

A woman with long dark hair, wearing a light blue blazer over a white shirt, is looking down at a tablet computer she is holding. She is in a data center, with server racks and blue lighting visible in the background. The overall tone is professional and focused.

# Disaster recovery checklist



*Powering Business Worldwide*

# Disaster recovery checklist

Disaster can strike at a moment's notice. Whether it's an everyday power outage or calamitous weather event, you need a recovery plan at the ready. The following offers general steps for assessing a current disaster recovery (DR) plan or building one from scratch.

**Please note:** The Eaton DR Checklist is by no means a complete set of guidelines. Every IT network and company is different. Expand on the sections below based on your unique network.

# Start talking

Have a chat with the people who depend on you to keep the network running. Ask questions to uncover the systems that are most important to maintain during any type outage or emergency.

| Conversations                            | Not started | Started | Complete |
|--|-------------|---------|----------|
| C-level<br>(Board/President/CEO/CCO/CIO) |             |         |          |
| HR                                       |             |         |          |
| Legal                                    |             |         |          |
| Marketing                                |             |         |          |
| Sales                                    |             |         |          |
| Shipping                                 |             |         |          |
| Manufacturing                            |             |         |          |
| Office manager(s)                        |             |         |          |
| Other (add as needed)                    |             |         |          |

# Inventory and hardware risk

Create a detailed list of hardware, the original cost and today's cost to replace it (including outside vendor delivery and labor) if applicable.

| Inventory             | Not started | Started | Complete |
|-----------------------|-------------|---------|----------|
| Hardware items        |             |         |          |
| Original cost         |             |         |          |
| Today's cost          |             |         |          |
| Labor (if applicable) |             |         |          |

## Inventory and hardware risk

| LAN                  | Not started | Started | Complete |
|----------------------|-------------|---------|----------|
| Location             |             |         |          |
| Server model         |             |         |          |
| Operating system     |             |         |          |
| CPUs                 |             |         |          |
| Memory               |             |         |          |
| Total disk           |             |         |          |
| System handle        |             |         |          |
| System serial number |             |         |          |
| DNS entry            |             |         |          |
| IP address           |             |         |          |
| Other                |             |         |          |

| WAN                  | Not started | Started | Complete |
|----------------------|-------------|---------|----------|
| Location             |             |         |          |
| Device type          |             |         |          |
| Model number         |             |         |          |
| Technical specs      |             |         |          |
| Network interfaces   |             |         |          |
| Power requirements   |             |         |          |
| System serial number |             |         |          |
| DNS entry            |             |         |          |
| IP address           |             |         |          |
| Other                |             |         |          |



# Risk impacts and time parameters

Assign values to determine the likelihood of disastrous events and their impact on downtime. Combine the values to grade threat levels, then summarize the equipment affected, possible remedies and approximate "fix times."

## Sample

| Potential threat  | Probability rating<br>1 (least impact) to 5 (greatest impact) | Downtime impact<br>1 (least impact) to 5 (greatest impact) | Threat assessment rating | Inventory affected, remedies and estimated "fix time"  |
|-------------------|---|--|--------------------------|--|
| Electrical outage | 2   | 1  | 3                        | Outages impact the entire first floor server room. We maintain a redundant UPS network with remote monitoring and a standby generator (on auto). This generator is tested weekly and monitored remotely. Safe shutdown and communications to those impacted estimated at under one hour. |

| Potential threat      | Probability rating<br>1 (least impact) to 5 (greatest impact) | Downtime impact<br>1 (least impact) to 5 (greatest impact) | Threat assessment rating | Inventory affected, remedies and estimated "fix time" |
|-----------------------|---|--|--------------------------|---|
| <b>Severe weather</b> |   |  |                          |   |
| Flooding              |   |  |                          |   |
| Fire                  |   |  |                          |   |
| Earthquake            |   |  |                          |   |
| Tornado               |   |  |                          |   |
| Snowstorm / blizzard  |   |  |                          |   |
| Other (add as needed) |   |  |                          |   |
| Other (add as needed) |   |  |                          |   |

