**Disaster Recovery Planning: How to Build It. How To Test It.**

**EDUCAUSE Annual Conference 2012**

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**-Disaster Recovery Planning Take Aways-**

**Questions to Consider:**

* Who should be on your Emergency Response Team (ERT)? These individuals make decisions and invoke the plan if needed.
* Who should be on your Disaster Recovery Team (DRT)? The individuals create the plan and lead the recovery using the plan as a guide.
* Do you have individuals that can serve as backup to DRT members that may not be present for the recovery?
* Do you have Key Personnel Contact Info?
	+ Cell Phones
	+ Home Phones
	+ Emergency Numbers
	+ Addresses
* Who ARE key personnel?
	+ Campus IT Staff
	+ ERT
	+ DRT
	+ Campus Leadership
	+ General Counsel
	+ Financial
	+ Other
* Who will notify personnel and family?
* Do you have External Contacts for your mission critical equipment/services?
* Who ARE these external contacts?
* ISP
* Hardware Vendors
* Software Vendors
* Generator/Fuel
* Storage
* Delivery
* Other
* How will you communicate?
* Voice?
* Text?
* Social Media? If so, what has been established?
* When are you going to update this plan? Is it on the calendar?
* Where can the plan be found?
* Campus
* Bank Vault
* Home
* Cloud
* Where will you assemble in the event of a disaster and your building/office/etc is gone?
	+ Primary address
	+ Alternative address
* What are the messages / updates that need to be made to the campus community (Marketing/PR must be involved)?
* Web Site
* Phone system recording
* Face Book
* Twitter
* Linked In
* You Tube Channel
* Other
* Do you have a web splash page available through your ISP/etc?
* What location are you considering for your Alternate Recovery Facilities / Hot Site?
* Who are your IT Media Contact(s)?
* Have you established rules for dealing with media?
* Do you have your insurance information in the plan?
* Have you scheduled your DRP exercises?
* Are your mission critical resources documented/inventoried (data center, labs, etc.)?
	+ Hardware/Software/Service/Database
	+ Vendors
	+ Maintenance Contract information
* Have you established forms for documenting damage?
* Do you have annotated pictures of your data center?
* Do you have annotated pictures of your computer laboratories?
* Do you have disaster recovery tools such as hard hats, gloves, flashlights, etc. available?
* Have you reminded IT staff to carry University ID cards with them (wallet)?
* Have you reminded IT staff to carry ERT Contact Information Card (wallet)?
* Do staff know where to find the IT DR Plan?
* Have you reminded IT staff that the plan is a GUIDE and to be prepared to put on their ‘problem solving’ caps in the event of a disaster?

**Who should serve on the Disaster Recovery Planning Team?**

CIO

Director of Infrastructure and Security

Networking Admin.

System Admin.

Database Admin.

Physical Plant Designees

Computer Technician

Telecom Specialist

Procurement Officer

**Who should be Engaged in Contributing to the Plan?**

University leadership

Technology members from across campus

Faculty

Staff

Students

***NOTE: At Pittsburg State University we addressed:***

*The Office of Information Services*

*Campus Technology Roundtable Members (all campus technicians)*

*Information Technology Council (Campus IT governing body, broad stakeholder group)*

*President’s Council*

*The Office of Marketing and Communication*

**Disaster Recovery Planning Templates**Keep in mind that these are very good starts to your DR plan. But you must identify what type of disaster is the most probable for your campus and include any ‘gotcha’ items in the plan.

Tech Target:

http://searchdisasterrecovery.techtarget.com/feature/IT-disaster-recovery-DR-plan-template-A-free-download-and-guide

InfoTech:

http://www.infotech.com/sem/disaster-recovery-plan-template?\_kk=disaster%2Brecovery%2Btemplate&\_kt=b7f45938-ae97-479f-a341-8ed71055f073&gclid=CLvojcW5\_q0CFYhgTAodVhivjA

DR Plan.net

<http://disasterrecoveryplantemplate.net/it-disaster-recovery-plan-template/>

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**Tools Used in Presentation:**

* *Prezi. The zooming presentation tool. Get a free mid level account with your education status*

[*www.prezi.com*](http://www.prezi.com)

* *Poll Everywhere.* Polling tool used during presentation. Free.

[www.polleverywhere.com](http://www.polleverywhere.com)