

Elements of a Good Central Station Disaster Plan

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Initial Response

- ◆ Notification of personnel
- ◆ Assessment of situation

Two Basic Decisions

1. Stay put
 2. Go off-site
- ◆ Do everything possible to stay put
 - ◆ Buy as much 'insurance' as you can afford

Types of Off-Site Provisioning

- ◆ Cold Sites - Empty space
- ◆ Warm site - Some equipment in place
- ◆ Hot site - Can begin operation immediately

Telecommunications

- ◆ Basic to the Central Station
- ◆ Can be time consuming to change locations
- ◆ A significant disaster will greatly increase recovery time

Disaster Recovery Off-Site

- ◆ Establish a control center
- ◆ Notify necessary vendors, agencies
- ◆ Setup equipment
- ◆ Become operational

Prioritizing the Recovery

- ◆ Central Station
- ◆ Billing (cash flow)
- ◆ Customer Service
- ◆ Payroll
- ◆ Internet - increasingly an issue

After the Disaster

- ◆ Getting the main site ready
- ◆ Move back to main site

Key to Success - TEST

- ◆ Practice makes perfect
- ◆ Spread the knowledge
- ◆ Eliminates the bugs
- ◆ Test often
- ◆ Update documentation often

Issues to watch out for...

- ◆ Disaster strikes at inopportune times - nights and weekends
- ◆ Watch out for tape backups
- ◆ Software versions
- ◆ Keep documentation copies off-site
- ◆ Public relations can be a huge problem