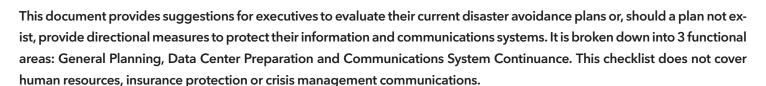
DISASTER EVOLVE THE CLOUD SERVICES COMPANY CHECKLIST

DR Team, Communication and Organizational Plan:



General Planning

	olish a Disaster Recovery (DR) functional team made up of mission-critical employees of major departments. a back-up person for each individual on the team	
Elect	one spokesperson from the group for communication	
In the event of a multi-location organization each location should have a core team or representative that works with the corporate entity		
Risk A	Assessment - Identify key organizational risks in the following areas:	
	Information - What information and information systems are most vital to continue to run the business at an acceptable level?	
	Communication Infrastructure - What communications (email, toll free lines, call centers, VPNs, Terminal Services) are most vital to continue to run the business at an acceptable level?	
	Access and Authorization - Who needs to access the above systems and in what secure manner (VPN, SSL, DR Site) in the event of a disaster?	
	Physical Work Environment - What is necessary to conduct business in an emergency should the affected location not be available?	
	Internal and External Communication - Who do we need to contact in the event of an emergency and with what information?	
	gorize the key risks by geographic location and the impact of each scenario to critical business systems, ness continuance, employees, and accessibility	

Recovery Time Process Analysis

Stack rank all business applications, systems and if necessary, physical locations by Recovery Time Objective (RTO) and Recovery Point Objective (RPO). The Recovery Time Objective (RTO) is the maximum duration of time allowable for complete restoral after a disaster (or disruption) to maintain an acceptable level of business continuity. Recovery Point Objective is defined as the maximum tolerable period in which data can be lost (from its last update or refresh state) from an IT service due to a major incident. The most critical systems to maintaining normal operations during a crisis event will have a LOWER RTO/RPO and a higher stack ranking in priority. For example, the CRM and Order Entry System may have an RTO of 4 hours with the maximum sustainable data loss of 2 hours RPO making this a Priority 1 application whereas system drives and folders for documents may have a lower RTO/RPO of 8 hours and 24 hours.

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Use the above Risk Assessment and Recovery Time Process Analysis to use as a guideline in creating your Disaster Recovery Plan objectives. These objectives can then aid in the completion of the remainder of this checklist and ultimately be used to establish guidelines to communicate to the organization.

Data Center Checklist

Clo	oud-based Data Centers and Applications:
	Produce a written recovery plan that is hosted remotely in a secure and redundant data center. Schedule and test your plan at least once per year or in accordance with regulatory/compliance requirements
	Ensure your deployment can properly meet the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) outlined by the committee in your planning process
	Validate your supplier's SLA quarterly. The goal should be 99.999% on core applications
	Ensure employees can access the hosted environment (both from within the business confines and remotely) during fail-over mode from the designated location/s
Pre	emise-based Data Centers:
	Produce a written recovery plan that is stored remotely
	Identify water entry areas (including roof exposure) throughout the building and have sandbags available
	Employ a non-water based fire-suppression system
	Install VESDA smoke detection and thermal detectors
	Ensure there are no windows in the data room
	Have a fail-safe alarm system
	Place high-temperature sensors on fire sprinkler heads if non-water based fire-suppression is unavailable
	Provide adequate cooling and ventilation
	Keep your data center above street level and place critical servers as high as possible in the rack. If you are in a single-floor building, raise your racks from the floor
	Employ multiple internet service/data providers and test for failover regularly
	Purchase uninterrupted power supplies and provide for generator access where necessary
	Determine how much fuel is required for a pro-longed outage
	If you don't own the property evaluate your landlord's systems and priorities for refueling
	Determine alternate ways to fuel the system should fuel trucks be unable to get to your area for several days:
	Have back-up fuel contracts
	Evaluate Natural Gas supply in your area
	Contract for back-up emergency generators (roll-ups)
	Parallel power (A+B) for rack hardware, preferably from two different sources
	Multiple battery line ups with continuous power

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Dat	ta Back-up
	If you employ physical tape back-up take the 'human factor' out of your recovery. Tape back-ups should be removed daily (pending RTO/RPO objectives) and stored in a secure, easily accessed public building with at least 2-3 individuals having keys to the location
	Back-up data to a geographically distant location, either electronically, or ensure physical media is in a diverse location and can be transmitted in a time conducive with your RTO/RPO
Cor	nmunications Systems: Telephony
Hos	sted Telephony Systems:
	Employ multiple internet providers and test for failover regularly
	Verify that critical phone numbers have the ability to Call Forward in an Unreachable condition
	Pre-deploy additional handsets to remote locations (other offices or home offices) to allow a distribution of calls in the event of an office shutdown
Pre	mise-based PBX:
	See all component of Premise Based Data Center
	Prepare a checklist of key telephony vendors to quickly (if possible) re-route calls to enable alternative ring-to locations and numbers
	Designated emergency personnel to take company and triage calls
Cor	nmunications Systems: Call Center
Gei	neral Items:
	Identify key business applications required and how call center staff will access these applications from alternative locations
	Identify any client, contractual, HR, legal or compliance requirements that must be met for staff working from an alternative location
	Identify critical call types that must be answered and determine mechanism to segregate those calls
	Determine minimum staffing requirements for critical call types
	Identify alternative location(s) to house the staff with the appropriate systems, phones, and work environment
	Ensure call center staff has the ability to reach/access the alternative location(s)
	Ensure administrative staff has the ability to remotely change call routing, messaging, and related call center functionality
	Ensure call center leadership has access to call center monitoring, reporting, and recording
	Determine situational specific routing and announcements that should be activated for critical call types

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Determine appropriate messaging for non-critical call types, how these calls will be routed, and who needs to be notified
Identify the decision-maker(s) that will enact the disaster recovery plan and how that will be communicated to staff during business hours and outside business hours
Identify reports that will be distributed, frequency, and recipients during the DR event
Identify criteria for changing call routing, messaging, or moving call types between critical and non-critical classification

About Evolve IP

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