



SHIRE OF IRWIN
DONGARA-PORT DENISON

A BRILLIANT BLEND

I.T. Disaster Recovery Plan

July 2023

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1.0 Activate This Plan

To activate this plan in the event of a real disaster, turn to PART SIX (Procedures)

1.1 Authority to Activate this Plan

The Chief Executive Officer has the exclusive authority to activate this plan by process of declaring a disaster. If this person is unavailable, the CESM may also declare a disaster.

2.0 Overview and Scope

2.1 Overview

A disaster is an event that significantly reduces the ability for Shire of Irwin to provide normal services to its clients. Typically, an outage to the core IT systems of Shire of Irwin exceeding 24 hours is deemed to be a disaster.

This plan details the communications structure, roles and responsibilities of the Crisis Management Team (CMT).

The CMT is responsible for managing the rapid and orderly resumption of core systems to Shire of Irwin in the event of a disaster. Consequently, the members of the CMT must have the appropriate authority and skills to accomplish their assigned tasks.

IT hardware and software problems, while they might in some instances be significant, will be resolved through normal problem resolution methods. The typical disaster involves an unscheduled event that causes the primary site to be inaccessible for an indefinite period of time. A disaster declaration begins the formal disaster recovery process outlined in this document.

2.2 Aim

The aim of this plan is to set out the mitigation, preparation, warning, response and business continuity arrangements for the core IT systems of Shire of Irwin which are supported by DC Two at 27 Aspiration Cct, Bibra Lake WA 6163.

As described in section 5.3, continual review and change of this plan will occur annually – or with significant business change - with the aim of improving existing resilience against damage to the business in the event of an actual disaster or outage.

2.3 Objectives

The objective is to provide restoration and continuation of the core IT systems for Shire of Irwin when a disaster occurs. This is accomplished by developing and maintaining a detailed Disaster Recovery Plan (DRP) that will organize and govern a disaster recovery operation. The DRP must:

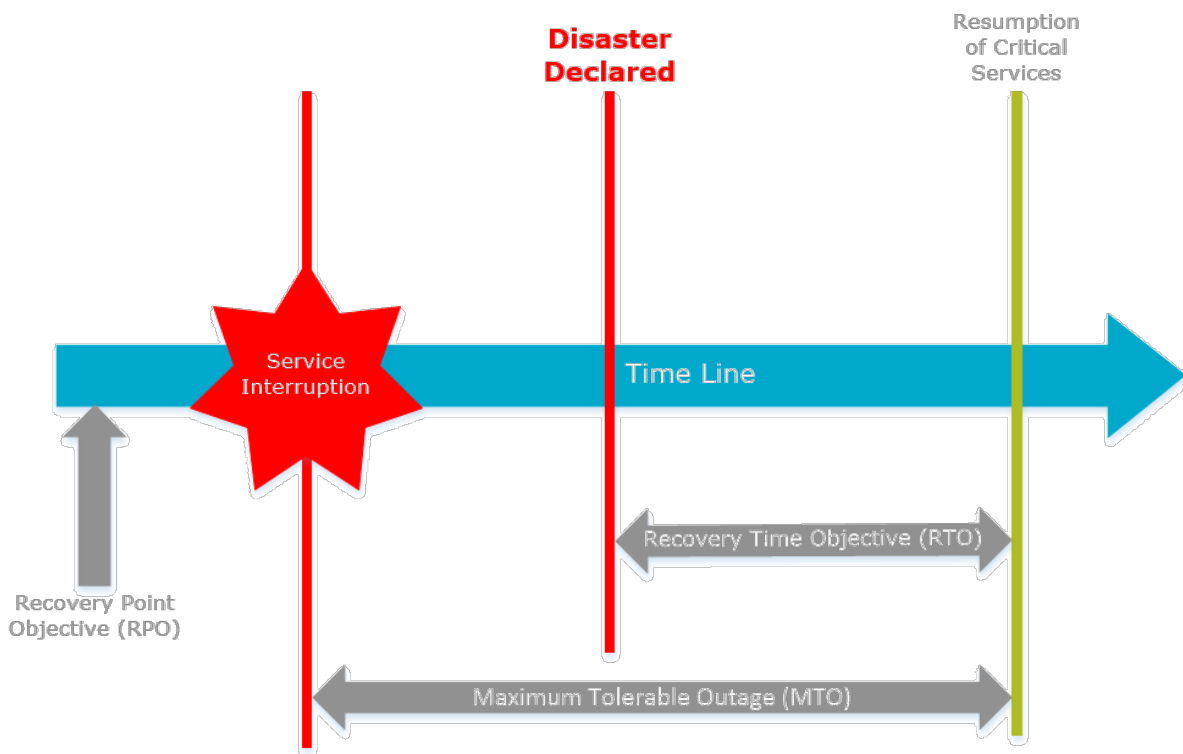
- Provide the information and procedures necessary to;
 - respond to an occurrence,
 - notify personnel,
 - assemble recovery teams,
 - recover data, and,
 - resume processing at the current or alternate site as soon as possible after a disaster has been declared.
- Create a disaster recovery structure strong enough to provide guidance to all interrelated groups, yet flexible enough to allow Shire of Irwin staff and teams to respond to whatever type of disaster may occur,
- Identify those activities necessary to resume full services at the reconstructed disaster site or new permanent facility,
- Establish a return to a “business as usual” environment.

NOTE: Availability of backup data is critical to the success of disaster recovery. Backup and restore processes that include scheduling data management, off-site storage and data restorations are day-to-day processes covered in operating procedures manuals. Good practices are assumed, as are the availability of backup media that can be readily restored.

2.4 Recovery Time Requirements

The following requirements are a result of the Business Impact Analysis (BIA) process, which forms part of the Shire of Irwin business continuity program.

- **Maximum Tolerable Outage (MTO).** The maximum tolerable outage is the amount of time Shire of Irwin critical business functions may be unavailable before Shire of Irwin business operations are severely impacted. The MTO encompasses all activities from point of impact to point of recovery completion (as described in Section 5.1).
- **Recovery Time Objective (RTO).** The Recovery Time Objective is the time taken to recover the in-scope services for Shire of Irwin from disaster declaration to the point where the recovered infrastructure is handed over to Shire of Irwin business as usual.
- **Recovery Point Objective (RPO).** The recovery point objective is the worst data loss that Shire of Irwin is willing to accept. In other words, this is the point from which recovery of lost data must take place.



2.5 Scope of Recovery

This plan is devised to address a significant outage of the core IT infrastructure at Shire of Irwin and will therefore only cover Information Technology and Telecommunication (IT&T) Services.

2.5.1 Exclusions

- This DRP does not address the recovery of non-IT related Shire of Irwin business operations during a disaster, such as manual fallback procedures, and/or resynchronization of business processes. Responsibility for this resides within the relevant groups within Shire of Irwin.
- Any development or test environments.
- Any disaster affecting a greater area than the Shire of Irwin office location.
- All standard exclusions, such as Core Application maintenance & telecommunication maintenance.
- While ordering stock to aid in recovery is the responsibility of Dell & JB Hi Fi, there may be delays in shipping and delivery that are uncontrollable.

2.5.2 Recovery Validation

- Post-recovery, system health checks are performed by ICT Supervisor.
- Validation checks are performed by ICT Supervisor.

2.5.3 General Exclusions

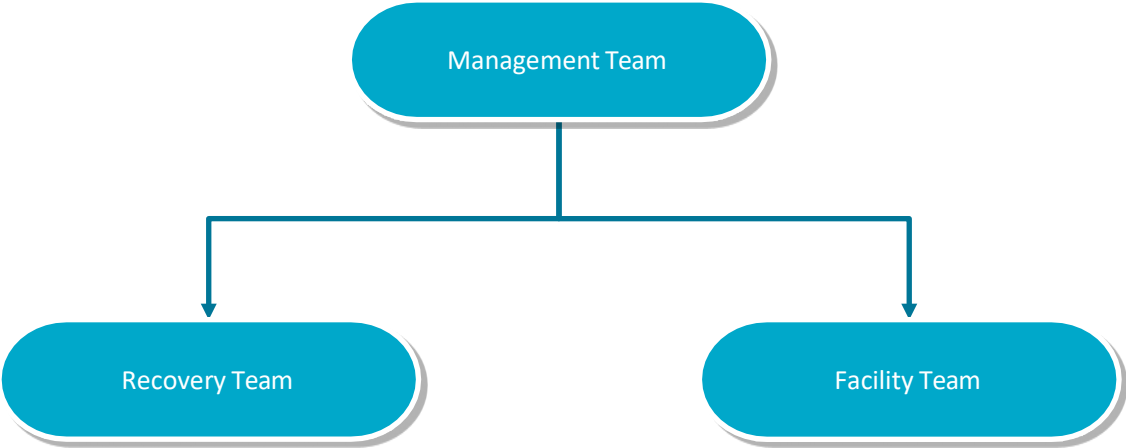
- A disaster of such magnitude that there are not enough personnel to resource the recovery in order to meet Shire of Irwin objectives.

