

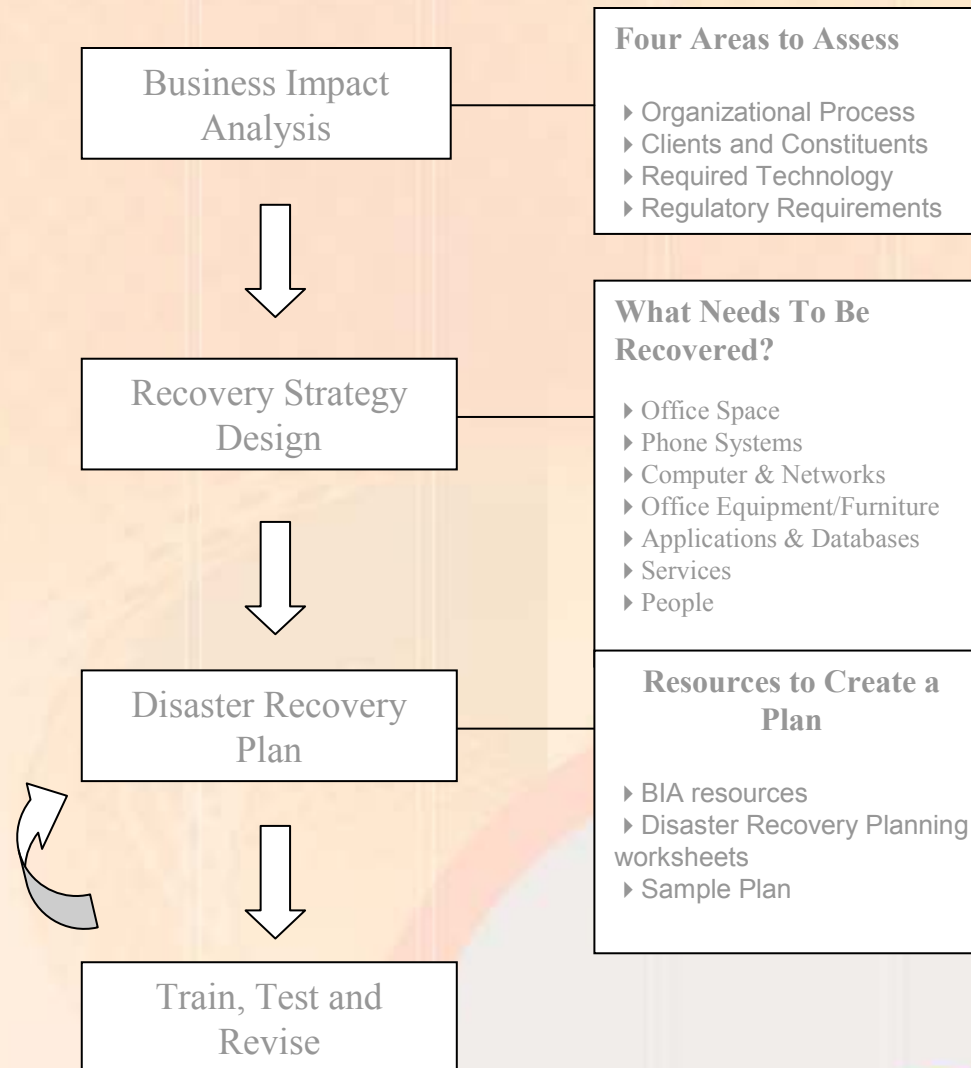
# Disaster Planning & Recovery

*For Small Non Profits*

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A decorative graphic at the bottom of the slide features a horizontal band with a gradient from orange to grey. The band contains binary code (0s and 1s) in a light orange color. To the right of the band, there are several overlapping circles in shades of orange and grey, creating a layered, abstract effect.

# Planning and Recovery Process



# Business Impact Analysis

## *Four Areas to Assess*

- ✓ Organizational Process
- ✓ Clients and Constituents
- ✓ Required Technology
- ✓ Regulatory Requirements

# Key Questions to Answer

1. *What actions would you take if you were not able to access your offices?*
2. *What manual processes could you use if your computers were not functioning?*
3. *How would your organization be affected if the phone lines went dead?*
4. *How long could you continue to pay the rent and make payroll without additional funding or donations?*
5. *What are the most essential services that your organization provides?*

# What Needs to be Recovered?

- ✓ Office Space
- ✓ Phone Systems
- ✓ Computers & Networks
- ✓ Office Equipment/Furniture
- ✓ Applications & Databases
- ✓ Services
- ✓ People

# Office Space

Based on the office space needs you've identified, research and document the following:

- a) Three hotels 3, 10, 15 miles from your location.
- b) Names of two commercial real estate locator services.
- c) Employees that could work from home.
- d) Other office space currently controlled by your organization.
- e) Donors or supporters who could make space available.
- f) Regional or national affiliates who could provide office space.
- g) Other nonprofits that you could enter into a reciprocal agreement with.
- h) Local market mobile office space providers.

# Phone Systems

Based on the phone systems needs you've identified, research and document the following:

- a) Identify employees with cell phones.
- b) Identify local sources of rental phones.
- c) Contact your local Telco for call forwarding instructions.
- d) Ask the vendor of your phone system how long it would take to quick-ship a replacement phone system.
- e) Determine if you are backing up the PBX software to restore functionality on a replacement PBX.
- f) Document the emergency contact information for your phone system and Telco vendors
- g) Determine if voice over IP (VOIP) could be Used
- h) Incorporate your phone systems recovery with your office space recovery strategy.

# Computer & Network Equipment

Based on the computer needs you've identified, research and document the following:

- a) Identify local suppliers of replacement computer and network equipment.
- b) Identify local sources of rental servers, PC's and/or laptops.
- c) Document the emergency contact information for your computer and network equipment vendors.
- d) Ask the vendor of your computer equipment how long it would take to quick-ship a replacement computer equipment.
- e) Determine if your are backing up the applications and databases in order to restore functionality on a replacement computer system.
- f) Incorporate your computer & network equipment recovery with your office space recovery strategy.

# Office Equipment & Furniture

Based on the office equipment and furniture needs you've identified, research and document the following:

- a) Identify local suppliers of replacement office equipment.
- b) Identify local sources of furniture rental companies.
- c) Document the emergency contact information for your office equipment vendors.
- d) Incorporate your office equipment and furniture recovery with your office space recovery strategy.

# Applications & Databases

Complete the following to document your application and database recovery strategy:

- a) Determine the lag-time between your last back-up and the point at which you can recover..
- b) Verify that you are backing up the correct data sources for the applications and databases..
- c) Validate the the backup media that you will require is stored away from your primary facility.
- d) Document the emergency contact information of your data backup device software and hardware vendors..

# Service Providers

Complete the following to rationalize your service recovery strategy:

- a) Contact your service providers to determine the level of recovery planning that is included in your service.
- b) Determine if there are alternative providers that you could turn to in the event that your providers were affected by a disaster.
- c) Assess whether the information that you provide them or that they provide you is in a format than can be transferred to another service provider.
- d) Document the emergency contact information of your service providers.

# Employees

Complete the following to insure that employees are accounted for in the recovery plan:

- a) Identify which employees have special needs that will have to be addressed during a disaster.
- b) Identify local providers of daycare, pet housing, special care nurses, and concierge services.
- c) Document the emergency contact information of all employees.

# Finally

