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<b>FRAMEWORK CONTRACT # TAXUD/2007/CC/088</b>		
<b>SPECIFIC CONTRACT 06</b>		

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## Document History

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## 1. Introduction

Disasters are inevitable but mostly unpredictable, and they vary in type and magnitude. The best strategy is to have some kind of disaster recovery plan in place. To minimize disaster losses, it is very important to have a good disaster recovery plan for every business subsystem and operation within an enterprise.

This document is the ITSM Disaster Recovery Plan (DRP) for the Commission IT services which is primarily managed by the ITSM contractor. This document focuses on the development and testing of a well structured and coherent plan which will enable the recovery of services as quickly and effectively as possible from an unforeseen disaster or emergency which caused damages to premises and major disruptions to normal business operations.

### 1.1 Purpose and Goal

The purpose of this plan is to provide a written and structured set of instructions directing the computer systems recovery process, in the event of an interruption in continuous service resulting from a disaster. It defines responsibilities, actions, and procedures to recover the computing environment and services in the event of a disaster.

The goal of this document is to support the overall IT service continuity plan [\[RD7\]](#) by ensuring that the required IT services (including computer systems, networks, telecommunications, technical support and service desk) can be recovered within required and agreed business timescales.

The plan is structured to attain the following objectives:

- 1) Recover the physical network within the critical time frames established and accepted by the user community;
- 2) Recover the applications within the critical time frames established and accepted by the user community;
- 3) Minimise the impact on the business with respect to financial, political and image damage including operational interference.

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## 1.2 Structure of this document

The document is structured as follows:

Ref.	Description
<a href="#">Chapter 1</a>	<p><b>Introduction</b></p> <p>Provides the reader with an overview of the document characteristics such as purpose and structure. It also lists related documents, as well as the abbreviations, acronyms and definitions used in this document</p>
<a href="#">Chapter 2</a>	<p><b>Scope of the DRP</b></p> <p>Provides an overview of the scope of the DRP listing the applications, applicable locations.</p>
<a href="#">Chapter 3</a>	<p><b>Disaster Recovery Approach</b></p> <p>Provides an overview of the recovery approach applicable to this DRP and defines the damage assessment and impact levels.</p>
<a href="#">Chapter 4</a>	<p><b>Disaster Recovery Organisation</b></p> <p>Provides the reader with information covering the organisational structure, roles and responsibilities and disaster recovery activities involved in the invocation and activation of the plan.</p>
<a href="#">Chapter 5</a>	<p><b>Crisis Management</b></p> <p>Provides the reader with crisis management activity information including the various recovery stages involved in the restoration of services in the event of a disaster.</p>
<a href="#">Chapter 6</a>	<p><b>Recovery Procedures</b></p> <p>Provides an overview of the recovery procedures grouped by type including reference pointers to the actual detailed recovery procedures.</p>
<a href="#">Annex A</a>	<p><b>Application list</b></p> <p>Presents the list of applications and pointers to their recovery procedures.</p>
<a href="#">Annex B</a>	<p><b>Software components</b></p> <p>Contains a list with software components and pointers to their recovery procedures.</p>
<a href="#">Annex C</a>	<p><b>Hardware components</b></p> <p>Presents the list of hardware components and pointers to their recovery procedures.</p>

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Ref.	Description
<a href="#">Annex D</a>	<b>System List</b> Presents the list of IT systems and pointers to their recovery procedures.
<a href="#">Annex E</a>	<b>Data and Volume Groups</b> Provides a list with all data sets and volume groups including pointers to their recovery procedures.
<a href="#">Annex F</a>	<b>Contact lists</b> Provides several lists with emergency contact details.
<a href="#">Annex G</a>	<b>Third party services</b> Presents a list with all third party services relevant to this plan including pointers to their recovery procedures.
<a href="#">Annex H</a>	<b>Roles and Responsibilities</b> Provides the reader with a list of roles and responsibilities of the DRRT
<a href="#">Annex I</a>	<b>Forms</b> Provides all forms used as part of the DRP.
<a href="#">Annex J</a>	<b>General Procedures</b> Contains all described procedures relevant to this plan.
<a href="#">Annex K</a>	<b>Recovery procedures</b> Contains all recovery procedures relevant to this plan.

Table 1-1: Document structure

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### 1.3 Field of Application

This document remains limited to the scope described within the Framework Contract TAXUD/2007/CC/C088.