3.0 Organisation

3.1 The Crisis Management Team

The Crisis Management Team (“CMT”) includes 2 sub-teams responsible for the successful execution of the IT DR Plan. These teams are:

- **The Management Team** – responsible for managing the recovery, and communicating with vendors, key clients, stakeholders and Shire of Irwin senior management. This team is also responsible for the on- going recovery program and for keeping this plan current during a disaster.
- **The Recovery Team** – Responsible for restoring computing services at alternate facilities. The Recovery Team will also restore computing service at the restored original facilities, if available.
- **The Facility Team** – responsible for damage assessment, damage mitigation, salvage, and the physical restoration of the office environment.

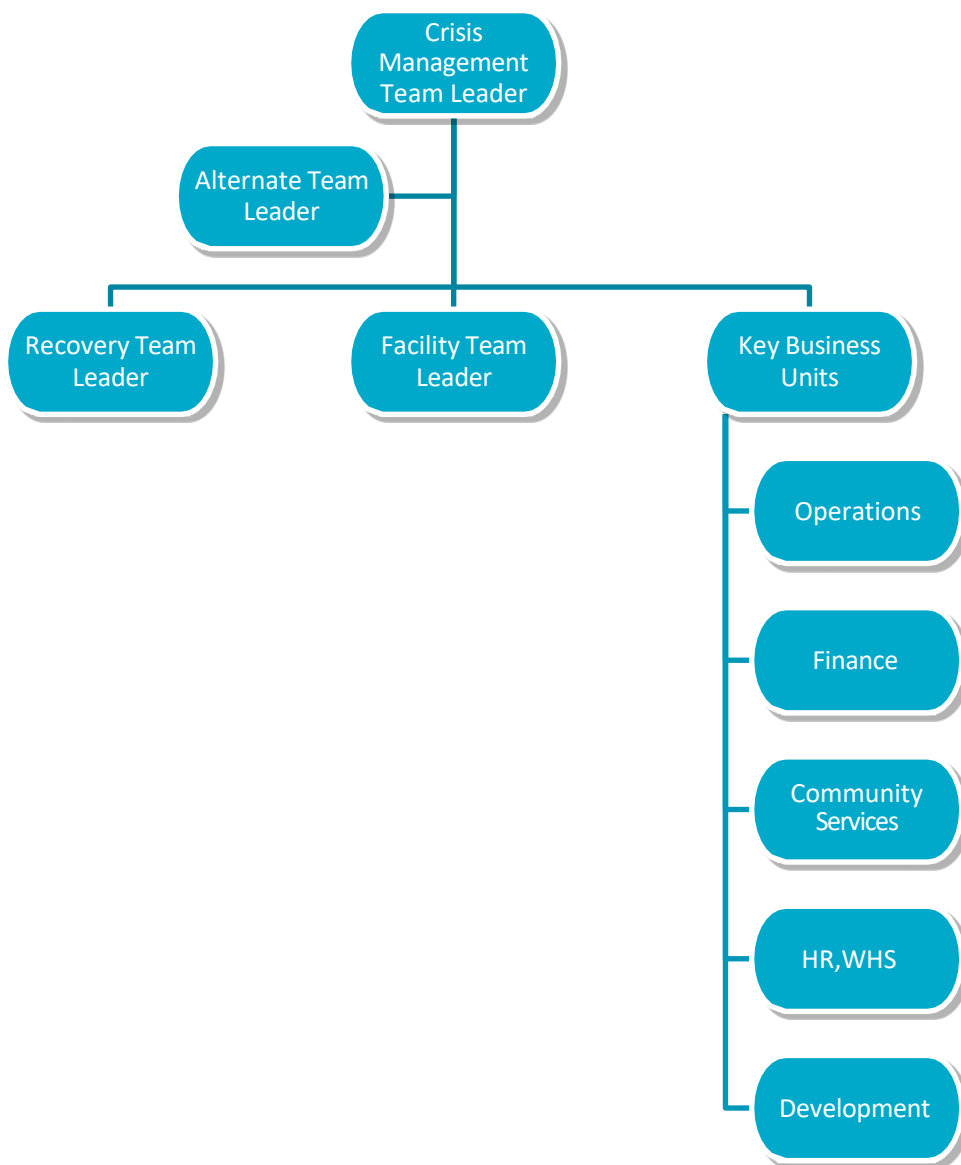


3.2 The Management Team

The Management Team is responsible for deciding on the course of action and coordinating all activities during the recovery period. The table below shows the kinds of skills and authority levels needed for Management Team membership.

Use this table to determine team membership assignments. One person could have more than one of the responsibilities. For example, the Management Team Leader often has authority for public relations and financial authority.

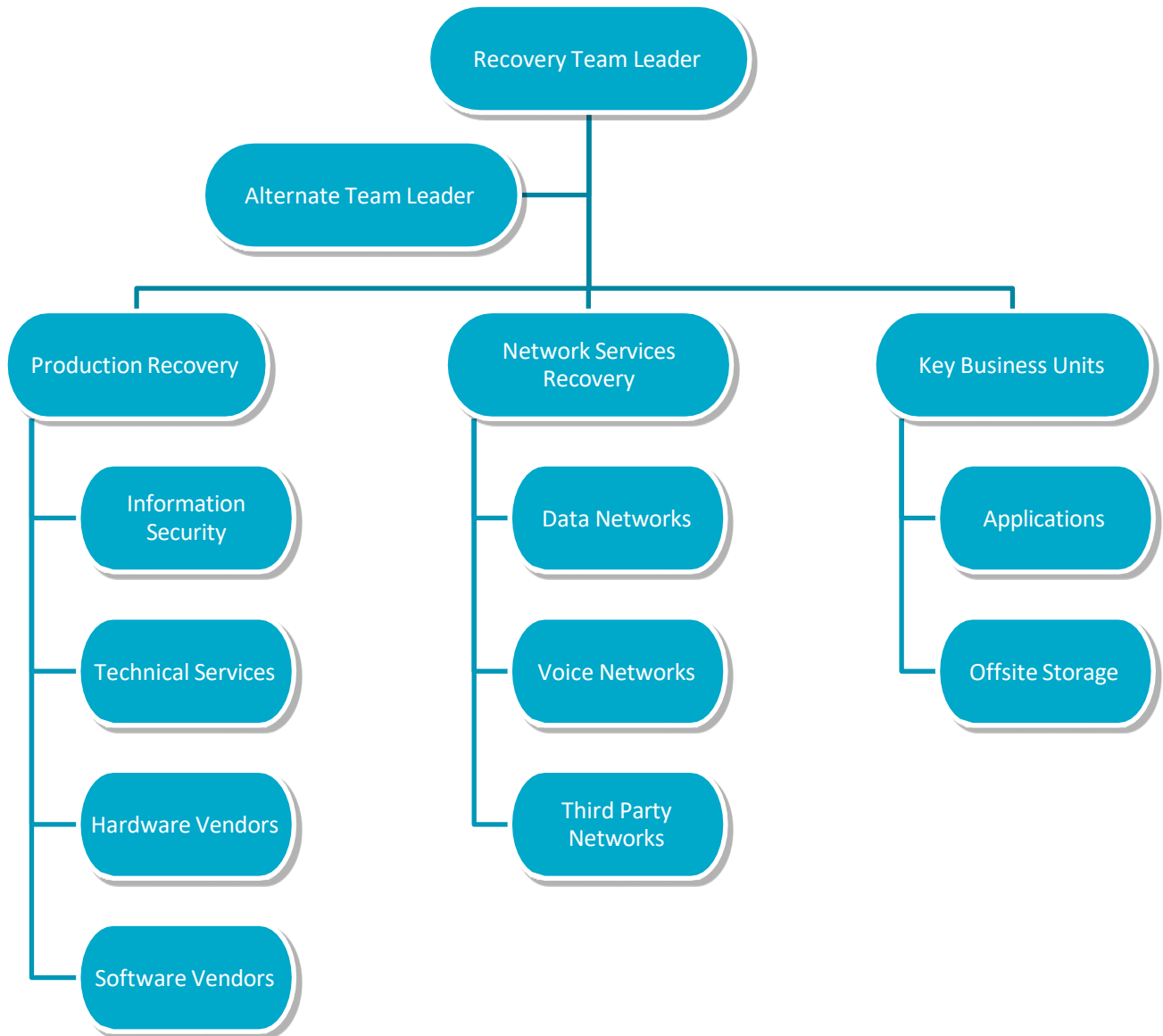
Refer to Section 4.1 for details on Management Team members, roles and responsibilities.



3.3 The Recovery Team

The purpose of the Recovery Team is to establish operations at an alternate-processing site or restore services at the disaster site.

Refer to Section 4.2 for details on Recovery Team members, roles and responsibilities.

