Continuity Plan Template

for the [Service Infrastructure] service infrastructure

[The text in blue provides guidance for continuity planners who are using this template to create a continuity plan. When creating a new continuity plan, remove this text, as well as the word "Template" in the title above. Open the File Properties and replace the word "Template" in the **Title** field with the name of the service infrastructure for which the continuity plan is being created and set the **Subject** field to "1".]

Approval Service Owner

Signature:

Name: .....

Date: .....

Approval Continuity Manager

Signature:

Name: .....

Date: .....

Version: 5.2.01

Table of Contents

1. Document History

The table below provides an overview of the changes that were made to this document since its initial release.

Date	Author	Summary of Modifications
[Date]	[Continuity Planner Name]	Version 1 released.

2. Objective

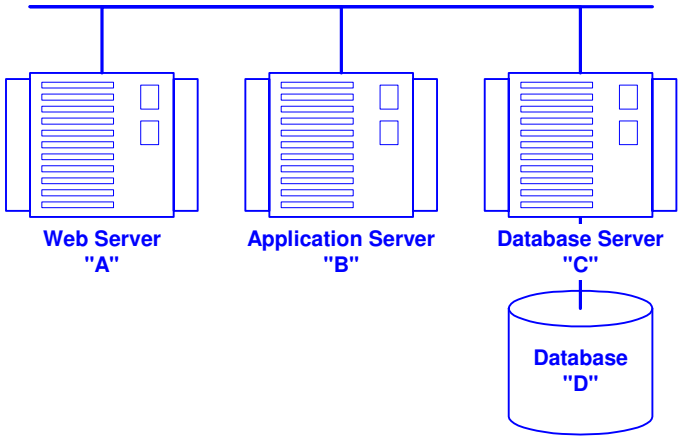
The objective of this document is to provide detailed instructions for members of the service recovery team who have been asked to recover [Service Infrastructure].

This document should be used to recover this service infrastructure during an actual service recovery or a service recovery test. It has been written to enable the service recovery team members to complete the recovery even when they lack prior knowledge of the service infrastructure and have only limited experience as a specialist.

3. Service Infrastructure

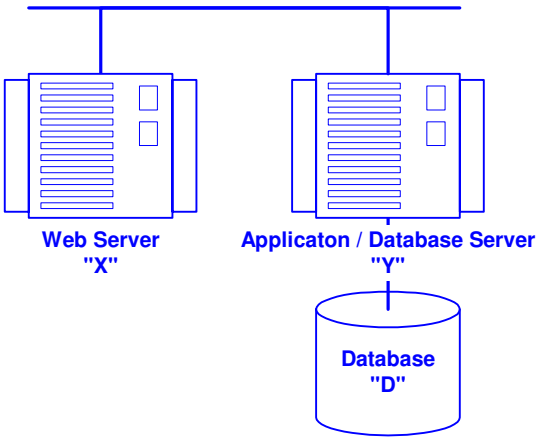
3.1 Production Infrastructure

[Replace the example below with a graphical depiction (or a written description) of the service infrastructure's configuration under normal circumstances]



3.2 Continuity Infrastructure

[Replace the example below with a graphical depiction (or a written description) of the service infrastructure's configuration after it has been recovered]



3.3 Configuration Items

The table below provides a summary of the CIs that make up the production and recovery service infrastructures.

Production CI	Specifications	
Server “A”	CI type:	Windows server
	OS:	Windows Standard Configuration 7
	Application:	Microsoft IIS 6.0
Server “B”	CI type:	Unix server with Unix SOE
	Application software:	TopSoft ApServer 1.0
Server “C”	CI type:	Unix server
	OS:	Unix Standard Configuration 4
	Database software:	Oracle 11i
	Database:	“D”
…	…	
Continuity CI	**Specifications**	
Server “X”	CI type:	Windows server
	OS:	Windows Standard Configuration 7
	Application:	Microsoft IIS 6.0
Server “Y”	CI type:	Unix server
	OS:	Unix Standard Configuration 4
	Database software:	Oracle 11i
	Database:	“D”
	Application software:	TopSoft ApServer 1.0
…	…	

3.4 Recovery Table

The table below lists the CIs that are to be recovered in the first column, and the CIs that will be used for the recovery in the second column.