### 1.4 Reference and Applicable Documents

#### 1.4.1 Reference Documents

<b>Id</b>	<b>Reference</b>	<b>Title</b>	<b>Date</b>	<b>Version</b>
RD1	ITS-IGLO-ITSM	ITSM Glossary	N/A	1.11
RD2	TMP-REF-DRL	TEMPO Disaster Recovery Plan (Life Cycle)	24/08/2006	V2.02-EN
RD3	TMP-GDL-DRP	TEMPO Disaster Recovery Plan (Guide)	24/08/2006	V2.01-EN
RD4	TMP-TEM-DRP	DG TAXUD A3 – TEMPO Disaster Recovery Plan (Template)	10/02/2009	
RD5	ITS-IFQP-SC01-Frame Work Quality Plan	Frame Work Quality Plan	07/11/2008	V1.01
RD6	ITSM-DLV8.6.1.3.1-Technical Infrastructure Reference	TAXUD Technical Infrastructure Reference	13/10/2008	V0.11
RD7	ITS-IPLN-SC06-ITSCP-003	IT Service Continuity Plan for Commission IT Services	25/05/2010	V2.00
RD8	ITS-IPLN-SC06-ITSCP-DRP-003 Evolutive maintenance	IT Service Continuity Plan for Commission IT Services - DRP	18/12/2009	V.1.00

Table 1-2: Reference documents

#### 1.4.2 Applicable Documents

<b>Id</b>	<b>Reference</b>	<b>Title</b>	<b>Date</b>
A1	TAXUD/2006/AO-007	ITT for ITSM	25/07/2006
A2	TAXUD/2007/CC/088	Framework contract	04/05/2007
A3	TAXUD/2007/DE/117	Specific Contract 02	19/09/2007
A4	TAXUD/2008/DE/114	Specific Contract 04	30/06/2008
A5	TAXUD/2009/DE/115	Specific Contract 05	29/06/2009

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<b>Id</b>	<b>Reference</b>	<b>Title</b>	<b>Date</b>
A6	TAXUD/2009/DE/128	Specific Contract 06	30/10/2009

Table 1-3: Applicable documents

## 1.5 Terminology

### 1.5.1 Abbreviations and Acronyms

The reader is referred to the Glossary [\[RD1\]](#) for a list of the definitions used in this project for a better understanding of this document. A selection of abbreviations and acronyms is additionally provided here for ease of reading.

<b>Abbreviation / Acronym</b>	<b>Description</b>
CCN/CSI	Common Communication Network/Common System Interface
CCN/CT	Common Communication Network/Technical Centre
CCN	Common Communication Network
CMT	Crisis Management Team
CCT	Crisis Coordination Team
DRP	Disaster Recovery Plan
DRRT	Disaster Recovery Response Team
HVAC	Heating, Ventilating, and Air-Conditioning
ITSCM	IT Service Continuity Management
LAN	Local Area Network
RAID	Redundant Array of Independent Disks
RPO	Recovery Point Objective
RT	Recovery Team
RTO	Recovery Time Objective
SAN	Storage Area network
SLO	Service Level Objective
UPS	Uninterruptible Power Supply
DIGIT	Directorate-General for Informatics
DG TAXUD	Directorate-General for Taxation and Customs Union
Pre SAT	Pre Site Acceptance Test
SAT	Site Acceptance Testing
CT	Conformance Testing
BCP	Business Continuity Plan

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<b>Abbreviation / Acronym</b>	<b>Description</b>
OLA	Operating Level Agreement

Table 1-4: Abbreviations and acronyms

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## 1.5.2 Definitions

Term	Definition
RTO	The Recovery Time Objective defines the maximum acceptable downtime for a given application or system. It is the target time set for resumption of product, service or activity delivery after a major incident. The recovery time objective has to be less than the maximum tolerable period of unavailability.
Disruption	An event, whether anticipated (e.g. a labour strike or hurricane) or unanticipated (e.g. a blackout or earthquake), which causes an unplanned, negative deviation from the expected delivery of products or services according to the organization's objectives.
Impact	Evaluated consequence of a particular outcome.
Invocation	Act of declaring that an organization's business continuity plan needs to be put into effect in order to continue delivery of key products or services.
Disaster Recovery Plan	Clearly defined and documented plan of action for use at the time of an incident, typically covering the key personnel, resources, services and actions needed to implement the incident management process.
Activity	Process or set of processes undertaken by an organization (or on its behalf) that produces or supports one or more products or services.
Disaster	A disaster, in the context of this document, is defined as a serious disruption in provided services that may result in an unacceptable level of damage and service unavailability, due to a series of possible events.
IT Service Continuity Plan	A plan defining the steps required in order to recover one or more IT services. The plan will also identify the business requirements, the recovery strategies, triggers for invocation, people to be involved, communications etc. The IT service continuity plan should be part of the business continuity plan.
Service Provider	An organization supplying services to one or more internal or external customers. Service Provider is often used as an abbreviation for IT Service Provider.