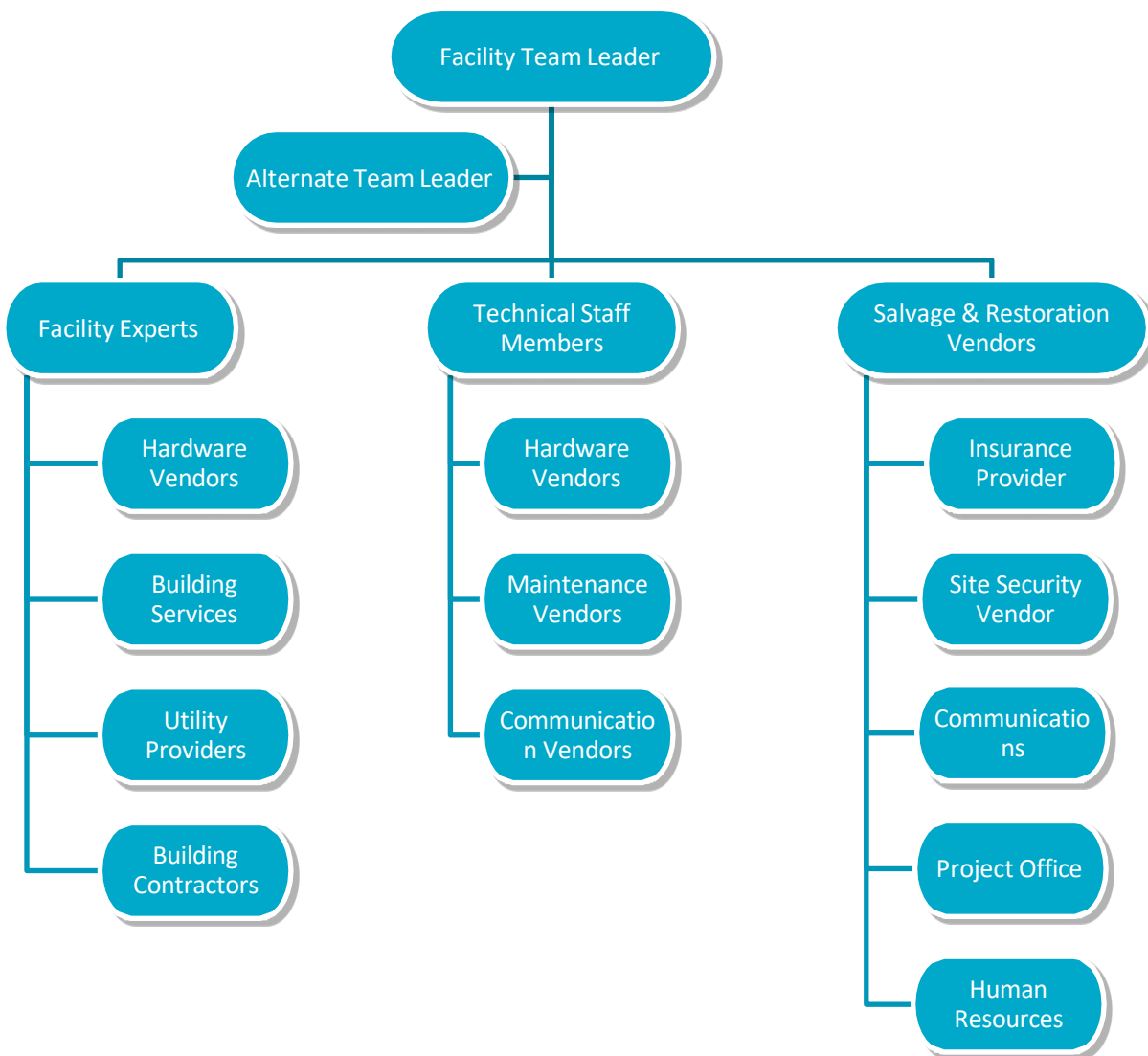


3.4 The Facility Team

The purpose of this team is to secure, salvage, and restore the Shire of Irwin office location to operational status as quickly as possible. The team may also be needed to prepare an alternate facility for occupation. The skills required of team members include knowledge of computing and network hardware. The Facility Team leader is also a member of the management team. The table below shows the kind of skills and authority levels needed for Facility Team membership.

The Facilities Team is tasked with conducting an in-depth damage assessment with recommendations to management on required repair or restoration activities. Concurrent with performing their evaluation procedures, members are responsible for initiating and monitoring recovery tasks assigned to their functional areas. Each team has its own chapter of detailed instructions later in this plan.

Refer to Section 4.3 for details on Facility Team members, roles and responsibilities.



4.0 Roles and Responsibilities

4.1 Management Team

Management Team membership, roles and responsibilities are summarised in the table below.

Team Member	Role/Responsibility
Crisis Management Team Leader	Senior manager to oversee recovery. Authority to declare a disaster.
Alternate Mgmt. Team Leader	Full authority to act if Team Leader is not available.
Facility Team Leader	Oversee facility, security, damage assessment, salvage and reconstruction.
Recovery Team Leader	Knowledge of computer operations, systems & networks.
Manager, Communications	Authority to speak for the organisation.
Corporate Legal	Ability and authority to make legal/contractual decisions.
Manager, Human Resources	Knowledge and authority to make Human Resources decisions.
Manager, Finance	Authority to spend the amounts required to fund recovery in the first days.

4.2 Recovery Team

Recovery Team membership, roles and responsibilities are summarised in the table below.

Team Member	Role/Responsibility
Recovery Team Leader	Internal IT resources knowledgeable of computer operations, systems, etc. <ul style="list-style-type: none">• Request/Retrieve the off-site backup data – as described in APPENDIX D.• Establish the command centre, as described in section 5.6• Advise the alternate site of a disaster alert prior to a disaster being declared.• Advise the alternate site of a declared disaster.• Advise the alternate site of a stand down from alert if recovery is not to be affected at the site or the disaster is not declared.• Liaise with alternate site management and personnel.
Alternate Team Leader	Full authority to act if Team Leader is not available.
Production Operations Recovery:	Restore IT operations, print services and IT security services.
Network Services Recovery - Data: Network Services Recovery - Voice:	Aid in the recovery of voice and data network infrastructure. Includes recovery of hardware components, connectivity to the recovery site and recovery of critical network software. Liaison with relevant telephony vendor(s).
Server Recovery:	Aid in the recovery of critical servers and applications. Liaison with relevant application vendor(s).

4.3 Facility Team

Facility Team membership, roles and responsibilities are summarised in the table below.

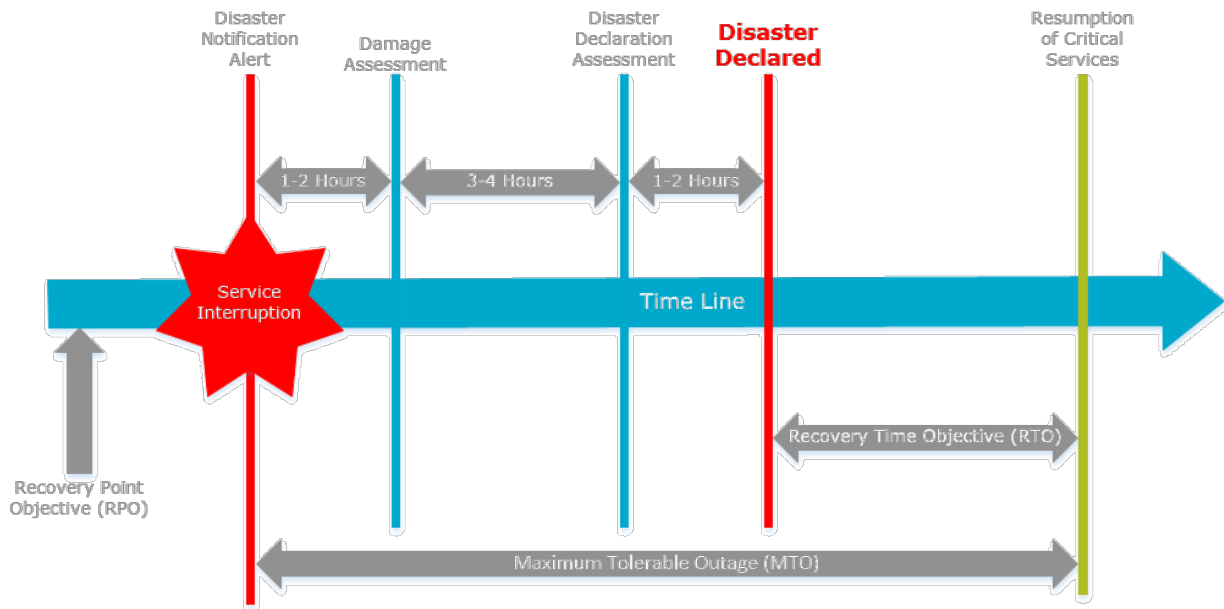
Team Member	Role/Responsibility
Facility Team Leader	Authority and knowledge to deal with damage assessment, damage mitigation, salvage, restoration, alternate site installation, etc.
Alt. Facility Team Leader	Authority and knowledge to act in place of the team leader.
Hardware Experts:	As required, depending upon the situation. Liaison with 3 rd party hardware vendors.
Technical Staff Members:	Will be sourced from the DC Two personnel pool to assist with salvage, restoration, etc.

