Elements of a Good Central Station Disaster Plan

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Purpose

- To recover from a disaster as fast and as cost efficiently as possible, with a view to resume normal work functions as quickly as possible, according to a disaster recovery plan already written and waiting to be implemented.

Goal

- The goal is not to leave things to chance or improvisation, but to have as complete a recovery plan as possible.

Disaster Planning

- Business Resumption Plan
  - Staff List
  - Suppliers List
  - Circuits List
  - B.R.P. Service
  - B.R.P. Sales
  - B.R.P. Installation
  - B.R.P. Accounting & Administration
  - B.R.P. Monitoring

Staff List

- Disaster Recovery Group
  - Disaster Planning Committee
  - Senior Management
- Other Critical Staff
  - Effected Department Supervisors
  - Critical Department Employees
- List of Critical Customers

Staff List

- List Should Detail
  - Residential Phone Numbers
  - Pager and Cellular Numbers
  - Internet email addresses
  - Residential Addresses
  - Alternate contact numbers (cottage, inlaws, etc)
  - Next of Kin
- All DRG members have copy of list

Suppliers List

- What Critical Equipment do you require
- What Equipment do you already have
- Critical Equipment Suppliers
  - Supplier emergency contact list
    - Emergency 24 hour contact numbers
  - Delivery timetable of emergency equipment
  - Availability of replacement equipment

Circuits List

- Telephone Numbers
  - Business lines
    - Centrex /Analog incoming
    - 800 lines
    - ISDN
    - T1
- Station outgoing
    - Dispatch
    - Computer Dialing
    - Paging, Radio Dispatch

Circuits List

- Station Incoming
  - Digital Receiver Lines
  - Alarm circuits
  - Data Circuits
  - Internet, Cellular, Cellemetry,
  - Radio Frequencies

Business Resumption Plan

- Business Resumption Plans
  - Service
  - Sales
  - Installation
  - Accounting and Administration
  - Monitoring

B.R.P. Monitoring Centre

- Building Information
  - Address
  - Distance from emergency services
  - Emergency phone numbers
- B.E.R.T.
  - Building Emergency Response Team
  - Response strategy
  - Evacuation plan
    - Staff assembly location

B.R.P. Monitoring Centre

- Contingency Strategy
  - Order of restoration of functions
  - Time frame of restoration
- Detail the recovery strategy to be used
  - Begin with most critical elements of the business
  - End with the process/network equipment which can be delayed

B.R.P. Monitoring Centre

- Describe the recovery procedure
  - Who will be doing the work
  - Number of employees required for each stage of process
    - Identify temporary staff and their skills required
  - Identify union affiliations of each employee

B.R.P. Monitoring Centre

- Systems and Records
  - Identify the owner of the system
  - Develop a contact list
  - Identify the IT systems necessary to support the immediate restoration process
    - The time lapse requirements
    - The system restoration and recover time
  - How you will function until the system is restored

B.R.P. Monitoring Centre

- Building
  - Location
  - Area-square footage required
  - Access Requirements
  - Parking
  - Furniture
  - Power

B.R.P. Monitoring Centre

- Equipment
  - Lan requirements
  - Alarm receiving equipment
  - Office equipment
  - Forms and supplies
- Time Line
  - Define the quantity of each type of resource required at each stage of the recovery until the operation is operating at full capacity

Next Steps

- Do It
  - Plan is only as good as the implementation
- Regularly review and update
  - Annually
  - Prime responsibility with DRG group leader
- Regular test runs