INSERT LOGO

DISASTER RECOVERY PLAN

Classification: **Internal**

This document may not be shared externally without written approval from the document owner.

Version	Approved By	Owner	Date Last Updated	Review Frequency	Next Review	Comments

Contents

Purpose of Document

The following disaster recovery plan (DRP) is designed to assist [Company Name] in preparing for and recovering from disruptive events, such as the loss of a site, service, cyber-attacks, power outages, or other incidents that could result in data loss or system downtime.

The key reasons for the DRP are as follows.

- **Minimising Downtime**: By having a DRP in place, [COMPANY NAME] can reduce the time that its IT systems are offline and minimise the impact of a disaster on its operations and, therefore, impact upon its customers.
- **Protecting data**: A DRP helps ensure that critical data is backed up regularly and can be restored quickly in a disaster, reducing the risk of data loss.
- **Enhancing business resilience**: A DRP helps [COMPANY NAME] become more resilient and better prepared to deal with unexpected events or disruptions.
- **Maintaining customer confidence**: With a DRP in place, [COMPANY NAME] can demonstrate to customers and stakeholders that it takes business continuity seriously and is committed to maintaining operations in the face of unexpected disruptions.

Policy

- The Head of Engineering is accountable for ensuring this document is reviewed and tested annually.
- The DRP shall cover all critical IT infrastructure, including systems and networks.
- All staff responsible for executing and maintaining the DRP will be trained appropriately.
- Procedures for recovery will be kept up to date as soon as any changes are made.

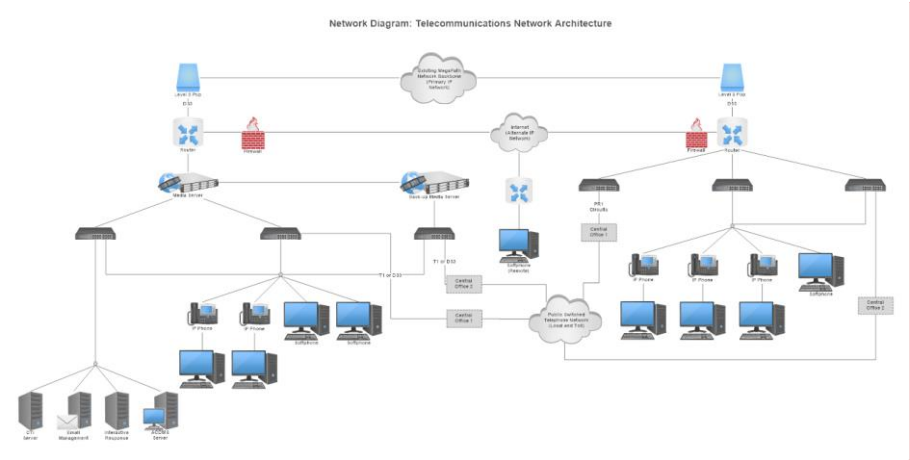
Scope

Summary of Architecture & Services

The scope of this DRP is for the recovery of [COMPANY NAME] product services. It is not a Business Continuity plan and does not address broader issues of building infrastructure, employee management, customer communications and business processes.

The infrastructure of [Company Name] comprises a multi-tiered architecture designed to support a scalable tenant-landlord ecosystem.

Commented [A1]: Just something brief to summarise the scope of what's in / out. You can delete a lot of this if it's too wordy. The important point is; Are these just the customer services you are writing a DR plan for, or does it include backoffice systems (HR / Finance, etc)? I'd suggest different plans for different scopes if there is a separation between them?



Commented [A2]: Add a high-level diagram to give scope of DR solution.

Key services include client-facing applications, internal administration interfaces, development operations, and analytics.

Core functionalities are facilitated through a combination of cloud-hosted services, including [Insert summary of SaaS technologies used]

The architecture supports continuous integration and deployment (CI/CD), with [If you have a development pipeline, summarise the tools here].

The system's resilience is critical for maintaining uptime and ensuring data integrity for all stakeholders involved in the moving process.

Invocation Process

The following steps outline the process to declare a disaster and activate the disaster recovery plan formally:

1.	The incident lead (typically the Head of Engineering) will assess the incident to determine if it meets the criteria for a disaster declaration.
2.	The incident lead will confer with the DR team members to review the assessment and gain consensus on formally declaring a disaster.
3.	If the event meets the disaster declaration criteria, the incident lead will formally activate the DR plan and turn incident management over to the DR team.
4.	The incident lead will notify senior management of the disaster declaration and DR activation.
5.	The DR team will follow the procedures and checklists outlined in the DR plan to recover critical systems and functions.

