Note: This IT Disaster Recovery Plan is provided as an example. Special thanks to the Manship School of Mass Communication for offering this to the rest of the LSU campus community. Certain details (phone numbers, server names, etc.) have been modified from the actual plan in the interest of security and privacy.

.

Disaster Recovery Plan

Manship School of Mass Communication
Media Effects Lab
Public Policy Research Lab

SAMPLE

1. A plan revision and approval page as a cover sheet, containing date of most recent plan review and revision, name(s) of reviewer(s), date of most recent plan test, and approval of plan as indicated by signature of department head.

Created :.....March 24, 2010
Reviewed by Manship Management Committee ..... date
Added to Policy Manual (PS xxx)..... date
Scheduled test date ..... date

Approval of plan by Dean

_____ _____
John Maxwell Hamilton Date

2. Identify vital servers or services (e.g., file , Web, application, e-mail, etc.) Provide the relevant information for each instance.
   - Name and description
   - Campus inventory number
   - If a service, the number of physical servers supporting the service
   - Server type (virtual or physical)
   - Operating System and patch level
   - List of essential application software and patch level
   - # of Cores
   - Disk storage and amount (internal and attached)
   - RAM
   - Backup type (full, incremental, etc)
   - Backup generation frequency
   - Number of backup generations available onsite
   - Number of backup generations available off-site
   - Location of backups
   - Media type
   - Retention period
   - Rotation cycle

SAMPLE

The Manship School, located in the Journalism Building, in addition to supporting faculty, staff and classroom instruction, encompasses several areas including the Media Effect Lab (MEL) and the Public Policy Research Lab (PPRL) located in the Manship School Research Facility (MSRF). Additionally, Student Media, located in Hodges Hall, reports to the Manship School. They will develop their own DR plan.

There are 2 physical servers and with Network Attached Storage, one in Journalism 116 which is host to 6 virtual servers and one in MSRF 110, which host 7 virtual servers.

VM01.xxx is located in MSRF room 110 is running VMWare ESXi version 3.5.0 and hosts the following virtual servers:

MC-XXX1 is the primary server for the Media Effects Lab. This machine is a file server which holds content and collected data for research projects.
Server type - virtual
Operating System – Server 2008
Backup type- None. This is meant to be short-term usage. Faculty transfer data to another medium for analysis and storage.

MC- XXX2 is the web server for hosting research surveys.
Server type - virtual
Operating System – Server 2008
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC-XXX3 is overflow video storage
Server type -virtual
Operating System – Server 2008
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC-XXX4 is host to the mail survey software for the Public Policy Research Lab
Server type -virtual
Operating System – Windows XP Professional SP3
Software – SQL Server 2008
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, Srinivas Txxxxx and LSU Domain Admins are authorized to retrieve backups

MC-XXX5 is the file server for the Public Policy Research Lab
Server type - virtual
Operating System – Server 2008 Standard
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, Srinivas Txxxxx and LSU Domain Admins are authorized to retrieve backups

MC-XXX6 is host to.
Server type -virtual
Operating System – Server 2008 Standard
Software – Sensus
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, Srinivas Txxxxx and LSU Domain Admins are authorized to retrieve backups

MC XXX7 is host to the software used in phone survey polling.
Server type - virtual
Operating System – Server 2008 Standard
Software – STI (Sawtooth), SPSS
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, Srinivas Txxxxx and LSU Domain Admins are authorized to retrieve backups

VM02.yyy is located in Journalism room 116 is running VMWare ESXi version 3.5.0 and hosts the following virtual servers:

MC- YYY1 is the print and application server the Journalism building and Manship Faculty.
Server type - virtual
Operating System – Server 2003 R2 SP2 Standard Edition
Software –EZ News, Key Server, Symantec System Center, Norton Ghost Console

SAMPLE

Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC-YYY2 (ZZZZZ.ZZZZZ..LSU.EDU) hosts the Manship School friend and donor mailing list.
Server type - virtual
Operating System – Server 2003 Enterprise Edition SP2
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC-YYY3 hosts Manship School administration, faculty and teaching file storage. Includes Pick-up, drop-off and public drives which are used for teaching and backup folders for KLSU Radio
Server type - virtual
Operating System – Server 2003 R2 Standard Edition SP2
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC-YYY4
Server type - virtual
Operating System – Server 2003 R2 Standard Edition SP2
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC-YYY5 holds software and documentation used in the day to day operations of tech support for the Manship School. Includes Ghost images
Server type - virtual
Operating System – Server 2008
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

