptions.
- All other office equipment including fax machines, photocopiers, dictation equipment, telephones. Where possible include serial numbers, original prices, purchase dates and vendors.

This information should be updated every time new equipment is added or discarded. You should also have information on all maintenance contracts for office equipment. Once completed this information should be kept off site.

Keep a copy of your address book and client information off site as well.

-----

## **EMERGENCY SUPPLY CHECKLIST**

Every office should have a minimum store of emergency supplies which should be inspected and replaced on a regular schedule. Some things to include:

- First Aid Kit (to include aspirin)
- AED (automated external defibrillator)
- Rubber gloves
- Fire Extinguisher
- Flashlights/candles/matches
- Battery operated radio/batteries
- Non-perishable food items that do not require cooking
- Bottled water
- Blankets
- Paper towels
- Petty Cash

-----

*Reacting to a natural disaster not only means ensuring the immediate safety of employees, but also planning how the firm will continue to function in the aftermath.*

### **EMPLOYEES:**

The first concern after any disaster should be to locate and ensure the safety of the firm's Partner's and employees. It is equally important to let employees contact their families and confirm that they are safe.

- Create a list of Partners and Employees with contact information + alternate contact information.

### **CLIENTS:**

The next step is to contact your clients to assure them that the firm is in a position to continue to represent them and provide any interim or new contact information.

- Prepare a list of clients who should be notified of a disaster, the recovery location.

### **COURTS:**

If you have cases pending you will need to contact the courts to determine if their facilities were affected by the disaster and, if so, what plan of action has been devised. The courts are also a resource for obtaining records that have been lost or destroyed.

- Create a master application form to the Administrative Judge requesting case adjournment(s)

### **SUCCESSION:**

Establish a succession of management for the company. Determine who will manage the company if key leaders are unavailable.

### **ATTORNEY DESIGNATED TO MANAGE PRACTICE:**

Name:

Address:

Phone:

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**UNIVERSAL EMERGENCY CONTACT INFORMATION**

**CALL 911:**  
POLICE  
FIRE DEPARTMENT  
AMBULANCE

**AMERICAN RED CROSS**  
786 Delaware Avenue, Buffalo  
717.886.7500

**FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**  
1.800.621.3362  
FEMA – US Department of Homeland Security  
500 C Street, SW, Washington, DC 20472

**NATIONAL FIRE ADJUSTERS**  
One NFA Park, Amherst, NY 14228  
716.689.7700  
800.777.3333

-----

**LIST OF CONTACTS TO CONDUCT BUSINESS**

**FIRM NAME:**

Address:  
Phone:  
Federal Employer ID Number:  
Entity status (Corporation, LLC, PC, Partnership, DBA, etc.)  
List of Owners (Shareholders / Partners):

**MANAGING PARTNER:**

Name:  
Address:  
Phone:  
OCA Registration Number:

Alternate Managing Partner:  
Name:  
Address:  
Phone:  
OCA Registration Number:

**OFFICE MANAGER:**

Name:  
Address:  
Phone:

Alternate Office Manager:

Name:  
Address:  
Phone:

**LANDLORD:**

Name:  
Address:  
Phone:  
Location of Lease:  
Date lease expires:

**BUILDING SECURITY:**

Name:  
Address:  
Phone:  
Alternate phone:

**RENTERS:**

Name:  
Address:  
Phone:  
Location of Lease:  
Date lease expires:

**OFFICE-SHARERS:**

Name:  
Address:  
Phone:  
Location of Agreement:

**BANK ACCOUNT(S):**

**IOLA ACCOUNT:**

Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access information:  
Location of Account Detail (names of clients & amounts):

**OPERATING ACCOUNT:**

Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access information:

**OTHER ACCOUNT:**

Description:  
Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access information:

**SAFETY DEPOSIT BOX:**

Bank:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Signatories:  
Access Information / Location of Key:

**CREDIT CARDS:**

Institution:  
Account Number:  
Contact person:  
Address:  
Phone Number:  
Partners / Employees with charging authority:  
Partners / Employees possessing cards:

**SAFE:**

Location:  
List of contents:  
Access Information:

**STORAGE LOCATION:**

Company:  
Unit Number:  
Contact person:  
Address:  
Phone:  
Access Information / Location of Key:  
Items Stored:

**CRITICAL DOCUMENTS LOCATION:**

Incorporation Papers / Partnership Agreements:  
Contracts:  
Insurance documents:  
Accounting records:  
Computer backup tapes/discs/flash drives:  
Deeds / Leases:  
Wills:  
Client lists:  
Client records:  
Stocks/Bonds:  
Savings / Checking Iola Account books:

**INSURANCE:**

**HEALTH:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**MALPRACTICE:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**DISABILITY:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**WORKERS' COMPENSATION:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**PROPERTY/ LIABILITY:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**LIFE:**

Carrier:  
Policy Number:  
Contact person:  
Address:  
Phone:

**ACCOUNTANT:**

Name:  
Address:  
Phone:

**PENSION:**

Administrator:  
Account Number:  
Contact person:  
Address:  
Phone:

**MASTER LIST OF CLIENTS:**

Location:

**MASTER CALENDAR:**

Location:

**MASTER LIST OF PASSWORDS:**

Location:

**BUDGET:**

Location:

**EQUIPMENT LEASES:**

Item covered:  
Vendor:  
Address:  
Phone:  
Expiration:

**MAINTENANCE CONTRACTS:**

Item covered:  
Vendor:  
Contact:  
Address:  
Phone:  
Expiration:

**COMPUTER / IT SERVICE:**

Name:  
Contact:  
Address:  
Phone:  
Computer Back up System:

**PAYROLL COMPANY:**

Name:  
Contact:  
Address:  
Phone:  
Location of Employee benefit information:

**SUPPLIERS:**

**OFFICE SUPPLIES:**

Vendor Name:  
Contact:  
Address:  
Phone:

**JANITORIAL SUPPLIES:**

Vendor Name:  
Contact:  
Address:  
Phone:

**LETTERHEAD:**

Name:  
Contact:  
Address:  
Phone:

**OFFICE EQUIPMENT:**

Vendor Name:  
Contact:  
Address:  
Phone:

**OFFICE EQUIPMENT SERVICE:**

Vendor Name:  
Contact:  
Address:  
Phone:

**LIBRARY:**

Vendor Name:  
Contact:  
Address:  
Phone:

**PROCESS SERVICE COMPANY:**

Name:  
Contact:  
Address:  
Phone:

**UTILITIES:**

**GAS:**

Company name:  
Contact:  
Address:  
Phone:

**ELECTRIC:**

Company name:  
Contact:  
Address:  
Phone:

**WATER:**

Company name:  
Contact:  
Address:  
Phone:

**TELEPHONE:**

Company name:  
Contact:  
Address:  
Phone:

-----

Any disaster preparedness plan should have two goals. First, it should be designed to protect the people in your office, both attorneys, staff and clients, as well as your vital business records. Second, it should protect your clients and your future livelihood by providing a framework within which to replicate your office and have you back in operation, in a new location if necessary, as quickly as possible.

If you hope for the best but plan for the worst, you will be able to take a disaster in stride and continue to provide the highest level of service for your clients.



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