# Risk impacts and time parameters

| Potential threat      | Probability rating<br>1 (least impact) to 5 (greatest impact) | Downtime impact<br>1 (least impact) to 5 (greatest impact) | Threat assessment rating | Inventory affected, remedies and estimated "fix time" |
|-----------------------|---|--|--------------------------|---|
| <b>Utilities</b>      |   |  |                          |   |
| Water                 |   |  |                          |   |
| Sewage                |   |  |                          |   |
| Electric outage       |   |  |                          |   |
| Gas                   |   |  |                          |   |
| Steam                 |   |  |                          |   |
| Communications        |   |  |                          |   |
| Other (add as needed) |   |  |                          |   |
| Other (add as needed) |   |  |                          |   |

| Potential threat               | Probability rating<br>1 (least impact) to 5 (greatest impact) | Downtime impact<br>1 (least impact) to 5 (greatest impact) | Threat assessment rating | Inventory affected, remedies and estimated "fix time" |
|--------------------------------|---|--|--------------------------|---|
| <b>Terrorism</b>               |   |  |                          |   |
| Biological                     |   |  |                          |   |
| Chemical                       |   |  |                          |   |
| Nuclear                        |   |  |                          |   |
| Radiological                   |   |  |                          |   |
| Sabotage (internal / external) |   |  |                          |   |
| Other (add as needed)          |   |  |                          |   |
| Other (add as needed)          |   |  |                          |   |

# Risk impacts and time parameters

| Potential threat      | Probability rating<br>1 (least impact) to 5 (greatest impact) | Downtime impact<br>1 (least impact) to 5 (greatest impact) | Threat assessment rating | Inventory affected, remedies and estimated "fix time" |
|-----------------------|---|--|--------------------------|---|
| <b>Criminal</b>       |   |  |                          |   |
| Theft                 |   |  |                          |   |
| Break-ins             |   |  |                          |   |
| Vandalism             |   |  |                          |   |
| Other (add as needed) |   |  |                          |   |
| Other (add as needed) |   |  |                          |   |

# Diagram the network

Document how the network is configured so that it may be replicated.

| Diagram key components   | Not started | Started | Complete |
|--|-------------|---------|----------|
| Switches   |             |         |          |
| Firewalls  |             |         |          |
| Load balancers   |             |         |          |
| Domain controller components (DHCP, DNS, active directory, LDAP, etc.) |             |         |          |
| Cables   |             |         |          |
| PBXs   |             |         |          |
| PDU's  |             |         |          |
| Routers  |             |         |          |
| Other (add as needed)  |             |         |          |
| Other (add as needed)  |             |         |          |
| Component backups  |             |         |          |
| Redundant UPS units  |             |         |          |



# Know your contacts

Record names, landline and cell phone numbers, and email addresses of internal and external contacts.

| Contacts                 | Not started | Started | Complete |
|--------------------------|-------------|---------|----------|
| <b>Internal contacts</b> |             |         |          |
| Work phone               |             |         |          |
| Mobile phone             |             |         |          |
| Home phone               |             |         |          |
| Email address            |             |         |          |
| Alternative email        |             |         |          |

| Contacts  | Not started | Started | Complete |
|---|-------------|---------|----------|
| <b>External contacts (using internal contacts format above)</b> |             |         |          |
| Property manager  |             |         |          |
| Power company   |             |         |          |
| Telecom   |             |         |          |
| Hardware vendors  |             |         |          |
| Software vendors  |             |         |          |
| Workstation vendors   |             |         |          |
| Offsite storage   |             |         |          |
| HVAC  |             |         |          |
| Power generator   |             |         |          |
| Other (add as needed)   |             |         |          |
| Other (add as needed)   |             |         |          |
| Other (add as needed)   |             |         |          |

# Know your contacts

| Contacts                             | Not started | Started | Complete |
|--------------------------------------|-------------|---------|----------|
| Key customers / suppliers / partners |             |         |          |
| Name                                 |             |         |          |
| Product / services                   |             |         |          |
| Address                              |             |         |          |
| Primary and secondary contacts       |             |         |          |
| Phone, email, fax                    |             |         |          |

Upon list completion distribute the list to HR and IT members.

| List distribution          | Not started | Started | Complete |
|----------------------------|-------------|---------|----------|
| IT team copies distributed |             |         |          |
| HR team copies distributed |             |         |          |
| Copy kept offsite          |             |         |          |

# Backup data and power supply

Back up everything, from the server to specialist applications. Make sure to store data outside of physical places of work — you may need that data to create temporary IT networks. Be ready to supply your own power and have a backup for that plan in place.