6.	External partners and vendors will be engaged as needed to provide additional resources and capabilities.
7.	The DR team will execute the communications plan to inform impacted stakeholders of progress.
8.	Once critical systems have been recovered, the DR team will initiate efforts to restore wider operations.
9.	The incident lead will perform a formal handoff back to normal operations once DR objectives have been met.
10.	A deactivation of the DR plan will be communicated, and a retrospective will be conducted to identify improvements.

Risk Assessments

Hosting Provider	Service Component	Critical Service	Potential Risks	Likelihood	Impact	Resilience Strategy	Priority Sequence
Microsoft	Office 365	Email, Documents	Service outages, Data breaches, Phishing attacks	Moderate	High	Multi-geo redundancy, Regular backups, MFA	High
Sage	Sage Payroll	Payroll Services	Data loss, Unauthorized access, Service downtime	Low	High	Regular backups, Role-based access control	High
SAP	ERP System	Business Operations	Data corruption, System failures, Cyber attacks	Moderate	High	High Availability, Regular backups, Patch management	High
Salesforce	CRM	Customer Management	Data breaches, Service interruptions, Unauthorized access	Low	High	Multi-region failover, Regular security audits, Data encryption	High
Amazon (AWS)	EC2	Hosting	Server downtime, Data loss, Security breaches	Low	High	Auto-scaling, Snapshots, Security groups	High
Google	G Suite	Email, Documents	Service outages, Data breaches, Unauthorized access	Moderate	High	Geo-redundancy, Regular backups, MFA	High
Oracle	Oracle DB	Database Services	Data corruption, Unauthorized access, Service interruptions	Moderate	High	Data replication, Encryption, Regular backups	High
Intuit	QuickBooks	Accounting	Data loss, Unauthorized access, Service downtime	Low	Moderate	Regular backups, Role-based access control	Medium

Commented [A3]: The whole table is designed to tick off several things at once;
- List of components and who hosts them.
- Risk review
- Recovery sequence if you lost the whole thing at once (highly unlikely given design)
- The stategy (i.e. backsup / HA / Failover) - these need validating against what you are paying for with suppliers.

Things you could / should add in future versions;

RTO / RPO
Owners

Atlassian	Jira	Project Management	Service outages, Data breaches, Unauthorized access	Low	Moderate	Regular backups, Security patches, Data encryption	Medium
Dropbox	Cloud Storage	File Storage	Data loss, Unauthorized access, Service outages	Low	High	Multi-region replication, Encryption, Regular backups	High
Microsoft	Office 365	Email, Documents	Service outages, Data breaches, Phishing attacks	Moderate	High	Multi-geo redundancy, Regular backups, MFA	High

Likelihood is rated as:

- **High**: Event is expected to occur frequently.
- **Moderate**: Event might occur occasionally.
- **Low**: Event is unlikely to ever occur.

Impact is rated as:

- **High**: Event would have a serious impact on operations or would cause a significant financial loss.
- **Moderate**: Event would cause a noticeable disruption and require management attention.
- **Low**: The event would cause minimal disruption.

Resilience Strategies

- **High Availability**: Ensures that the service is distributed across different physical and virtual servers, reducing the chance of a single point of failure.
- **Backups**: Regularly scheduled backups that can be used to restore data to a point-in-time should data corruption or loss occur.
- **Multi-AZ Failover**: Utilisation of multiple availability zones within the same region to provide failover capabilities.
- **Geo-Redundancy**: Storing data in geographically diverse locations to protect against regional disasters.
- **Version Control & Backups**: Use of version control systems for code and infrastructure, combined with backups for critical configurations.
- **Dyno Redundancy**: In Heroku, dynos can automatically recover from hardware failures, and using more than one dyno can provide redundancy.

- **Platform's Built-in Redundancy**: Reliance on the inherent resilience and redundancy features provided by the platform (e.g., GitHub, CircleCI, Slack).
- **DNS Failover**: The capability to switch traffic from the failing site to a backup site in case of an outage.
- **Data Export**: Regular exports of data and reports to ensure that analytics data can be recovered in case of a loss of service.

Disaster Recovery Team

Commented [A4]: You may wish to split this into 'Exec Team' who handle the comms outward, the insurance, finances, etc. and then the actual DR team who are the technical people needed to recover systems.

The following are the key staff that will co-ordinate the recovery of the services and report into the Disaster Management Team members.

