

Disaster Recovery - Table of Contents

| | |
|-----------|--|
| 1. | Introduction & Executive Summary |
| 1.1 | Background |
| 1.2 | Business Risk Evaluation & Impact Analysis |
| 1.3 | Scope of Disaster Recovery Plan |
| 1.4 | Plan Organization |
| 1.5 | Plan Overview |
| 1.6 | Avoidance Controls Overview |
| 1.7 | Plan Testing and Execution Summary |
| 1.8 | Responsibility and Accountability |
| 2. | Plan Testing |
| 2.1 | Test Scenarios |
| 2.2 | Annual Test Plan |
| 3. | Emergency Response |
| 3.1 | Personnel Safety and Protection |
| 3.2 | Notification Overview |
| 3.2.1 | Notifications for Planned Outages (e.g., Preventative Maintenance) |
| 3.2.2 | Notifications for Unplanned Outages |
| 3.3 | Stabilize and Secure the Environment |
| 3.4 | Damage Assessment |
| 3.5 | Disaster Declaration |
| 3.5.1 | Offsite/alternate meeting locations |
| 3.5.2 | Financial considerations (emergency expenses; approval process during disaster;etc.) |
| 3.6 | Escalation Procedures |
| 3.7 | Recovery Status Reporting Procedures |
| 3.8 | Recovery Time Objectives |
| 3.9 | Security During Emergency |
| 4. | Architecture Risks/Exposures |
| 4.1 | Gateway |
| 4.1.1 | Description |
| 4.1.2 | Risks/Exposures |
| 4.2 | Switch |
| 4.2.1 | Description |
| 4.2.2 | Risks/Exposures |
| 4.3 | Mainframe |
| 4.3.1 | Description |
| 4.3.2 | Risks/Exposures |
| 4.4 | Network |
| 4.4.1 | Description |
| 4.4.2 | Risks/Exposures |
| 4.5 | Web Server |
| 4.5.1 | Description |
| 4.5.2 | Risks/Exposures |
| 5. | Avoidance Controls |
| 5.1 | Introduction - describe offsite storage, maintenance to DRP materials, etc. |
| 5.1.1 | Office and Network Diagrams |
| 5.2 | Facility Related |
| 5.2.1 | Power |
| 5.2.2 | Fire Detection and Suppression |
| 5.2.3 | Heating, Ventilating and Air Conditioning (HVAC) |
| 5.2.4 | Security |
| 5.2.4.1 | Detection and Surveillance Systems |
| 5.2.5 | Cooling and Chillers |
| 5.3 | System & Data Backup |
| 5.3.1 | Switch |
| 5.3.2 | Gateway(s) |
| 5.3.3 | Payer Database(s) |
| 5.3.4 | Internal Corporate Local Area Network |
| 5.3.5 | Collaboration/Email Server(s) |
| 5.3.6 | Periodic testing of Backup media (tapes, CD, etc) |
| 5.4 | Disaster Recovery Teams |

- 5.5 Disaster Recovery and Business Continuity Activation Teams
 - 5.5.1 Executive Team
 - 5.5.2 Damage Assessment Team
 - 5.5.3 Communications Team
 - 5.5.4 Logistics Team
- 5.6 Infrastructure Teams
 - 5.6.1 Network Team
 - 5.6.2 Host Team
 - 5.6.3 Switch Team
 - 5.6.4 Gateway Team
 - 5.6.5 Client-Server Infrastructure Team
 - 5.6.6 Application Service Provider (ASP) and Hosted Application Team
- 5.7 Service Teams
 - 5.7.1 Transactions Team
 - 5.7.2 Electronic Remittance Service Team
 - 5.7.3 Electronic Claims Service Team
 - 5.7.4 Customer Service/Contact Team
 - 5.7.5 Eligibility Service Team
 - 5.7.6 Technical Support Team
- 5.8 Training
- 6. Testing and Recovery Procedures**
 - 6.1 Plan Testing
 - 6.2 Test Scenarios
 - 6.2.1 Loss of Information Systems Center
 - 6.2.2 Loss of Host Only
 - 6.2.3 Loss of Switch Only
 - 6.2.4 Loss of Gateways Only
 - 6.2.5 Loss of Network Only
 - 6.2.6 Loss of Web Server Only
 - 6.3 Test Findings
- 7. Emergency Plan Execution Steps**
 - 7.1 Loss of Information Systems Center
 - 7.1.1 Disaster Recovery Site Activation
 - 7.1.2 Transportation and Lodging
 - 7.1.3 Backup Tapes/media and Documentation
 - 7.1.4 Restore the Systems
 - 7.2 Loss of Host
 - 7.2.1 Backup Tapes/media and Documentation
 - 7.2.2 Restore the Systems
 - 7.3 Loss of Switch
 - 7.3.1 Backup Tapes/media and Documentation
 - 7.3.2 Restore the Systems
 - 7.4 Loss of Gateway Complex
 - 7.4.1 Backup Tapes/media and Documentation
 - 7.4.2 Restore the Systems
 - 7.5 Loss of a Gateway
 - 7.5.1 Backup Gateways
 - 7.5.2 Restore the Gateways
 - 7.5.3 Restore Operations
 - 7.6 Loss of a Employee Building
 - 7.6.1 Backup Phone Systems
 - 7.6.1 Backup User Computer Systems
 - 7.7 Impending Disaster
 - 7.7.1 Shutdown Procedures
- 8. Business Restoration**
 - 8.1 Problem Resolution
- 9. Post Mortem**
 - 9.1 Documentation

- Appendix A Employee Contact Information**
- Appendix B Customer Contact Information**
- Appendix C Vendor Contact Information**
- Appendix D Equipment Inventory**