

Technology Assets

Document and manage a comprehensive Technology Assets catalogue.

Functionality

- ✓ Ability to define comprehensive Technology Assets catalogue either manually or via integration to existing CMDB data sets.
- ✓ Ability to have dedicated registers for Applications, Devices, Information Assets and Sites/Locations. This is recorded using the Technology Asset form.
- ✓ Ability to define owners for each of the above categories of assets.
- ✓ Ability to document Recovery Time and Recovery Point Capabilities for a given asset.
- ✓ Ability to define application and device dependencies to each other - example, Customer Services Portal depending on SQL Server and Network Devices or Information Assets depending on Devices.
- ✓ Ability to indicate the status of the assets, Online, Offline, Installed, Retired or Uninstalled

IT Recovery Plan

Document detailed Recovery Plans for one or more Technology Assets.

Functionality

- ✓ Ability to document detailed Recovery Plans for one or more Technology Assets (devices, applications, information and sites). This is recorded using the IT Recovery Plan form.
- ✓ Depending on the nature of assets, ability to classify plans for Application Recovery, Device Recovery, Infrastructure or Network Recovery.
- ✓ Ability to define owner and approver along with the status of the Plan (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to define next review date and previous review dates so that Plans are reviewed and updated in a timely manner.
- ✓ Ability to configure approval workflows and notification/alerts to stakeholders based on business rules.
- ✓ Ability to define custom notifications (email or SMS) that will be sent to nominated personnel on activation (execution) of a given recovery plan.
- ✓ Ability to identify recovery site(s) and Teams involved in a recovery activity (in addition to individual task/step owners).
- ✓ Ability to define Call Tree that may be used in actual recovery exercise or event.
- ✓ Ability to define Immediate and Ongoing recovery steps in detail.
- ✓ Ability to define the sequence of events, recovery action and detailed recovery instructions.
- ✓ Ability to indicate the priority, owner and expected duration for each action/step.
- ✓ Ability to add any attachments or supporting documentation to assist the recovery task owner in performing the task/step.
- ✓ Ability to download plan details that can be distributed outside of the organisation. Example, a formatted ITDR plan using Microsoft Mail Merge functionality.

IT Recovery Tests

Conduct well structured test to make sure IT DR plans are fit for purpose and teams are adequately trained/prepared to execute them.

Functionality

- ✓ Ability to conduct well structured test to make sure IT DR plans are fit for purpose and teams are adequately trained/prepared to execute them if need arises.
- ✓ Ability to conduct various types of tests such as,
 1. Full Test
 2. Partial Testthese are recorded using the IT Recovery Test form.
- ✓ Ability to define owner and approver along with the status of the test (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to document overall outcome, end date/time and comments for traceability.
- ✓ Ability to select one or more IT DR plans in a given test.
- ✓ Ability to immediately activate selected plans.
- ✓ Ability to capture actual start and end times for each recovery action to assist in calculating metrics (e.g., achieved RTO and RPO)

- ✓ Ability to attach supporting documents or screenshots to a given recovery action for future reference/audits.
- ✓ Ability to record status of each step along with any execution comments in a given recovery action.
- ✓ Ability to send notifications that are either defined in the plans or adhoc ones added during the rehearsal.
- ✓ Ability to identify any follow-up actions (example, update of plans).

IT Recovery Event

Should a critical event occur, have the ability to respond.

Functionality

- ✓ Ability to respond to disaster events or business disruptions by leveraging documented plans. These are recorded using the IT Recovery Event form.
- ✓ Ability to identify a disruption event as,
 1. Denial of service
 2. Electronic Theft
 3. Malware
 4. Environmental
 etc.
- ✓ Ability to define owner and approver along with the status of the event (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to document overall outcome, end date/time and comments for traceability.
- ✓ Ability to select one or more IT DR plans in a given event.
- ✓ Ability to immediately activate selected plans.
- ✓ Ability to add adhoc corrective actions that may be required due to unforeseen circumstances in an event.
- ✓ Ability to capture actual start and end times for each recovery action to assist in calculating metrics (e.g., achieved RTO and RPO)
- ✓ Ability to attach supporting documents or screenshots to a given recovery action for future reference/audits.
- ✓ Ability to record status of each step along with any execution comments in a given recovery action.
- ✓ Ability to send notifications that are either defined in the plans or adhoc ones added during the event.

Security Roles

IT DR Manager	Full (Create, view, edit and delete) access to all IT DR objects such as, Call Trees, IT Recovery, IT Recovery Action, IT Recovery Plan, IT Recovery Test, Organisation Structure, People, and Tasks.
IT DR Owner	Create, view and edit access to Call Trees, Recovery Actions, Tasks and Notifications where they are an owner/assignee.
Administrator	Administration access to all objects and ability to make configuration changes