Name	Role	Contact Details	Responsibilities

Key External Contacts

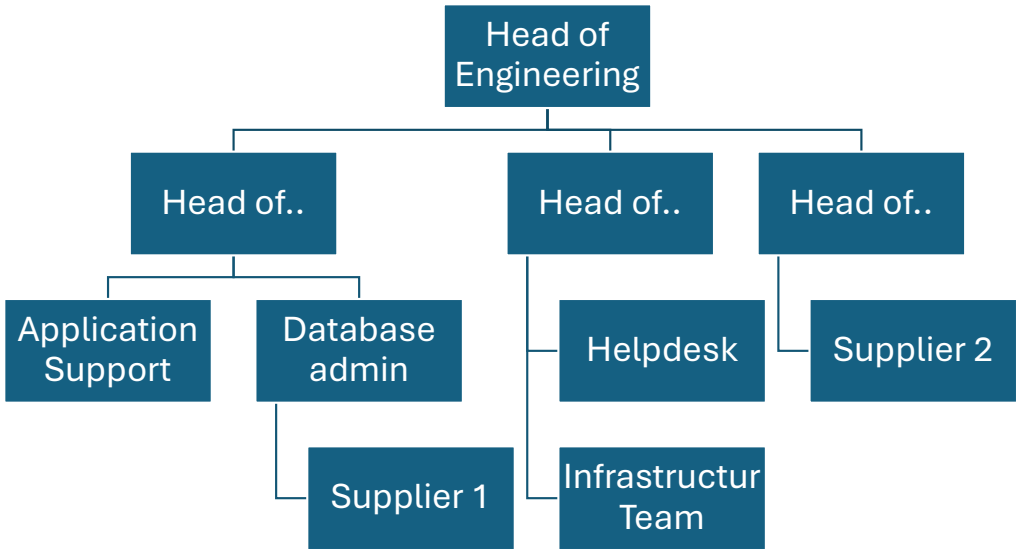
The following are the contact details for any 3rd parties that may be needed in the event of execution of part or all of the DRP.

Organisation	Role	Contact Details	Comments
ICO – Information Commissioner's Office (UK)	Legislative oversight of GDPR / DPA data	Self-assessment & Reporting guide 0303 123 1113	To report any major breaches to sensitive personal data under GDPR / DPA
Insurance	Insurance Company		Details on insurance policy held here
Reliance ACSN	Cyber-attack response experts	https://relianceacsn.co.uk/consulting/incident-response/	Can offer support with how to approach major cyber attack issues (e.g. Ransomware, etc).

Hierarchy of Notifications

The following summarises who will be responsible for contacting and communicating with whom in the event of a disaster.

Commented [A5]: The order in which people cascade information and are notified.



Comms Plan

Contact list - Key Stakeholders

Name	Role	Communication Method	Communication Owner

Testing

Component	Testing Approach (paper / backup test / failover)	Date of last test	Instructions confirmed

Commented [A6]: There should be some description of how you test the plan and make sure it's still viable a year down the line. With most of your services being cloud hosted by suppliers, you probably can only undertake backup / restores etc. Not a complete failover, unless it's part of your contract.

Document Maintenance

The Disaster Recovery Plan will be

To ensure the disaster recovery plan remains up-to-date, it will be reviewed and updated regularly as changes occur.

- The disaster recovery plan will be reviewed in full on an annual basis by the Head of Engineering.
- Any significant changes to systems, processes, or contracts should trigger a DR plan review.
- The following items will be reviewed for accuracy and updated as needed during DR plan maintenance:
    - Contact details for disaster recovery team members and key stakeholders
    - System inventory and architecture
    - Business impact analysis and risk assessments
    - Recovery procedures and instructions
    - DR invocation process
    - Testing schedule
    - Contracts and SLAs with vendors
    - Appendix documents like server specs, credentials, checklists
- The DR plan review will also be completed after any DR invocation, test, or change in recovery facilities to incorporate lessons learned.

- Any changes to the DR plan will be communicated to relevant stakeholders.

APPENDICIES

Key Reference Materials

Description	Location
Cyber Response Plan	
Cyber insurance response policy	
System Passwords and keys	

Vendor SLA Agreements

Important Information

Item	Note
Passwords	Stored in LastPass?

Backup Summaries

System	
Owner	
Risk Assessment	
Backup Strategy	

Recovery Procedures

Procedure A

Step	Action	Owner

Procedure B

Step	Action	Owner

Key Records & Contracts

Record	Primary Location	Alternative Location
Cyber insurance		

Commented [A7]: Summarise the backup strategies of your systems. In many cases this may be handled by the service provider, but;

1) Check what is offered; can they recover just your organisation's data if you request it in the event of an issue. Some providers take backups, but only at a system-wide level cannot recover only your data, and would only instigate a recovery if they went into full DR recovery.

2) Some solutions like Salesforce and Office 365 commonly need additional backup services in order to recover old or accidentally deleted data.

Commented [A8]: If there are manual steps you and the team need to take, then either summarise here, or link to documentation that others have tested and can follow in the event of a major issue.