Table 1-5: List of definitions

## 1.6 Maintenance

Changes to the ITSM organisation, the infrastructure and application portfolio occur all the time. It is necessary for the DRP to keep pace with these changes in order for it to be of use in the event of a disruptive emergency. This section deals with updating the plan and the process which is applied to this updating activity. *It remains to be completed as part of the implementation phase.*

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The ITSM contractor requires that any changes to the DRP are fully tested and appropriate amendments are made to the training materials. This involves the use of formalised change control procedures.

## 1.7 DRP Document Management

### 1.7.1 Reviews

The ITSM contractor requires that the service continuity manager performs a formal review on an annual basis (*one year anniversary of the last official publication date*) to ensure that the information stated in the DRP is accurate. The assigned ITSM Continuity Manager is responsible for any changes that affect the accuracy of the plan, and promptly implements change management procedures.

### 1.7.2 Communication

This plan must be communicated, understood and acknowledged by all parties. Details will be defined with the involved parties in a later phase/next action.

### 1.7.3 Archive

The DRP is part of the IT service continuity plan [\[RD7\]](#) and its copies are stored in a variety of locations to ensure immediate accessibility in the event of an emergency. The table below presents the location where to find the media and hard copy documents.

Ref.	Item Description	Location
<a href="#">[RD7]</a>	IT Service Continuity Plan for Commission IT Services	<ol style="list-style-type: none"> <li>1. ITSM Publishing platform; folder itsm&gt; ITSM&gt; Process&gt;IT Service Continuity Management</li> <li>2. Copy on CD in a cupboard at XXX premises</li> </ol>
ITS-IPLN-SC06-ITSCP-DRP-EN-2.00.doc	IT Service Continuity Plan for Commission IT Services - DRP	<ol style="list-style-type: none"> <li>1. ITSM Publishing platform; folder itsm&gt; ITSM&gt; Process&gt;IT Service Continuity Management</li> <li>2. Copy on CD in a cupboard at XXX premises</li> </ol>

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## 2. Scope of the DRP

### 2.1 Applications

The scope of this plan includes the Commission IT services. It covers the Service Desk operations, the ITSM thread and the taken over business threads which are hosted on the ITSM infrastructure. The applications part of the customs business thread hosted and housed by DIGIT and the services provided through CCN/CT are also included.

The table below provides a list with the applications and services in scope of this plan including the service provider with initial ownership for delivery of continuity services for that particular application or services.

Business Thread/Service	Applications	Service Provider
ITSM	owITSM	ITSM
	E-mail (Ms Exchange)	ITSM
	ITSM Portal	ITSM
Excise	SEED	ITSM
	PSP	ITSM
Taxation	VIES Monitoring	ITSM
	VIES-on-the-WEB Monitoring	DIGIT
	VIES-on-the-WEB Configuration Tool	DIGIT
	VIES Statistics System	ITSM
	Taxes in Europe Database (TEDB)	DIGIT
	VIES-on-the-Web	DIGIT
Customs	ART	DIGIT
	CN	DIGIT
	DDS	DIGIT
	CRMS	DIGIT
	EBTI	DIGIT
	ECICS	DIGIT
	EOS	DIGIT
	ISPP	DIGIT

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<b>Business Thread/Service</b>	<b>Applications</b>	<b>Service Provider</b>
	RIF	DIGIT
	SMS	DIGIT
	SPEED-ECN	ITSM
	SURV2	DIGIT
	SUSP	DIGIT
	TARIC	DIGIT
	TARREP	DIGIT
	CSI Bridge/CMR	DIGIT
	HTTP Internet Bridge	DIGIT
	QUOTA	DIGIT
	SMART	DIGIT
	CS/RD	ITSM
	CS/MIS	ITSM
Service Desk	owITSM	ITSM
CCN	CSI Bridge/CMR	DIGIT
	HTTP Internet Bridge	DIGIT

Table 2-1: List of applications and services in scope

## 2.2 System Environments

Only production systems are in scope of this plan, preSAT, CT and SAT are out of scope.