5.0 Processes

5.1 Recovery Strategy

Following the occurrence of a suspected disaster, there are **three** processes that will take place prior to the activation of the actual recovery process:

- **Disaster Alert Notification** – to notify CMT members, recovery teams, and the offsite media storage provider (DC Two) that a disaster may have occurred or is evolving.
- **Damage Assessment** – to ascertain whether a disaster has occurred, assess the extent of the damage and to assemble the recovery teams if necessary.
- **Disaster Declaration Assessment** – to ascertain if the predetermined MTO is likely to be compromised and that invoking the IT DR Plan and its associated procedures is necessary.



If there is a major incident where the damage is not widespread and Shire of Irwin is not seriously affected, it may not be obvious to the person(s) who detected such an incident whether it constitutes a disaster, especially when the damage is confined and local. Where possible, it is expected that the usual problem management procedures be followed in dealing with such incidents.

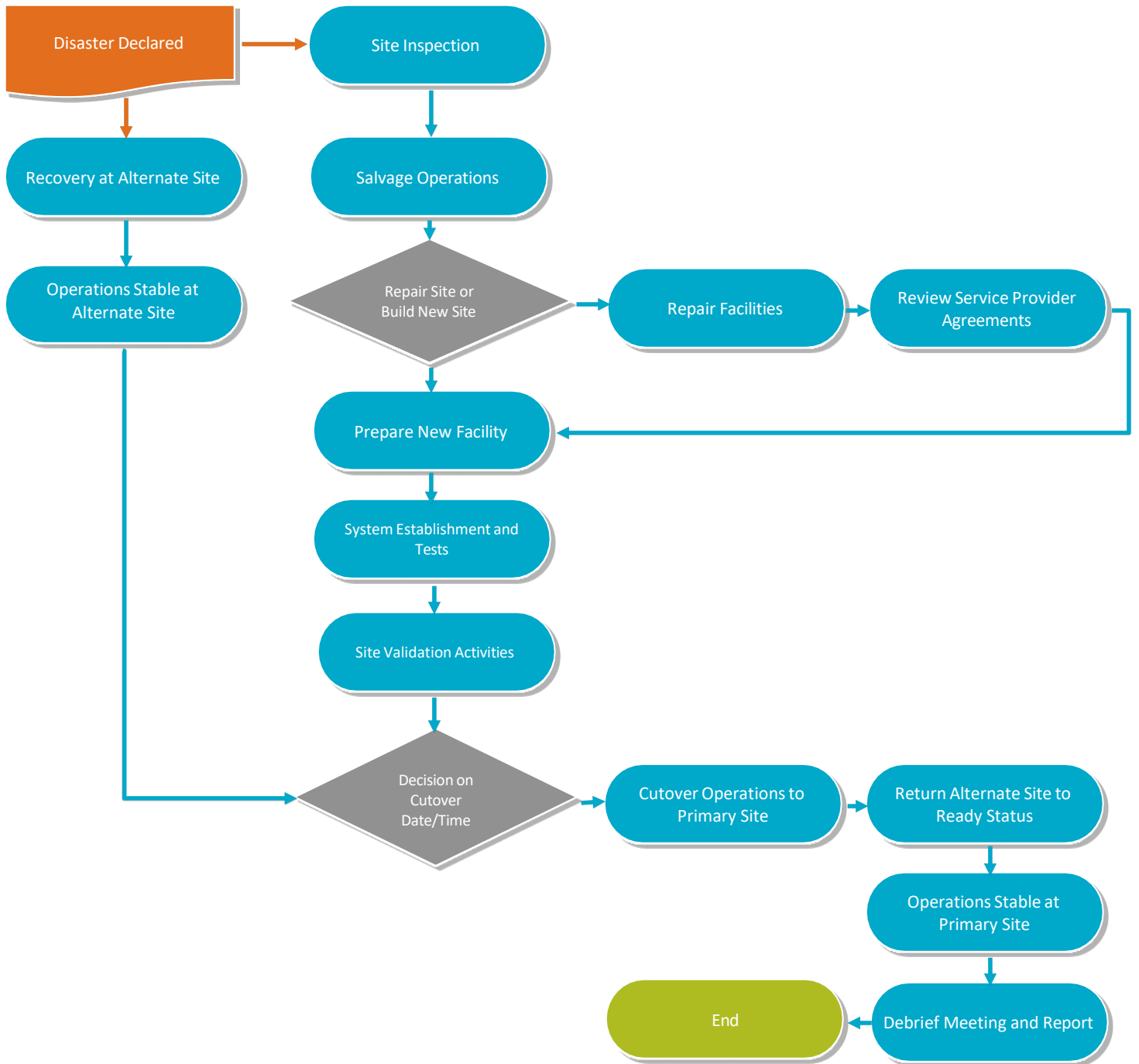
5.2 Business Resumption

This section provides the approach to restoring the Shire of Irwin disaster site or establishing a new office location. The extent and timing of the recovery activities will vary depending upon the nature of the disaster. These activities will need to be coordinated and planned as a parallel stream to establish stable production operations at the recovery site. Detailed activities are contained in the Procedures section of this document.

The decision concerning the approach to re-establishing the Shire of Irwin site and secondary sites should be made as soon as practically possible after a disaster occurs. This allows all the affected areas to adapt their procedures and staffing according to the expected length of the outage. The alternatives to be considered are:

1. The Shire of Irwin office location is to be restored to original operating status. This will require the establishment of new technical infrastructure according to current requirements and specifications.
2. The Shire of Irwin office location is to be upgraded to preferred level of operating status. This will require:
 - establishment of new technical infrastructure according to revised requirements
 - establishment of new facilities and services according to revised requirements.
3. A new office location is chosen. This will require:
 - assessment and risk analysis of the new site for suitability
 - new arrangements with DC Two to be established (i.e., for off-site data collections and deliveries)
 - establishment of new technical infrastructure according to current requirements and specifications.
4. The secondary site is to become the new production site. This will require:
 - assessment and risk analysis of the new site for suitability
 - a new secondary site to be established
 - communications, floor space and other facilities to be upgraded to be commensurate with the original production site
 - establishment of new technical infrastructure according to current requirements and specifications.
 - new arrangements with DC Two to be established (e.g., for off-site data collections and deliveries)

5.3 Business Resumption Process



5.4 Debriefing

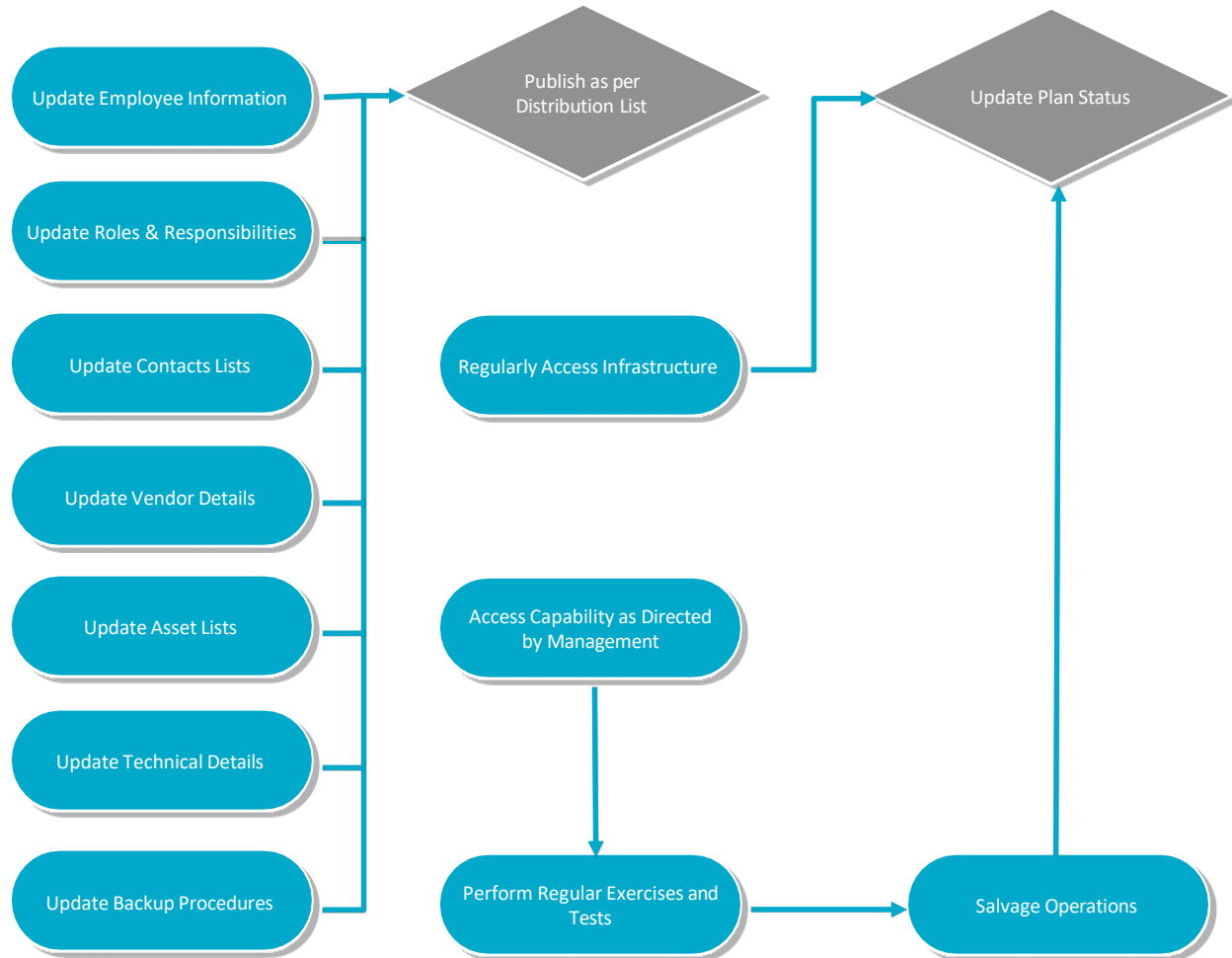
Prior to closure of a disastrous situation and standing down of the Crisis Management Teams, a debriefing of all participants should be conducted. A debriefing will ensure that:

