# Disaster Recovery Plan Model

## 1. Introduction, purpose of document

### 1.1. When to use this plan

- Situation 1
- Situation 2

## 2. What to do immediately

- Follow the instruction's in UTL's *Emergency Procedures Manual*. A copy of plan is available on SPOT-DOCS.
- Contact SP Disaster Recovery Team
- Change account passwords, if necessary
- Change the status of accounts, if necessary
- Stop the service, if necessary

## 3. Essential contact numbers

- Campus Police/911
- UTL Admin
- Facilities management
- OCUL
- ITS
- SP/ITS Disaster Recovery Team (home/work/mobile/email)
- Off-site facility management

## 4. In-house emergency supplies: what? where?

## 5. Relationship between SP disaster response and UTL/ITS disaster response; disaster plans that supersede this plan

- UTL has an *Emergency Procedures Manual* for employees. (http://discover.library.utoronto.ca/staff-development/new-employees/emergency_procedures_manual2001.pdf) The instructions and procedures in UTL's manual supersede this document.

## 6. General priorities

- Safety of staff
- Safeguard integrity of data, databases, and applications
- Restore access

## 7. Roles and responsibilities

7.1. Who is in charge of assessment and recovery?

- Chain of command
- Line of succession
- Who is authorized to sign for emergency expenditures?

7.2. Disaster Recovery Team

- Personnel and responsibilities
- Who is responsible for equipment and supplies?
- Who is in charge of (1) data, (2) databases, (3) applications?

7.3. Communication Plan

## 8. Initial assessment and response

8.1. Obtain authorization to enter a damaged facility.

8.2. What hazards must be removed?

8.3. Assess physical infrastructure

8.4. Stabilize the environment as soon as you receive clearance to enter (i.e. dry hardware)

8.5. Assess the cause and impact of the damage. Identify the type of damage (water vs. power outage). Consider potential for further damage.

8.5.1. How much damage?

8.5.2. What kind of damage?

8.5.3. How much of the collection is affected?

8.6. Inventory equipment and assess functionality of equipment. Identify what needs to be replaced.

- Minimum equipment and environment necessary to restore SP

8.7. Can SP/ITS recover or do we need external assistance?

8.8. Can we restore the Robarts site or should we retrieve from backup?

8.9. Estimate how long recovery will take given SP's commitments (estimate partial and full recoveries)

8.10. Restrict access

8.11. Call in Disaster Recovery Team and review assignments

8.12. Establish a command post

- Activate communication plan (see 8.9)
- Arrange for workspaces, services, equipment
- Call in external assistance if necessary
- Recruit and organize volunteers
- Document all activity

8.13. Communication plan – who to contact in particular situations; who <u>not</u> to contact

- Rules for communication: who speaks for SP on what topics?

- SP staff
- ITS
- Facilities management
- UTL admin, legal, procurement
- University general counsel
- OCUL
- OCUL members
- publishers
- vendors, suppliers
- insurers
- users

**9. Data, database, and application recovery priorities; to what extent?**

- First priority
- . . .
- Last priority

**10. Recovery procedures**

10.1. Safeguard magnetic storage

10.2. Obtain and install hardware

10.3. Obtain and load backup

10.4. Restore OS, data, databases, applications

10.5. Carry out validation and testing

10.6. Test functionality and security controls

10.7. Connect system to network

**11. Staff workstations (on- or off-site)**

- Restore access to SP operations

**12. List of consultants, experts (OCUL members?)**

**13. List of surplus/spare equipment: what? where?**

**14. Distribution of print and electronic copies of this plan (TRAC2 requires an off-site copy)**

**15. Plan for review and maintenance of this plan**

15.1. Updates may be necessary whenever any of the following change:

- Hardware
- Software
- Facilities
- Procedures
- Personnel
- Contracts

15.2. Updates require the authorization and approval of:

- Name, Title

| Version | Date | Change | Author |
|---|---|---|---|
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