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### 2.3 Applicable Locations

The DRP is a direct result of the IT Service continuity plan [\[RD7\]](#) and applies to the following locations:

- **Service Desk**  
Address: XXX  
Map: XXX

Figure 2-1: Location of XXX Service Desk (XXX)

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**Data Centres:**

- **ITSM XXX**

Address: XXX

Map: XXX

Figure 2-2: Location of ITSM Data Centre (XXX)

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- **ITSM XXX**

Address: XXX

Map: XXX

Figure 2-3: Location of ITSM Data Centre (XXX)

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### 3. Disaster Recovery Approach

- The recovery will start first with critical systems and applications and it will continue with the rest of them in descending order of importance;
- Where ever possible, activities must be executed in parallel in order to facilitate a swift recovery of services;
- The IT systems and applications more visible by the clients and / or containing / processing critical data will be recovered before any other IT system and application having the same degree of importance.

#### 3.1 Damage Assessment and Impact Levels

This section defines the severity levels and corresponding impact on delivered services. It should be used as a guideline during the assessment of the situation to indicate the extent of the damage.

The damage assessment levels define generic but also specific scales of damage degrees (impact) for the IT systems and applications covered by the DRP. The damage assessment helps the process of identification and launch of the suitable recovery procedure in case of disaster. Three damage levels are defined for the degree of loss of capability and are listed in the table below.

Damage	Impact
High	A total loss of the IT system(s) or application(s), making any delivery of services -even limited or partial- impossible. A total loss situation most often implies the start-up of the full recovery procedure involving a recovery site.
Medium	A loss which is not total, meaning that the IT system or application can still be used to a certain degree, but only partially in comparison with the normal use. This allows the IT system or application to be used with limited capabilities, such as e.g. with reduced available resources or slower response. A minor loss, e.g. for the case of impossibility to (temporarily) login as administrator, is considered being a partial loss as well.
Low	No loss of the IT system or application. If an IT system or application is still available, but a required element for the use of the IT system or application is missing (like a network connection), then the damage level is low. This because this IT system or application itself is not damaged. This damage level typically will receive a lower recovery priority.

Table 3-1: List with damage and impact classifications

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### 3.2 Service Infrastructure Recovery Time Objectives

Service infrastructure recovery time objectives are defined by the method used and time required to recover the system and the applications within the agreed business recovery time objectives as established within the ITSM IT service continuity plan [\[RD7\]](#).

The applicable RTO's are listed in reference document [\[RD7\]](#)

### 3.3 Inter dependencies

Details of the inter-relationships and references with all other continuity and recovery plans and how the interfaces are activated are listed in this paragraph. The scope of a disaster is can be larger than the ITSM hosted services.

Ref	Description	Dependency
1	CCN DRP	CCN/TC manages the CCN and should be part of the Crisis Management Team
2	DIGIT DRP	DIGIT manages the DIGIT hosted services and should be part of the Crisis Management Team

Table 3-2: List of inter dependencies

### 3.4 Application and System Recovery Priorities and Time Frames

Priorities and time frames are based on the business requirements and give the order of priority for recovery of applications and systems covered by the DRP. Restoration priorities allow the recovery teams to focus their energies on the recovery of the most critical service assets first.

The order of priority for recovery for all IT systems and applications covered by the DRP is based on the critical level of the IT systems and applications in the context of:

- The business continuity objectives (Business RTO's);
- IT systems and applications interdependencies;
- Other specific factors, such as pending dead lines, the availability of spare IT systems, or the arrival of team members and new IT systems at the recovery site(s).

The table below lists the order of priority for the recovery of the IT systems and applications in sequential order. The availability of sufficient resources for recovering

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individual IT systems and applications during the DR execution might shorten the timeframe for the recovery.

The applicable priorities and time frames (RTO's) refer to reference document [\[RD7\]](#).

*At this stage the list below is limited to systems and applications centrally operated by ITSM.*

<b>Ref.</b>	<b>Item</b>	<b>Location</b>
1	APPLICATIONS	<a href="#">Annex A</a>
2	SYSTEMS	<a href="#">Annex D</a>

Table 3-3: List of system and application recovery priorities and time frames

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## 4. Disaster Recovery Organisation

This chapter describes the Disaster Recovery Response Team (DRRT) organisation and encompasses all functions and management layers part of the organisation. It includes references to role descriptions and their corresponding responsibilities.