- all required recovery and normal business resumption tasks have been performed
- ongoing system, business and client impacts are being addressed
- Shire of Irwin can ascertain and understand the cause, nature and impact of the disaster on the organisation
- financial impacts are clearly identified and documented for insurance claims
- lessons learned are clearly identified and incorporated into a knowledge database for future IT DR Plan development and disaster management
- deficiencies in the current process are clearly identified in way that projects can be established to rectify them or mitigate them.

A report should be produced covering the above mentioned aspects. This should be contained in a central knowledge register with lessons learned incorporated into new IT DR Plans.

5.5 Maintain IT DR Plan Documentation

The IT DR Plan will be updated annually, or when significant business change occurs, and should be maintained as illustrated in the chart below.

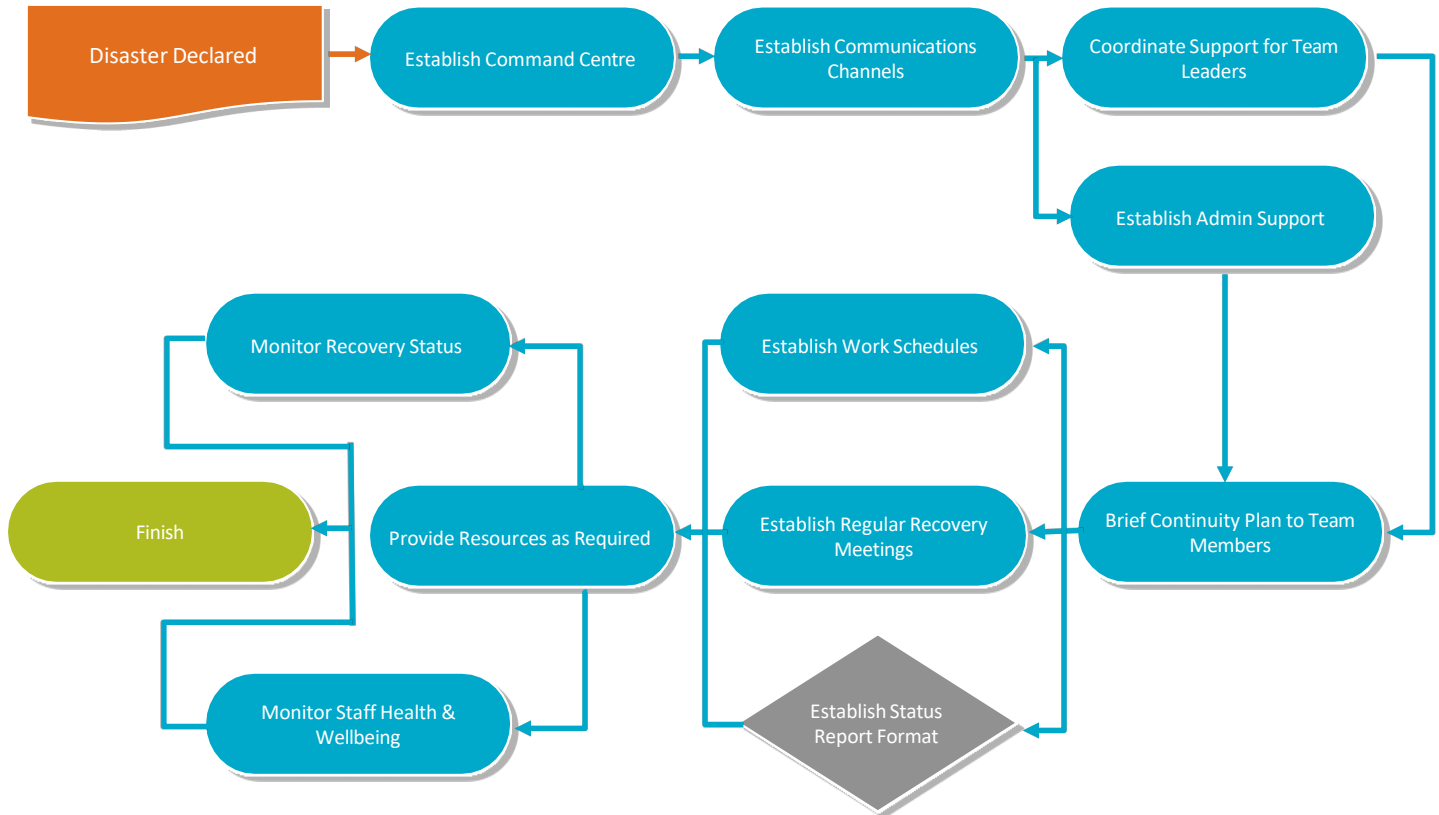


On an on-going basis, DC Two may:

- periodically assess the conditions, status, capabilities and availability of backup computers, PCs, LAN, telecommunication configurations, and the facility
- perform special studies requested by the Management Team to improve the efficiency of equipment and recovery procedures
- prepare periodic status reports for the Management Team
- coordinate business recovery tests and prepare test results and recommendations for plan improvement
- maintain and distribute this plan.

5.6 Command Centre Operations

The command centre will be the physical office that will be used in the event of a major disaster, the place where staff and vendors will first gather to establish the direction for dealing with the disaster at hand. Setting up and operating the command centre is the responsibility of the Management Team Leader, with activities as shown in the figure below.

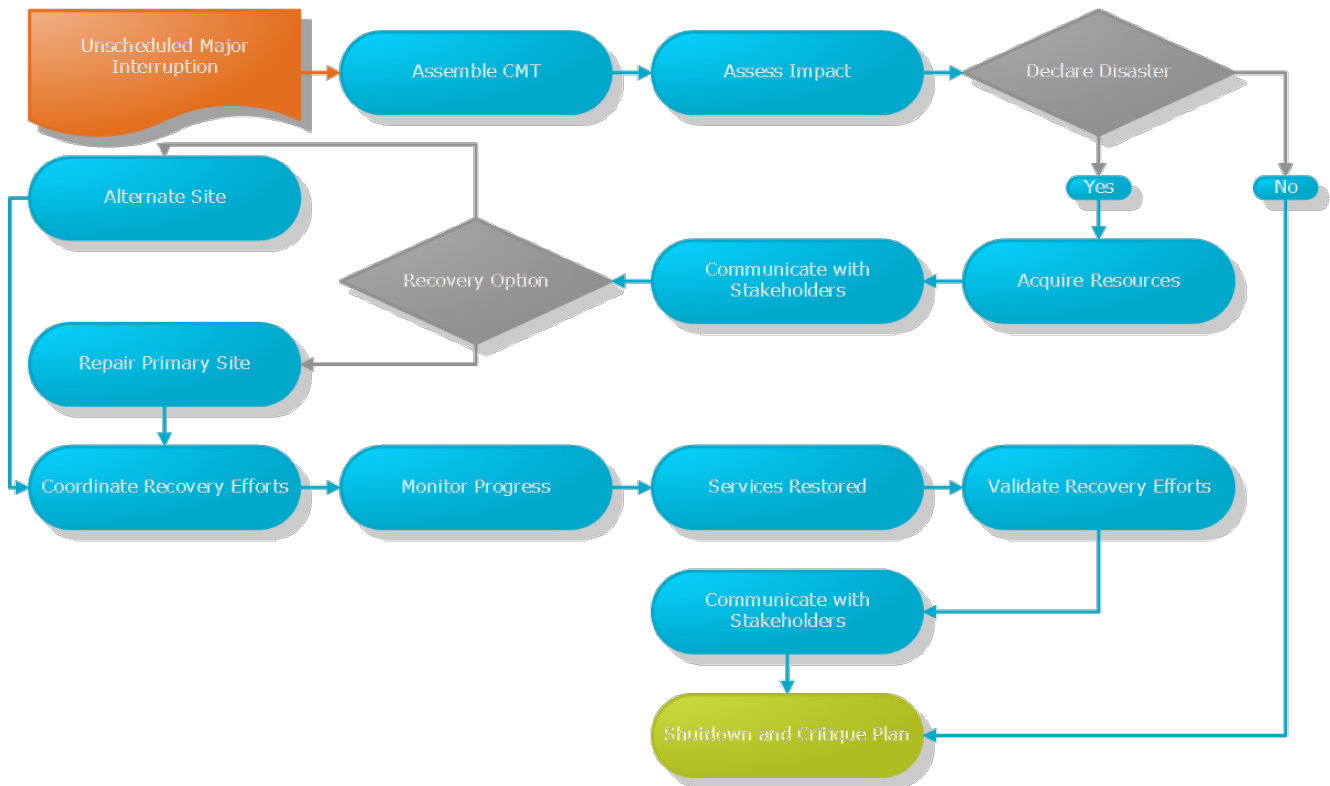


6.0 Procedures

6.1 Management Team

6.1.1 Management Team Actions Overview

The Management Team is responsible for the entire disaster recovery process; from when the team is established until all services have been returned to the office location or new location. The Management Team Leader or delegate, with input from relevant key personnel, has the exclusive authority to declare a Disaster and consequently activate this plan.