Production CI	Continuity CI
Server “A”	Server “X”
Server “B”	Server “Y”
Server “C	Server “Y”
Unix Standard Configuration 4	Unix Standard Configuration 4
Oracle 11i	Oracle 11i
Database “D”	Database “D”
TopSoft ApServer 1.0	TopSoft ApServer 1.0
Windows Standard Configuration 7	Windows Standard Configuration 7
Microsoft IIS 6.0	Microsoft IIS 6.0
…	…

For software and database CIs, the CI that is entered in the *Production CI* column is the same as the CI that is entered in the *Continuity CI* column, as they are to be restored at the continuity site rather than replaced by another CI.

4. Interdependencies

4.1 Service infrastructures on which [Service Infrastructure] depends

The [Service Infrastructure] requires the following service infrastructures to be available:

1). The LAN service infrastructure at [Continuity Site] for connectivity with the WAN service infrastructure at [Continuity Site] and between the [Service Infrastructure] servers.

2). The WAN service infrastructure for connectivity between [Continuity Site] and the customer sites.

3). The DNS service infrastructure at [Continuity Site] for resolution of [Service Infrastructure] host names.

4). The Active Directory service infrastructure at [Continuity Site] for the automated gathering of contact details and access right information.

5). …

If these service infrastructures are no longer (or not yet) available, they should first be recovered (or configured). Without these service infrastructures [Service Infrastructure] cannot be fully recovered.

4.2 Service infrastructures that depend on [Service Infrastructure]

The following service infrastructures rely on [Service Infrastructure]:

1). The Data Warehouse Production infrastructure, which automatically collects the product IDs from [Service Infrastructure].

2). The QUEST Production infrastructure, which automatically receives order records from [Service Infrastructure].

3). …

These service infrastructures cannot be fully recovered until [Service Infrastructure] has been recovered.

5. Recovery Scenarios

5.1 Scenario 1

[Service Infrastructure] is still available. It can be stopped in a planned fashion, after which an offline backup of database “D” can be made to tape.

Checklists to use: Checklists 1, 4, and 5.

Maximum data loss: None.

5.2 Scenario 2

[Service Infrastructure] is already down, or is still available but it is not possible to take a backup. The most recent offline backup of database “D” is available at [Onsite Backup Storage Site], as well as the daily backup of the transaction logs since this offline backup was made.

Checklists to use: Checklists 2, 4, and 5.

Maximum data loss: 24 hours.

5.3 Scenario 3

[Service Infrastructure] is already down, or is still available but it is not possible to take a backup. The most recent backup of database “D” that is still available is the offline backup that is kept offsite at [Offsite Backup Storage Site]. There are no backups available of the transaction logs.

Checklists to use: Checklists 3, 4, and 5.

Maximum data loss: 168 hours (i.e. 1 week).

6. Business Implications

The customers that rely on [Service Infrastructure] will experience the following impact when this service infrastructure is recovered at its continuity site:

- The maximum data loss is dependent on the recovery scenario (see previous section).
- Service unavailable for up to 72 hours after the decision to recover has been made.
- After recovery it will not be possible to use the reporting functionality of the service.
- Access to the service will be limited to 5 users after recovery.
- Transaction response times will be degraded after recovery.
- …

7. Checklists

The following sections provide the checklists that the service recovery team members can use to guide them through the recovery of [Service Infrastructure].

Checklist [X] - [Objective]

Checklist [X] **Objective**	After this checklist has been executed, the database and the application server of [Service Infrastructure] will be recovered on server "Y" at [Continuity Site].
Checklist [X] **Service Recovery Team Member**	The on-duty manager in charge of the service recovery has asked the following service recovery team member to execute this checklist (name): ----------
Checklist [X] **Start Date**	The execution of this checklist started at (date and time): ----------
Checklist [X] **Duration**	The execution of this checklist is expected to take [Hours] hours
Checklist [X] **Step 1** **Ensure Prere-quisites Are Met** Expected duration: [00:00] Completed at (time): ----------	The following needs to be available to allow a successful completion of this checklist. Ensure that all prerequisites have been met before continuing with the execution of this checklist. **Service Infrastructures** ▪ The LAN service infrastructure is available at [Continuity Site]. **Hardware** ▪ Server "Y" with a functioning connection to the LAN and power infrastructure at the [Continuity Site]. **Software** ▪ Unix Standard Configuration 4 ▪ Oracle 11i ▪ TopSoft ApServer 1.0 **Backup Files** ▪ The tape with the offline backup of database "D" that was made after the planned shutdown of the service infrastructure (see scenario 1). **User IDs and Passwords** ▪ Oracle administrator

Checklist [X]
Step 2
[Description]

Perform the following actions to ensure that [Purpose]:

- [Action]
- [Action]

Expected duration:
[00:00]

[Insert screenshots whenever this could help the service recovery team member.]