*The organisation remains to be completed for some stakeholders (CCN, DIGIT) as part of the implementation phase. For DIGIT the contact details of a Duty Manager need to be provided by LISO.*

### 4.1 Communication Plan

The organisation demonstrates a clear commitment for establishing and maintaining an effective disaster recovery planning process. A frequent communication to all management and staff will ensure that essential functions of the organisation are able to continue in the event of any serious adverse circumstances affecting people and the physical infrastructure.

*A communication plan remains to be developed at a later stage. This will be part of the implementation phase.*

### 4.2 Crisis Management Team (CMT)

The crisis management team (CMT) is responsible for overall management of the DRP during crisis situations. They ensure the availability of resources, appropriate funds and appropriate tools to facilitate the execution of the plan. Each member of the CMT keeps an up-to-date copy of the DRP in a secure off-site location and is fully familiar with its contents.

The table below presents the location where to find the CMT assignments including a description of the responsibilities.

Ref.	Item Description	Location
1	CMT roles and responsibilities	<a href="#">[H.2] Responsibilities</a>
2	CMT assignments	<a href="#">[H.3] Role assignment</a>

Table 4-1: Crisis management team assignment and responsibilities location list

### 4.3 Crisis Coordination Team (CCT)

The crisis coordination team (CCT) is the operational management layer of the DRRT and consists of representatives of all disaster recovery stakeholders and functional support areas; the CCT includes people with managerial (crisis management) and technical skills capable to take fast decisions in blocking situations. Functional team leaders are assigned to this team and responsible for coordinating the overall recovery

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efforts and tasks of the functional teams. Each member of the CCT keeps an up-to-date copy of the DRP in a secure off-site location and is fully familiar with its contents.

The table below presents the location where to find the CCT assignments along with a description of the team's responsibilities.

<b>Ref.</b>	<b>Item Description</b>	<b>Location</b>
1	CCT roles and responsibilities	<a href="#">[H.2] Responsibilities</a>
2	CCT assignments	<a href="#">[H.3] Role assignment</a>

Table 4-2: Coordination team assignment and responsibilities location list

#### 4.4 Recovery Team (RT)

The recovery team consists of teams of functional specialists having the skills required to correctly execute the recovery procedures. Each functional team is responsible for executing the plans within their own areas of responsibilities and for liaison with staff, customers and third parties.

The table below presents the location where to find the RT assignments along with a description of the team's responsibilities.

<b>Ref.</b>	<b>Item Description</b>	<b>Location</b>
1	RT roles and responsibilities	<a href="#">[H.2] Responsibilities</a>
2	RT assignments	<a href="#">[H.3] Role assignment</a>

Table 4-3: Recovery team assignment and responsibilities location list

#### 4.5 Invocation Authorisation

In an emergency situation, normal authorisation procedures are often inadequate and too slow to fit the urgent circumstances, or the persons authorised to make fundamental decisions may be unavailable. The disaster recovery invocation authorisation procedure enables recovery work to proceed without unnecessary delays. The procedure contains information on how the invocation procedure operates, the involved authorisation levels and authority delegation details.

The plan should be activated only when the damage assessment indicates that one or more of the activation criteria for that system are met. If an activation criterion is met, the crisis management team (as appropriate) should activate the plan.

The table below presents the location where to find the invocation authorisation procedure.

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<b>Ref.</b>	<b>Procedure</b>	<b>Location</b>
1	Disaster Recovery Invocation Authorisation	[J.5] <a href="#">InvocationAuthorisation</a>

Table 4-4: Disaster recovery invocation authorisation procedure location list

## 4.6 Activation parameters

While it is beneficial to detect a disaster at its earliest stage, putting a disaster recovery process into action for a false alarm may stall normal business operations and result in undue costs. Hence it is very important that disaster recovery to be activated only when a thorough damage assessment has been conducted.