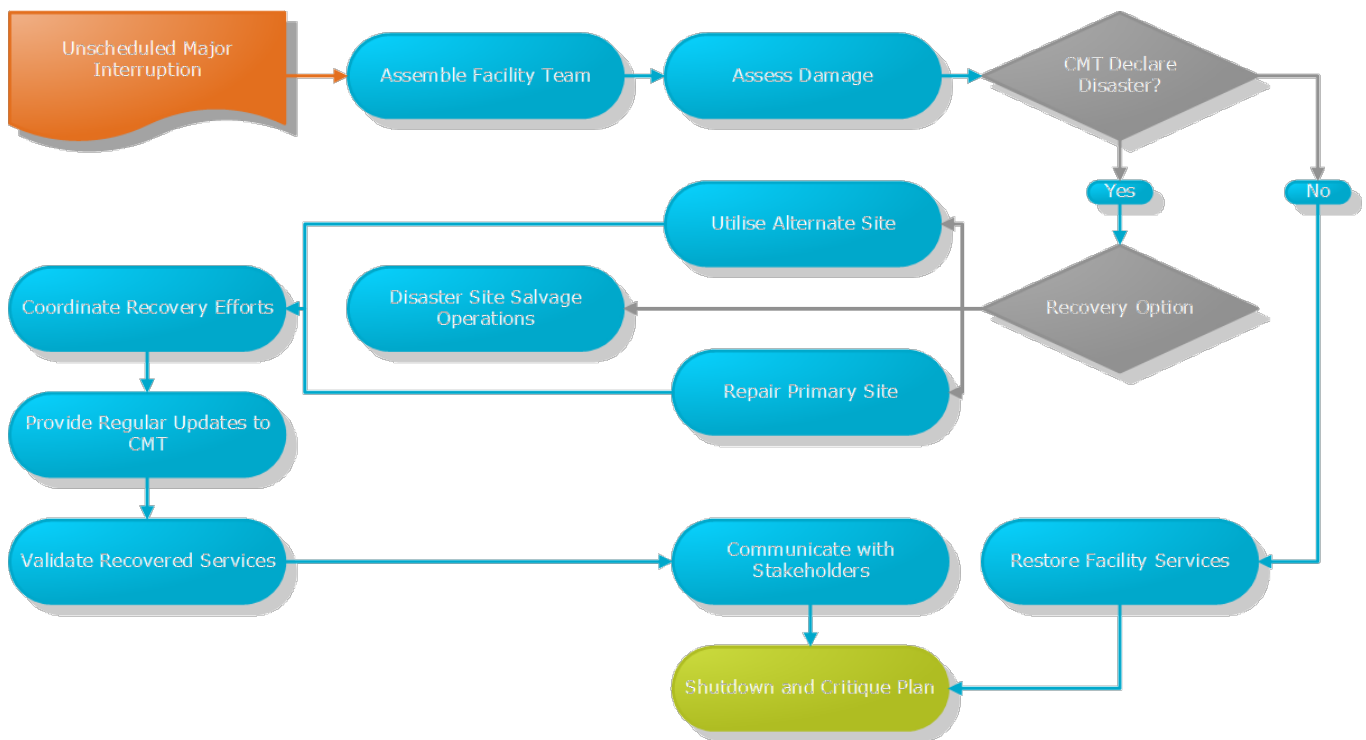
6.1.2 Management Team Actions

No.	Action Step	Responsibility	Time	Resources	Process Time	Comments
1	Assemble Key Staff	Management Team Leader				
2	Assess Damage	Facility Team				
3	Decide Whether to Declare a Disaster or Not. If YES , go to Step 7 .	Management Team Leader				
4	Restore Functions at Shire of Irwin office location	Each Team Leader				
5	Debriefing of the Recovery	Management Team Leader				
6	Finish	If Disaster alert is stood down				
7	DECLARE A DISASTER - Initiate recovery to alternate site	Authorised individuals named in the Management Team				
8	Communicate with Groups and coordinate recovery	Management Team Leader				
9	Acquire equipment and supplies	All Teams				
10	Build New or Rebuild Office Location	All Teams				
11	Monitor Progress	Management Team Leader				
12	Move to New or Rebuilt Office Location	All Teams				
13	Discontinue Use of Alternate Site	Management Team Leader				
14	Debrief of Plan	Management Team Leader				

6.2 Facility Team

6.2.1 Facility Team Actions Overview

Prior to activating the Facility Team, the designated Facility Team leader should remain close to the scene of the disaster to help direct Emergency Services personnel. If evacuation is necessary, all personnel should immediately proceed to the pre-determined location, well clear of the building. A head count must be taken there to ensure that no one has been left behind, including visitors, contractors, etc. If there have been any injuries, immediately identify those people who can offer medical help, such as first aid.



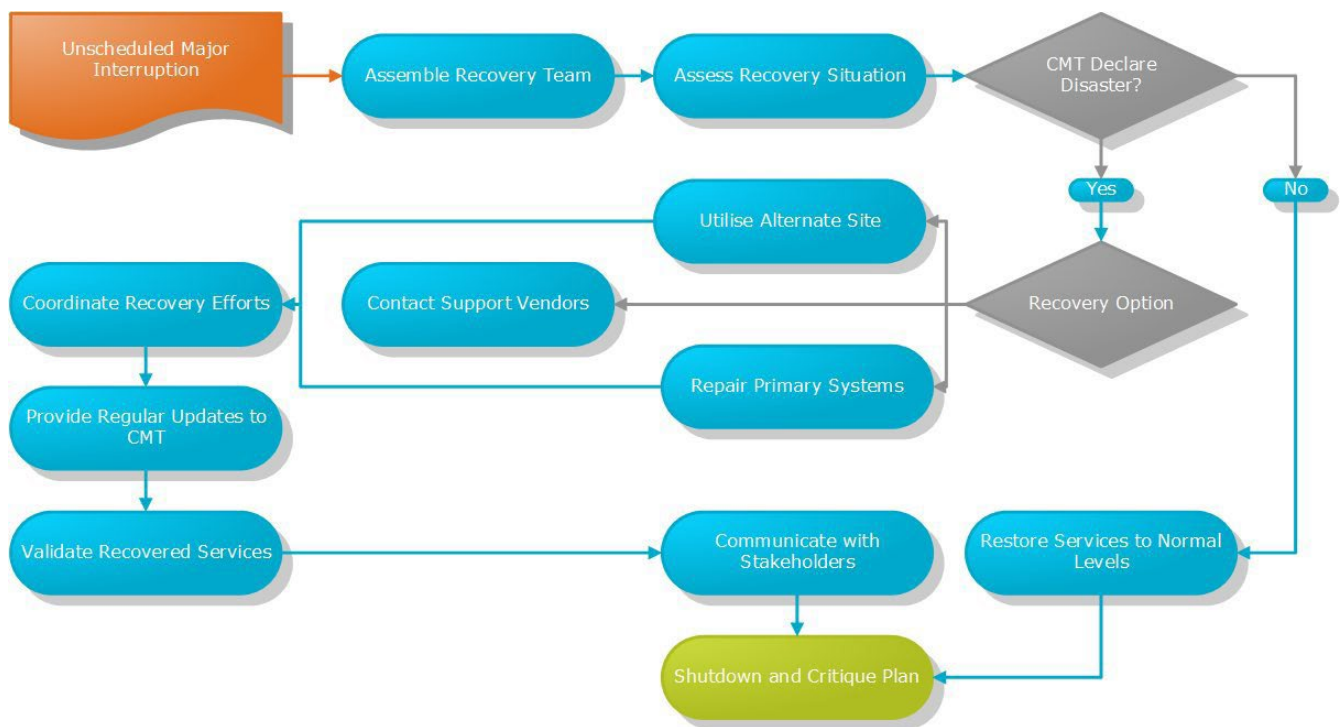
6.2.2 Facility Team Actions

No.	Action Step	Responsibility	Time	Resources	Process Time	Comments
1	Activate Facility Team	Management Team Leader				
2	Disaster Site Evaluation & Salvage	Facility Team Leader				
3	Relocate or Rebuild Office Location. If decision is to relocate, go to step 10.	Facility Team Leader				
4	Plan Office Location Rebuild	Facility Team Leader				
5	Hold Recovery Status Meeting	Management Team Leader				
6	Coordinate Move back to Shire of Irwin Office Location	Facility Team Leader				
7	Discontinue use of alternate location if one was required	Facility Team Leader				
8	Delivery plan critique	Facility Team Leader				
9	Finish	Management Team Leader				
10	Assist Alternate Site selection	Facility Team Leader				
11	Coordinate Move to alternate location	Facility Team Leader				
12	Discontinue use of office location	Facility Team Leader				
13	Delivery critique of BC Plan	Facility Team Leader				
14	Finish					

6.3 Recovery Team

6.3.1 Recovery Team Activities Overview

This section contains the procedures to be followed by the Recovery Team. The Recovery Team includes the hardware, software, and communications experts who travel to the alternate site. The Recovery Team restores the software and data onto an alternate-computing platform and restores communications from that platform back to the users.