MC –YYY6 is the web server for hosting research surveys.
Server type - virtual
Operating System – Server 2008
Backup type - Tivoli, incremental nightly
Renee Pxxxxx, LSU Domain Admins are authorized to retrieve backups

3. Identify if a severe, long term disruption occurred what would be the minimum requirements/replacement needs to perform the critical function during the disruption if it is less than the capabilities of the current server.

   - We would need a Windows server with VM client software and a storage capacity of 1TB for the Journalism files and 1TB for the PPRL files.
   - Dell is our preferred vendor

SAMPLE

4. Identify if alternate methods of providing the affected services or processes either exist or could be developed, quantifying where possible, impact on processing. (Include alternative manual processes if they exist.)

Our primary services are teaching and research. Instructors are encouraged to use the file server as a backup therefore they should have a copy. Administrative files, however are only stored on the servers and it would be impossible to recreate.

5. Identify person(s) who supports the server, service, or application

Renee Pxxxxx for Manship and MEL
Renee Pxxxxx for hardware and Srinivas Txxxxxx for applications at PPRL

6. Identify primary person to contact if server, service, or application cannot function as normal

Renee Pxxxxx for Manship and MEL
Srinivas Txxxxx for PPRL

SAMPLE

7. Identify secondary person to contact if server, service, or application cannot function as normal

Renee Pxxxxx for PPRL

8. Identify all vendors associated with the server, service, or application

Dell servers with Microsoft OS

APC power UPS

Microsoft, Adobe, Automated Data Services, Sawtooth Technologies, Symantec

9. Document unit strategy during recovery (conceptually how will the unit function?)

   We have server units in 2 separate buildings and have enough storage capacity on both servers to handle a restore of the other so downtime is limited to time of restore.

10. Identify how soon after a recommencement of unit operations the server or service would be required to be back in operation

    Making the assumptions that there is power and network connectivity available, it is estimated that 24 to 36 hours would be required to restore the first server. Restoration priorities listed below.

11. Identify maximum age limit of backup data that can be used to restore the server or service

    24 hours

12. Quantify resources and time frame required for recovery including resources external to your unit (e.g., server hardware, 2 people for 8 hours, etc.)

    Once required services are restored, estimate 2 hours to deploy and configure each virtual machine. TSM backup will be tested and restore time will be refined

13. Develop and document recovery strategy, including:
    - Assumptions upon which the recovery strategies depend
      Priorities for recovering system/function components
    - Recovery schedule
    - Location of documented step-by-step recovery procedures, if not attached to this IT Disaster Recovery Plan

SAMPLE

Assuming a loss of the server in the Journalism Building:

- Immediately begin a restore of the TSM backup files for MC-YYY3 to the space available on currently unused server the server in the MSRF.
  - This would allow faculty, staff and students access to files necessary for teaching, research and day to day operations of the school.
- Priority will be MC-YYY3.
- Deploy new VMs from templates and restore in the following order:
  - MC-YYY1
  - MC-YYY5
  - MC-YYY2
  - MC-YYY4
  - MC-YYY6
  - Rebuild MC-YYY3 and copy files back to new VM.

In the event of a failure of the server in the MSRF:

- Deploy new VMs from templates and restore in the following order:
  - MC-XXX5
  - MC-XXX7
  - MC-XXX1
  - MC-XXX6
  - MC-XXX4
  - MC-XXX3
  - MC-XXX2

Step by Step documentation for required procedures attached:

- Installing VMWare ESXi on new hardware
- Installing VMWare client and deploying VMs from template

- Installing TSM client
- File level structure and permissions on servers
- Restoring files from TSM

Other attachments:

- Virtual server datacenter structure and individual machine configuration
- Chart of server space allocation and usage
- Manship School DR Team Guidelines with of Objectives and Assumptions of Manship DR plan and recovery team contact information
- Inventory list
- Location of software and installation codes

Note: attachments are not included as part of the Sample IT Disaster Recovery Plan.

SAMPLE