This paragraph defines the parameters which individually or combined could trigger the declaration of a disaster to be issued by authorised staff. The procedure is activated when:

- One or more applications in the production environment becomes unavailable for repeated time intervals and the Service Desk cannot find the reason for this unavailability;
- The data of one or more applications in the production environment becomes corrupted or unavailable for a substantial amount of time and will most likely have a significant impact on the service;
- A potential threat changing environmental conditions has been identified (water, earth, fire ) or a major environmental disaster occurred;
- There are significant technical and/or organisational problems that cause severe degradation in the service capabilities of ITSM for extended periods;
- The Commission, other European institutions or third parties could suffer for financial prejudice;
- The Commission or other EU institutions could take wrong orientation or strategic decisions based on incorrect information provided by the applications;
- The decisional or negotiation process of the Commission or other EU institutions could be affected;
- The implementation of EU legislation or treaties could be affected;
- Any other serious incident that may occur and which may affect the public image of the Commission.

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## 5. Crisis Management

This chapter covers the actual initiation and management of the DRP during a crisis and includes the procedures to be followed. It focuses on the mechanisms involved in handling the emergency situation, including notification and reporting activities during an active DRP. The paragraphs in this chapter represent the actual stages involved within the execution of the DRP. The steps that encompass crisis management are represented in the below figure.

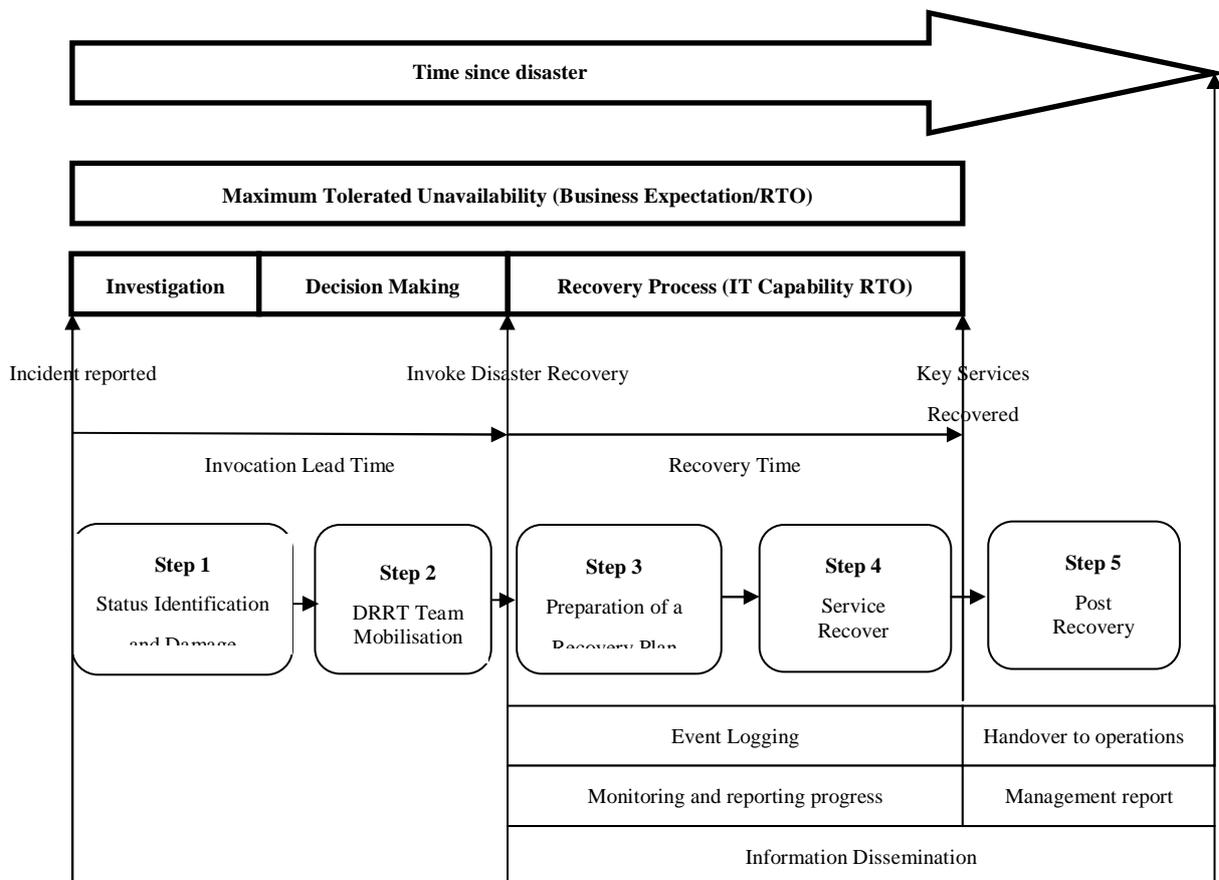


Figure 5-1: Crisis management steps

### 5.1 Step 1 - Status Identification and Damage Assessment

To establish how the DRP will be executed following a service disruption, it is crucial to evaluate the nature and degree of the damage. This damage evaluation should be done as quickly as conditions permit, with personnel safety given highest priority. Consequently, when possible, the damage assessment team is the first team notified of the incident.