6.3.2 Recovery Team Actions

No.	Action Step	Responsibility	Time	Resources	Process Time	Comments
1	Activate Recovery Team	Management Team Leader				
2	Is Main office and existing infrastructure available for recovery? If NO, go to Step 7.	Management Team Leader				
3	Restore Data Communications	Recovery Team Leader				
4	Recover or rebuild affected servers from latest available MRS data on	Recovery Team Leader				
5	Client testing of recovered systems	Management Team Leader				
6	Critique Plan - Finish	Recovery Team Leader				
7	Build Alternate Site - Transfer Operations	Recovery Team Leader				
9	Restore or implement Data Communications	Recovery Team Leader				
8	Recover or rebuild affected servers from latest available MRS data on loan hardware	Recovery Team Leader				
9	Make loan hardware available to client	Recovery Team Leader				
10	Client testing of recovered systems	Management Team Leader				
11	Coordinate Move to New/Rebuilt office location	Management Team Leader				
12	Post disaster - migrate live data / servers to new or salvaged infrastructure	Recovery Team Leader				
13	Deliver critique of DR Plan	Recovery Team Leader				
14	Finish					

Appendix A – Contact List

Shire of Irwin Management

Position	Name	Phone	Mobile
Chief Executive Officer	Shane Ivers	08 9927 0001	0427 903 682
CESM	Mark Teale	08 9927 0005	0417 165 056
Manager Community Services	Peter Bracegirdle	08 9927 0003	0428 272 274

Shire of Irwin Other Staff

Position	Name	Phone	Mobile

Facility Team

Position	Name	Phone	Mobile
Manager Operations	Mark Jones	08 9955 9202	0418 39 407

Recovery Team

Company / Position	Name	Phone
ICT Supervisor	Ganeshan Nadarajah	08 9927 0006 / 0437 920 360

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Disaster Recovery / Salvage Vendors

Company / Position	Name	Phone
DC TWO	John Pavy	08 6141 1011

Key Vendor/ Supplier Contacts

Company / Position	Name	Phone
DELL	Chrisitan Donhauser	0452 612 275

Emergency External Contacts

Company / Position	Name	Phone
CESM	Mark Teale	M: 0417 165 056 P: 0147 169 947
Police	Irwin Police	P: 9955 9300
Electricity	Western Power	13 13 51
Water	Water Corporation	13 13 75
Fire Emergency Services	DFES Geraldton DFES SES	P: 9956 6000 P: 13 33 37 P: 132 500
Rescue Services	Volunteer Fire and Rescue	M: 08 9927 1073
Doctor	Dongara Medical Centre	P: 08 9927 2907
Doctor	Dongara Health Centre	P: 08 9927 0200
Hospital	Geraldton Hospital	P: 9971 0200
Ambulance	St John Ambulance Irwin Sub Centre	Emergency P: 000 Non-Emergency P: 131 233

Appendix B – System Recovery Requirements

Recovery Priority for I.T. Systems

Recovery Priority	Key Function Critical Aspects	RTO	MTO	Team Dependency
1	Internet Connectivity	3 Days	5 Days	All
2	VOIP/PBX	1 Day	5 Days	All
3	VMware Horizon	3 Days	5 Days	Community, HR, Finance, Development
4	Corporate Data	1 Day	3 Days	Community, HR, Finance, Development
5	Microsoft Office, Email	1 Day	3 Days	All
6	Mex	1 Day	5 Days	Operations, Community
7	Synergy/Altus	3 Days	5 Days	All
8	Hardwares	3 Days	7 Days	All
9	Links	3 Days	3 Days	All
10	Amlib	3 Days	5 Days	Community
11	Adobe	3 Days	5 Days	All
12	Security Commandar	3 Days	5 Days	All
13	Mandalay	3 Days	5 Days	Operations
14	Multi Function Devices	3 Days	7 Days	All
15	Attain	1 Day	3 Days	All

Appendix C – Command Centre Details

Command Centre Locations if the Shire of Irwin office is not available.

Irwin Pavilion/Rec Centre

- Address:
- Seating Capacity: No. > 5

Command Centre Checklist

Activity	Checked ok?
Establish a command centre work location for each activated recovery team, staff department and vendor.	
- Ensure that adequate furniture, fixtures, PCs, telephones, supplies and space are provided for each group. Use the Resource Checklist at the end of this section.	
- Prepare signs that identify the room or work area assigned to each group.	
Establish incoming and outgoing communication channels.	
- Assign specific telephones to be used for incoming and outgoing calls.	
- Continue department notification activities until all personnel have been reached.	
- Assign personnel to monitor the telephones designated for incoming calls.	
- Inform the company telephone operators to direct all return calls to the assigned extension(s) at the command centre.	
Coordinate staff department support with team leaders during the recovery.	
- Meet with security representative to review the need to assign security personnel to secure the damaged business site and the recovery operations site(s). Depending on the nature of the disaster, tighter than normal security for personnel and property may be required.	
- Request that admittance be restricted to only authorised personnel who have proper identification (company ID badge, etc.).	

- Work with the Facility Team to identify equipment requirements and arrange for the Purchasing Department representative to provide the following:	
- Heavy duty copy machines	
- Miscellaneous paper, pencils pens, etc.	
Ensure all third-party vendors are contacted and notified of the situation.	
Brief the recovery plan to core recovery team members.	
Establish a command centre work location for each activated recovery team, staff department and vendor.	

Activity	Checked ok?
Establish status reporting processes and formats.	
Create the following status charts, using flip charts or other media, for display at the command centre:	
- Information Status Display	
- General Message Board	
- Personnel Accommodation Board	
Establish regular recovery meetings	
- Keep all recovery team personnel informed of the recovery progress.	
- Advise recovery team leaders.	
- Arrange and organise a meeting place.	
- Record minutes of the meetings.	
- Have minutes typed, obtain approval, and distribute them.	
Establish work schedules for 24-hour coverage.	
- Align the off shift work effort with the Recovery Time Objective.	
Continue to evaluate the level of people and resources and add or subtract as needed.	
- HR and Purchasing are the focal points for people and resources.	
Monitor personnel for signs of fatigue.	
- Sufficient rest is required to maintain an efficient recovery operation. For health and efficiency reasons, no recovery personnel should work excessive hours without an eight-hour rest period.	

Resource Checklist

The command centre should be well equipped with extensive communications facilities.

