



Operations Guide for Disaster Recovery

The following is a brief excerpt of our disaster recovery guide. It is provided as a demonstration of our formal methodology. Complete documentation of this and other Ampersand Group policies and process may be available upon request.

Introduction

The Ampersand Group operates a data, fulfillment, and document processing facility that services clients nationwide. The Ampersand Group is the supplier and custodian of many of the Information Services (I/S) hardware and software applications used in this process.

The Ampersand Group employs generally accepted systems management practices in its daily operation and in its contingency planning. A partnership between The Ampersand Group and outside agencies is necessary to protect the applications and information assets within the processing facility. The partnership must extend to the design, implementation, validation, and ongoing maintenance of a recovery capability.

In the event a disaster that would render either the processing center or the data network unable to provide normal production computing services, The Ampersand Group has an obligation to restore service in a timely matter.

Toward the end, The Ampersand Group has established a Disaster Recovery Program. This program exists to benefit The Ampersand Group customers and to encourage joint participation between The

Ampersand Group disaster recovery teams and the key disaster recovery personnel within the agencies/departments of clients that use The Ampersand Group computing and production services.

Use of this Manual

This Operations Guide describes the program that The Ampersand Group has set into place and outlines specific agency roles and obligations within this program. It provides steps each agency should take to meet their unique recovery requirements. Guidelines for interaction with The Ampersand Group are also provided. This Operations Guide contains information available to day. Much work is in progress. The guide will be continually updated and quarterly revisions will be distributed to customer disaster recovery contacts in the customer agency organizations as needed.

Purpose

The purpose of the plan is to establish guidelines for recovery from a disaster that affects the operation of the production at THE AMPERSAND GROUP. This plan assumes all operations will be closed for at least one day and the chance of recovery in the near future is minimal.

Objections

The objectives of this plan are:

- To identify our pre-disaster procedures to ensure all materials needed to recover from a disaster are available. This plan will be used to monitor disaster planning as well as actual disaster recovery.
- To assign specific recovery responsibilities to key individuals. This distribution of responsibility allows quick implementation and control of each recovery project.
- To use the plan as a point of reference during recovery operations. The plan contains an overview of each recovery project as well as information to locate backup files, notify team members, and use the recovery site.

- To keep the plan as concise and manageable as possible without sacrificing the information needed for a fast and successful recovery.

Plan Overview

Before a Disaster Occurs

All members of the disaster recovery team and their alternate will be issued a copy of the Operations Guide to Disaster Recovery. They will keep this procedure at their place of residence and will bring it to the disaster recovery meeting if a disaster occurs. The master copy will be stored in a The Ampersand Group tape vault. Additional copies are filed with the master copy and with the Disaster Planning Coordinator.

The Team Coordinator will maintain the master copy and issue updates as necessary. If a team member should terminate, he must return his copy of the procedure to the Team Coordinator.

After a Disaster Occurs

The shift supervisor/leadperson, will notify the Team Coordinator and in his/her absence the Chief Operation Officer, if any problems occur during non-office hours. The contact will phone the Team Coordinator to put the disaster recovery procedure into effect. Each production area has an emergency phone list located next to each phone. In case of a disaster requiring the police or fire departments, both have a list of contacts, which they use in an emergency.

If the disaster occurs during normal working hours, the Team coordinator will initiate the disaster recovery procedure. If the Team Coordinator and his/her alternate are not available, the Project Manager will assume responsibility until they are available.

Either the Team Coordinator or the Project Manager will notify each primary team member. The primary team member will then notify his/her alternate. If the primary team member is not located, his alternate will be notified directly. All team members and their alternates will attend the disaster recovery meeting.

Disaster Recovery Checklist

Function --- Team Responsible

Initiate Call Sequence – Disaster Coordinator

Call Disaster Recovery Facilities – Facilities Office

Recovery – Facilities Office

Meeting with Recover Teams – All

Contact Insurance Companies – Team Coordinator

Establish Recovery Expense – Team Coordinator

Contact Employees-Communicate Guidelines – Scheduling & Salvage Team

Contact Software and Hardware Vendors – Software & Hardware Teams

Relocate and Secure Back-Up Files – Tapes & Control Team

Establish Alternate Sites & Vendors for Temporary Processing – Scheduling & Salvage Team

Occupy Disaster Site, Order Phones, Furniture, Security – Facilities Office

Order Supplies & Equipment: Copy Machines, Paper, Forms, and Transportation – Facilities Office

Start Salvage Operations: Files, Documentation, Forms, and Supplies – Salvage & Scheduling Team

Select Hardware Vendors – Hardware Team

Install Electrical Equipment – Hardware Team

Install System Software – Software Team

Rate IS Systems – Marketing Team

Restore Priority Files – Tapes & Control Team

Process Priority Jobs – Tapes & Control Team

Establish Salvage and Recovery – Team Coordinator

Establish Team for Original Site – Team Coordinator

Restore Secondary Files – Tapes & Control Team

Process Secondary Files – Tapes & Control Team