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Immediately following an emergency which seriously affects one or more of the ITSM organisation's IT infrastructure and/or services in scope of this plan, the on duty Manager (member of the CMT) or the designated backup escalation contact is notified through the Service Desk or other means. The on duty Manager will, when required, assemble part of the DRRT to identify the status of the situation and conduct an assessment.

Status identification and damage assessment includes the activities related to the identification of the disaster type and an assessment of the potential scale of the emergency. This must be completed in order to gain a proper understanding of the severity of the situation prior to commencing with the next step. The objective of this step is to determine the most suitable disaster recovery procedure(s) and tasks. It is during this step that the invocation of the plan, based on the initial assessment, is authorised or not.

The table below presents the location where to find the procedure for the status identification and damage assessment activities.

<b>Ref.</b>	<b>Procedure</b>	<b>Location</b>
1	Status identification and damage assessment	<a href="#">[J.1] Status identification and damage assessment</a>

Table 5-1: Status identification and damage assessment procedure location list

## **5.2 Step 2 - Disaster Recovery Response Team Mobilisation**

Once the assessment is completed and the situation warrants the invocation of the DRP, the on duty Manager mobilises the DRRT, as described in the procedure, to control and manage both the emergency and execute the recovery procedures. Having contacted and mobilised the crisis management, coordination and recovery team members, a meeting is chaired by the on duty Manager or deputy to brief the team about the situation. Subsequently the team works to formulate a specific recovery plan aligned to the situation.

The table below presents the location where to find the procedure used for mobilising the DRRT.

<b>Ref.</b>	<b>Procedure</b>	<b>Location</b>
1	Mobilising the DRRT	<a href="#">[J.7]Mobilising the DRRT</a>

Table 5-2: DRRT mobilisation procedure location list

### **5.2.1 Staff Call Tree**

A current, verified call tree with multiple contact numbers (office, home, cell, personal e-mail, close friends, or relatives) for all staff is used. It includes the possible communication channels of all DRRT organisation members and a defined contact sequence to ensure a structured approach based on established priorities and

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responsibilities. This is often a weak link during an event because normal communication channels and methods may be affected during an outage.

The below table includes the location where to find the staff call tree procedure.

<b>Ref.</b>	<b>Procedure</b>	<b>Location</b>
1	Staff call tree	[J6] <a href="#">StaffCallTree</a>

Table 5-3: Staff call tree procedure location list

## 5.2.2 Information Dissemination

All affected persons and organisations should be kept properly and fully informed on the status and availability of the impacted services. The functional team leaders of the CCT are required to inform the CMT of progress. The CMT has overall responsibility for information distribution and communication to senior stake holders as per the defined procedure. The information dissemination procedure includes responsibilities for information distribution including the associated activities.

The table below presents the location where to find the procedure used for information dissemination.

<b>Ref.</b>	<b>Procedure</b>	<b>Location</b>
1	Information dissemination	[J8] <a href="#">InformationDissemination</a>

Table 5-4: Information dissemination procedure location list

## 5.3 Step 3 – Activation/start of specific Recovery actions

The recovery starts after the damage and impact assessment and the team has been mobilised. The specific recovery plan is an outline plan covering all required activities applicable to the situation which need to be completed in priority sequence. It activates the recovery process and assigns tasks to various staff involved in the recovery effort. The outcome of the specific recovery plan at a minimum is:

- List of systems and services that need to be restored;
- Their interdependencies and sequence of restoration;
- Time estimations for each restoration documented in the plan.

The table below presents the location of the procedure used for the preparation of specific recovery plans.

<b>Ref.</b>	<b>Procedure</b>	<b>Location</b>
1	Preparation of a specific recovery plan	[J.2] <a href="#">Preparation of a specific recovery</a>

Table 5-5: Specific recovery plan preparation procedure location list

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## 5.4 Step 4 - Recovery

This paragraph covers the activities and events associated with the actual recovery of services and systems.