| Data backup  | Not started | Started | Complete |
|--|-------------|---------|----------|
| <b>Determine backup schedules</b>  |             |         |          |
| Daily (with item and details)  |             |         |          |
| Monthly (with item and details)  |             |         |          |
| Quarterly (with item and details)  |             |         |          |
| Staffing for the above   |             |         |          |
| <b>Backup operations</b>   |             |         |          |
| IT operations  |             |         |          |
| Tech support - hardware  |             |         |          |
| Tech support - software  |             |         |          |
| Facilities management  |             |         |          |
| Email  |             |         |          |
| Purchasing   |             |         |          |
| Finance  |             |         |          |
| Product sales  |             |         |          |
| Call center  |             |         |          |
| Website  |             |         |          |
| Sales  |             |         |          |
| Other (specialist applications as needed)                                |             |         |          |
| <b>Backup data to other geographic area (cloud or physical location)</b> |             |         |          |

# Backup data and power supply

| Power  | Not started | Started | Complete |
|--|-------------|---------|----------|
| Purchase uninterrupted power supplies (UPS)  |             |         |          |
| Provide for a generator (where necessary)  |             |         |          |
| Determine fuel required for a prolonged outage                                       |             |         |          |
| Create fuel plan, including transport and storage                                    |             |         |          |
| Include a maintenance plan   |             |         |          |
| Evaluate your landlord's systems and priorities for refueling (if applicable)        |             |         |          |
| Determine alternate methods should fuel trucks be unable to deliver for several days |             |         |          |
| Backup fuel contracts  |             |         |          |
| Contracts for backup generators  |             |         |          |

# Temporary offsite networks and transportation

Explore as many off-site options as possible and have hardware at the ready, even if from third-party providers. Work with transportation vendors locally and out-of-state and consult with HR to make sure mission-critical staff will be made available.

| Offsite networks   | Not started | Started | Complete |
|--|-------------|---------|----------|
| Explore off-site options   |             |         |          |
| In state   |             |         |          |
| Out of state   |             |         |          |
| Have all hardware at the ready;<br>contract with vendors if needed |             |         |          |
| In state   |             |         |          |
| Out of state   |             |         |          |
| Transportation of hardware   |             |         |          |
| Local  |             |         |          |
| Out of state   |             |         |          |
| Co-plan staffing with HR   |             |         |          |

## Voice and email communication

Communication is perhaps most essential during the first hours of a disaster. It's a good idea to have a system in place that diverts responsibilities to different resources with minimal notice.

| Communication infrastructure  | Not started | Started | Complete |
|---|-------------|---------|----------|
| Identify critical communication types that must be answered per department  |             |         |          |
| C-level<br>(Board/President/CEO/CCO/CIO)  |             |         |          |
| HR  |             |         |          |
| Legal   |             |         |          |
| Marketing   |             |         |          |
| Sales   |             |         |          |
| Shipping  |             |         |          |
| Manufacturing   |             |         |          |
| Office manager(s)   |             |         |          |
| Other (add as needed)   |             |         |          |
| Determine how to segregate phone (and email if needed)  |             |         |          |
| Set messaging for critical and non-critical communications  |             |         |          |
| Verify that critical phone numbers can call forward when the company is unreachable   |             |         |          |
| Determine appropriate email messaging   |             |         |          |
| Work with HR to identify any client, contractual, and compliance requirements that must be met for staff to work from alternate locales |             |         |          |
| Identify the minimum staff required to answer and triage inbound calls  |             |         |          |
| Recommended: Contract with third-party vendors to re-route/answer/triage calls, email, etc.   |             |         |          |

# Employ network connectivity strategies and tools

Combining virtualization technologies with power management software (PMS) and network monitoring tools can help mitigate threats before they become full-blown disasters.

| Connectivity strategies and tools                                  | Not started | Started | Complete |
|--|-------------|---------|----------|
| Virtualize the operating system                                    |             |         |          |
| Connect integrated power management software                       |             |         |          |
| Add event-based power management software                          |             |         |          |
| VMware's Site Recovery Manager                                     |             |         |          |
| Other (add as needed)  |             |         |          |
| Install network interface cards for real-time network connectivity |             |         |          |

For more information on business continuity, visit [switchon.eaton.com](http://switchon.eaton.com)