

# Continuity Plan

## MIS3 Inc / DR Plans

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# General Info

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**Plan name**

DR Plans

**Revision number**

1

**Likely scenario**

Please note: This plan is an indicative plan only and is meant as a guide. It must be reviewed, edited and accepted by your organization before being finalized.

This plan is a generic plan for a LIVE DR Recover back to Client environment where you need to rollback to a client environment after a disaster event.

This plan requires servers to be added and then server recovery to original environment action steps to be defined. These are done in Action 4.

You must also define steps required to shut down the DR environment that was running once recovery is complete. This is done in Action 8.

# Risk

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**Risk description**

**Probability**

High

**Impact**

Very low

# Customers

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test 2

# People

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**Manager**

Neil Mistry, neil@mis3.ca, 16472093303, 16472093303

**Activators**

**Other people to be notified**

# Services

Name	Type	Internal	Description	Vendors/People	Services
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# Assets

Name	Type	Description	Vendors
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# Actions

Action 1: Receive notification that client is ready to recover back to their reinstated original environment.

**Description**

Notification has been received that the clients original environment has been reinstated and they are ready to revert back to this.

Begin recovery back to client environment.

**Safety precautions**

**Action owner**

Neil Mistry, neil@mis3.ca, 16472093303, 16472093303

**Other people involved**

**Action Flow Options**

	SUCCESS	FAILURE
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** Acknowledge start of the event recover back to client environment..

**Item 1**

Action 2: Gain knowledge of client environment and steps required.

**Description**

Contact the client and inform them that the process to revert back to their environment is starting.

**Safety precautions**

Ensure all client specific documents outlining contacts and server specifics are uploaded into the plan document section.

**Action owner**

Brian Capstick, brian.capstick@mis3.ca, 19053998110, 12893041296

**Other people involved**

**Action Flow Options**

	<b>SUCCESS</b>	<b>FAILURE</b>
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** Gain knowledge about the client environment and contact the client to begin reversion process.

**Item 1**

Familiarise yourself with all necessary client documentation.

**Item 2**

Confirm the last backup date and time you have for the DR services - Record these in the activation messages. This is the recovery point objective (RPO) for this disaster. This date must be recorded for each server.

**Item 3**

- Contact the client to inform them that their DR recovery event is starting, ensure that they are available should you require any information.
- Confirm that they will be available to sign in at the correct time and confirm that the services have been recovered to the RPO Checkpoint.

**Action 3: Record actual DR recovery to client environment START time.**

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**Description**

Complete this step as the actual start time of the DR recovery to client environment event. This will then be the start time used in order to determine actual recovery time objective (RTO)

**Safety precautions**

**Action owner**

Brian Capstick, brian.capstick@mis3.ca, 19053998110, 12893041296

**Other people involved**

**Action Flow Options**

	<b>SUCCESS</b>	<b>FAILURE</b>
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Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** Complete this action in order for the system to record a time stamp for the RTO calculation.

**Item 1**

**Action 4: RECOVER BACK TO CLIENT ENVIRONMENT ACTIONS.**

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**Description**

Choose the servers you wish to recover back to the client environment and define your action steps.

**Safety precautions**

**Action owner**

Brian Capstick, brian.capstick@mis3.ca, 19053998110, 12893041296

**Other people involved**

**Action Flow Options**

	SUCCESS	FAILURE
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** Add servers to this action.

**Item 1**

Select "ADD SERVERS" above to import servers into this action. Once done add the action steps below by clicking "Add new step". Once you have added your action steps and step items you can delete this Action Step.

**Step 2:** Add step items here that you need to perform in order to recover back to the client environment.

**Item 1**

Replace this item with recovery to client server(s) step item 1.

**Item 2**

Replace this item with recovery to client environment step item 2.  
Add more step items as you require.

**Action 5: Record actual DR recovery event END time.**

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**Description**

Complete this step as the actual end time of the DR recovery event. This will then be the end time used in order to determine actual recovery time objective (RTO)

**Safety precautions**

**Action owner**

Alkin Gorgun, alkin.gorgun@mis3.ca, 16475316476

**Other people involved**

**Action Flow Options**

	<b>SUCCESS</b>	<b>FAILURE</b>
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** Calculate RTO time and enter into action completion.

**Item 1**

RTO End time vs Start time calculation.

**Action 6:** Client user(s) to login and perform tasks to verify DR recovery to client environment event.

**Description**

At least one user to login and perform various tasks.

**Safety precautions**

**Action owner**

Neil Mistry, neil@mis3.ca, 16472093303, 16472093303

**Other people involved**

**Action Flow Options**

	<b>SUCCESS</b>	<b>FAILURE</b>
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** User(s) login and perform various tasks to ensure data restored as per Recovery point objective.

**Item 1**

Provide connectivity credentials to client representative.

**Item 2**

Inform client representative that user(s) can log into services to ensure that the integrity of the service is correct as per RPO.

**Step 2:** Client representative confirms that user(s) successfully completed the DR recovery.

**Item 1**

Record name and contact details of the client representative who confirmed all in order with the DR recovery to client environment event.

**Action 7: Confirm clients can now utilise the service in LIVE reinstated mode.**

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**Description**

Inform the client representative that the service is now checked and active and can be used as a full reinstated site.

**Safety precautions**

**Action owner**

Neil Mistry, neil@mis3.ca, 16472093303, 16472093303

**Other people involved**

**Action Flow Options**

	<b>SUCCESS</b>	<b>FAILURE</b>
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE

**Steps**

**Step 1:** Confirm clients can now utilise the reinstated client environment service.

**Item 1**

Confirm with client representative that all is in order and that the service is fully recovered and client can now use the service.

**Step 2:** Client representative confirms that client is now using the r

**Item 1**

einstated client environment site in live mode.

**Action 8: SHUTDOWN LIVE DR ENVIRONMENT.**

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**Description**

Choose the server(s) used in the LIVE DR that you wish to shutdown and define your action steps.

**Safety precautions**

**Action owner**

Neil Mistry, neil@mis3.ca, 16472093303, 16472093303

**Other people involved**

**Action Flow Options**

	<b>SUCCESS</b>	<b>FAILURE</b>
Next Action to start	NEXT	NONE

Activate another plan

NONE

NONE

## Steps

**Step 1:** Add servers to this action.

### Item 1

Select "ADD SERVERS" above to import servers into this action. Once done add the action steps below by clicking "Add new step". Once you have added your action steps and step items you can delete this Action Step.

**Step 2:** Add step items here that you need to perform in order to shut down the LIVE DR environment.

### Item 1

Replace this item with shutdown LIVE DR environment step item 1.

### Item 2

Replace this item with shutdown LIVE environment step item 2.

Add more step items as you require.

## Action 9: Obtain client sign-off for completed DR recovery to client environment event.

### Description

The service is now instantiated for the client to run their services as required back in the original environment.

### Safety precautions

### Action owner

Neil Mistry, neil@mis3.ca, 16472093303, 16472093303

### Other people involved

### Action Flow Options

	SUCCESS	FAILURE
Next Action to start	NEXT	NONE
Activate another plan	NONE	NONE