Completed at (time):

Checklist [X]
Step 3
[Description]

Perform the following actions to ensure that [Purpose]:

- [Action]
- [Action]

Expected duration:
[00:00]

[Insert screenshots whenever this could help the service recovery team member.]

Completed at (time):

Checklist [X]
Step [#]
Verification

Perform the following actions to ensure that the execution of this checklist was successful:

- Start Oracle SQL*Plus.
- Log on with the Oracle administrator account.
- Enter the following statement at the prompt:

```
SQL> select xxxxx from xxxxxx where xxxxxx;
```

- The result should be similar (the numbers will be higher) to:

```
TABLENAME                    MAXIDNO
--------------------     ---------
ORGANIZATION_UNIT               367
ORGANIZATION                     97
CONTACT                        8731
EMPLOYEE                     100337
```

Expected duration:
[00:00]

Completed at (time):

[Insert screenshots whenever this could help the service recovery team member.]

Checklist [X]

Encountered Issues and Improvement Suggestions

Please use the space provided below to describe any issues that you encountered during the execution of this checklist and indicate how these issues were resolved. This information will be used as input for improvement. If you have any ideas that could improve the execution of this checklist, please also provide these.

Checklist [X]

Signature

Please complete the section below to indicate that you were the service recovery team member who executed this checklist.

Signature: ---

Name: ---

Date: ---

8. Instructions for Customers

8.1 Purpose

After the service infrastructure has been recovered, the following instructions need to be provided to the representative(s) of the customer(s) that rely on it. The customer(s) can use these instructions to gain access to the service while it is being provided from its continuity site.

These instructions need to be handed to the customer liaison team members so that they can pass them to the customer representative(s) when informing them that the service is available again.

8.2 Instructions

After the service infrastructure has been recovered at its continuity site, the following instructions need to be followed to gain access to the service.

1). Before a user can access the recovered service, he/she needs to select the following option on his/her workstation:
Control Panel → System → Environment

2). The following variables need to be set in the Environment window:

3). SAP_CODEPAGE=1614

4). PATH_TO_CODEPAGE=c:\codepage\

5). Click on the OK button and close the Control Panel.

6). Restart the workstation.

7). …

9. Return To Production

9.1 Purpose

After the service recovery has been completed and customers are using the recovered [Service Infrastructure] again, the following steps need to be taken to return the service infrastructure from its continuity mode back to its normal production mode.

9.2 Site Prerequisites

The special requirements that the future production site of [Service Infrastructure] needs to meet are:

1). The production site must have six 1000 Base-T Ethernet ports available on two switches (3 connections each) for redundant network connectivity between the database server, the application server, and the web server of [Service Infrastructure].

2). At least 60 GB of storage capacity on a disk array or SAN.

3). At least 21 height units of rack space for the three [Service Infrastructure] servers.

4). …

9.3 Configuration Item Prerequisites

The configuration items that need to be available for the return to production have been described below:

1). Two HP-9000 servers, each with at least four 875 MHz processors and 60 GB of internal disk storage capacity. These servers will be used as the database server and the application server of [Service Infrastructure].

2). Three HP-9000 servers with at least two 875 MHz processors and 40 GB of internal disk storage capacity. One of these servers will be used as the web server of [Service Infrastructure]. The other two will be used to re-build the development infrastructure and the test infrastructure.

3). …

9.4 Return-To-Production Tasks

To return [Service Infrastructure] to production after its recovery, the following tasks need to be performed. This will ensure that all SLOs specified in the SLAs for this service infrastructure can be met again (including a recovery of the service at its continuity site).

1). Document the new design of the [Service Infrastructure] as well as the new development and test infrastructures of the [Service] service.

2). Verify that the required CIs are available.

3). Re-build the development infrastructure per the new design. Obtain a tape with an offline backup of the production data from before the service recovery and restore it on the development infrastructure.

4). Re-build the test infrastructure per the new design. Use the same pre-recovery backup tape to restore the production data on the test infrastructure.

5). Re-build the production infrastructure per the new design.

6). Notify the customers that the service will be unavailable while it is being returned to production.

7). Take an offline backup of the Oracle database “D” that is running on the continuity infrastructure.

8). …

9). …

10). Ensure that the necessary CIs have been reserved at a separate site to ensure that the service infrastructure can be recovered again when necessary.

11). Update the continuity plan as needed.