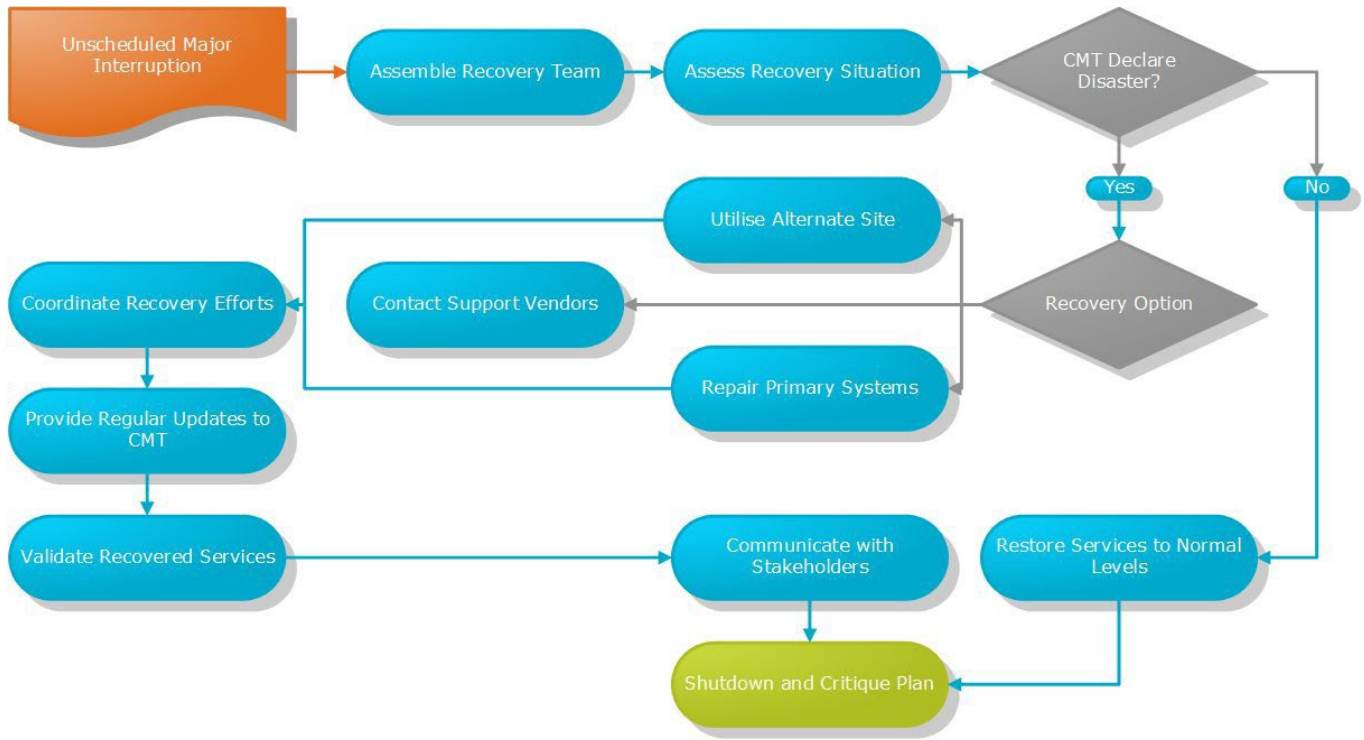
Communications are highly critical when rescue and medical care are primary, and time is of the essence. This is particularly true when families of key personnel are threatened. Without effective mass communications, your key personnel may leave to be with their families.

In addition to the communications facilities mentioned above, the command centre should be outfitted with, or have ready access to food, clothing, sleeping accommodations, and other supplies needed to manage the recovery effort.

An example checklist is provided below.

Resource	Checked ok?
2-way Radio, Satellite Phones	
Camera or Video Recorder	
CD/DVD Player Desks, Chairs	
Chart to record recovery milestones	
Credit cards and cash	
FM Radio	
Food / Water / Vehicles / Desalination Plant ?	
Internet Connection / VPN	
Medical supplies, First Aid Kits	
Mobile Phones (2 are recommended), Mobile Generators	
PCs and printers	
Photocopier	
Portable light	
Projector	
Telephones	
Telephone directories	
Television	
Whiteboard	

Appendix D – IT Recovery Procedures



Procedures

No.	Action Step	Responsibility	Time	Resources	Process Time	Comments
1	Activate DC Two	Management Team Leader				
2	Assess Recovery Situation	Recovery Team				
3	Disaster Declared? <i>If yes, go to Step 6.</i>	Management Team Leader				
4	Restore Services to Normal Levels	Recovery Team				
5	Finish and Critique Plan	CMT & Recovery team				
6	Choose Site Recovery Option. <i>If Shire of Irwin Office Location, go to Step 9</i>	Management Team Leader & Recovery Team				
7	Notify Support Vendors	Recovery Team				
8	Prepare Alternate Site (refer to appendix E)	Facility Team Leader & Recovery Team				
9	Shire of Irwin Office Location Salvage Operation	Facility Team Leader & Recovery Team				
10	Order all Necessary Hardware	Recovery Team				
11	Re-establish Communications Onsite	Recovery Team				
12	Obtain/Order Required Software and Licensing	Recovery Team				
13	Update CMT on status	Recovery Team				
14	Prepare Servers for Deployment to Site	Recovery Team				
15	Deploy & Install Hardware	Recovery Team				
16	Test all Critical Business Functions	Recovery Team				
17	Signoff by CMT	CMT				
18	Finish and Critique Plan	Recovery Team				

Appendix E – Current Recovery Procedure / Policies

VMware Site Recovery Manager 6.5.1 is used by DC Two for backup and recovery. The Shire's backups outside of SRM have a retention of **30 days**. The SRM DR is **3 days**. As far as the procedure around the enactment of DR within SRM, this is managed at a Service Provider level for the Shire as they have no visibility into the system.

Appendix G - Additional Information / Comments

Please provide any additional information that you believe may assist the business continuity document.

Name	Comment	Date

Glossary

ACTIVATION: The implementation of disaster recovery capabilities, procedures, activities, and plans in response to an emergency or disaster declaration; the execution of the recovery plan.

ALERT: Notification that a potential disaster situation exists or has occurred; direction for the recipient to stand by for possible activation of the Disaster Recovery Plan.

ALTERNATE SITE: An alternate operating location to be used by business functions when the main office location is inaccessible. 1) Another location, computer centre or work area designated for recovery. 2) Location, other than the main office location, that can be used to conduct business functions. 3) A location, other than the normal facility, used to process data and/or conduct critical business functions in the event of a disaster. SIMILAR TERMS: Alternate Processing Facility, Alternate Office Facility, Alternate Communication Facility, Backup Location, Recovery Site, and Recovery Centre.

ALTERNATE WORK AREA: Office recovery environment complete with office infrastructure (desk, telephone, workstation, and associated hardware, communications, etc); also referred to as Workspace or Alternative Work Site.

APPLICATION RECOVERY: The component of Disaster Recovery that deals specifically with the restoration of business system software and data, after the processing platform has been restored or replaced.

BACKUP GENERATOR: An independent source of power, usually fuelled by diesel (sometimes natural Gas).

DISASTER RECOVERY PLANNING: Process of developing advance arrangements and procedures that enable an organization to respond to an event in such a manner that critical business functions continue with planned levels of interruption. SIMILAR TERMS: Contingency Planning, Recovery Planning.

BUSINESS CONTINUITY PROGRAM: An ongoing program supported and funded by executive staff to ensure business continuity requirements are assessed, resources are allocated, and recovery and continuity strategies and procedures are completed and tested.

COLD SITE: An alternate facility that already has the environmental infrastructure in place required to recover critical business functions or information systems, but does not have any pre-installed computer hardware, communications network, etc. These must be provisioned at time of disaster.

COMMAND CENTRE: Facility separate from the main facility that is equipped with adequate communications equipment from which initial recovery efforts are manned and media-business communications are maintained. The management team uses this facility temporarily to begin coordinating the recovery process until the alternate sites are functional.

CONTACT LIST: A list of team members and/or key players to be contacted (Mobile Number, Home Number, Pager, etc.).

CRISIS MANAGEMENT TEAM: A crisis management team will consist of key executives as well as key role players (i.e. media representatives, legal counsel, facilities manager, disaster recovery coordinator, etc.) and the appropriate owners of critical organization functions.

DAMAGE ASSESSMENT: The process of assessing damage, following a disaster, to computer hardware, vital records, office facilities, etc and determining what can be salvaged or restored and what must be replaced.

DECLARATION: A formal announcement by pre-authorized personnel that a disaster or severe outage is predicted or has occurred, and that triggers pre-arranged mitigating actions (e.g. move to an alternate site).

DISASTER: A sudden, unplanned catastrophic event causing great damage or loss. Any event that causes an organization to be unable to provide critical business functions for a pre-determined period of time.

DISASTER RECOVERY: Activities and programs designed to return operations to an acceptable condition. 1) The ability to respond to an interruption in services by implementing a disaster recovery plan to restore critical business functions.

EMERGENCY: A sudden, unexpected event requiring immediate action due to potential threat to health and safety, the environment, or property.

HOT SITE: An alternate facility that already has the computer, communications and environmental infrastructure in place that is required to recover critical business functions or information systems.

IT DR PLAN: The document that defines the resources, actions, tasks and data required to manage the business recovery process in the event of a business disruption. The plan is designed to assist in restoring the business process within the stated disaster recovery goals.

MAXIMUM TOLERABLE OUTAGE (MTO): The maximum tolerable outage is the amount of time the critical business functions may be without the support of IT systems and applications before business operations are severely impacted. The MTO encompasses all activities from point of impact to point of recovery.

OFF-SITE STORAGE: Alternate facility, other than the primary production site, where duplicate vital records and documentation may be stored for use during disaster recovery.

RECOVERY POINT OBJECTIVE (RPO): The point in time to which systems and data must be recovered after an outage (e.g., end of the previous day's processing). RPOs are often used as the basis for the development of backup strategies.

RECOVERY TIME OBJECTIVE (RTO): The period of time within which systems, applications or functions must be recovered after a disaster declaration (e.g. one business day). RTOs are often used to determine whether or not to implement the recovery strategies/plan.

WARM SITE: An alternate processing site which is equipped with some hardware, and communication interfaces, electrical and environmental infrastructure which is only capable of providing backup after additional provisioning, additional software, or modifications.