### 5.4.1 Prerequisites

System, infrastructure, service, facility dependencies and prerequisites should be documented (in priority order) so that related recovery plans, procedures and activities are synchronized.

System/Application/Service	Dependency	Priority
<i>(Remains to be completed at a later stage).</i>		

Table 5-6: List with recovery prerequisites and dependencies

### 5.4.2 Progress Monitoring and Reporting

The recovery progress must be closely monitored. Difficulties experienced by one group or a person could have a significant affect on other tasks. In the case where progress is not maintained at an adequate level, the functional team leader escalates to inform the CMT of the implications of the delay.

The table below presents the location where to find the procedure used for monitoring and reporting the progress of recovery efforts.

Ref.	Procedure	Location
1	Progress monitoring and reporting <i>(Remains to be completed at a later stage).</i>	<a href="#">[J.3] Progress monitoring and reporting</a>

Table 5-7: Progress monitoring and reporting documentation location list

### 5.4.3 Event Logging

Activities and escalations should be clearly and accurately recorded. To facilitate this, actions should be in a checklist format. The functional team leaders should ensure that events and tasks performed under their responsibility are logged as much as possible until the environment is handed over to standard operations.

The table below presents the location where to find the forms used for event logging.

Ref.	Item	Location
1	Suppliers telephone log form <i>(Remains to be completed at a later stage).</i>	[I.1]

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Ref.	Item	Location
2	Key customers telephone log form (Remains to be completed at a later stage).	[I.2]
3	DRRT telephone log form (Remains to be completed at a later stage).	[I.3]
4	Event logging form (Remains to be completed at a later stage).	[I.4]

Table 5-8: Event logging procedure and form location list

## 5.5 Step 5 – Post Recovery

The following sub-paragraphs cover the procedures and activities involved in the final stages of the recovery process.

### 5.5.1 Handover to Operations

Handling the environment over to operations involves a formal process to ensure that all parties understand the change in management responsibilities after recovery of the effected environment(s).

The table below presents the location where to find the procedure used for handing operations back to the regular ITSM management.

Ref.	Procedure	Location
1	Hand over to operations (Remains to be completed at a later stage).	<a href="#">[J.4] hand over to operations</a>

Table 5-9: Handover to operations procedure location list

### 5.5.2 Disaster Recovery Management Report

The on duty Manager or designated role will ASAP and no longer then one week after completion of the service recovery prepare a management report within one week after the services have been recovered. The report contains information on the event, who was notified and when, actions taken by members of the DRRT including the outcomes arising from those actions. The report is distributed to Management and includes an assessment of the impact to normal business operations and suggestions for enhancing the plan.

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## 6. Recovery Procedures

This section of the plan contains a list of procedures to be followed in order to achieve a structured and coherent recovery process. It must be noted that the severity level of the emergency might affect the manner in which these procedures are executed.

### 6.1 Information Systems and Services

The table below presents the location of the procedures for recovery of damaged IT information systems and services.

Ref.	Item Description	Location
1	Procedure for the recovery of IT Systems	<a href="#">[K2] IT Systems</a>
2	Procedure for the recovery of Network Infrastructure Systems	<a href="#">[K3] Network Systems</a>
3	Procedure for the recovery of hardware components	<a href="#">[K4] Hardware components</a>
4	Procedure for the recovery of software components	<a href="#">[K5] Software components</a>
5	Procedure for the recovery of applications	<a href="#">[K1] Applications</a>
6	Procedure for the recovery of data and volume groups	<a href="#">[K6] Data and volume groups</a>
7	Procedure for the recovery of Utilities and HVAC	<a href="#">[K10] Utilities and HVAC</a>
8	Procedure for the recovery of serious security incidents	<a href="#">[K9] Serious Security Incidents</a>
9	Procedure for the recovery of Service Desk operations	<a href="#">[K7] Service Desk Operations</a>
10	Procedure for the recovery of third party services	<a href="#">[K8] Third party services</a>

Table 6-1: Information Systems and services recovery procedures location list

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## 6.2 Information Security

Due to criticality of the data processed by the systems, the Security Officer is required to participate extensively in this procedure. Only serious security incidents are covered by the procedures in this document.

The table below presents the location of the procedure for the recovery of operations from a serious Information Security incident.

(Ref.)	Procedure	Location
1	Recovery of operations from a serious Information Security incident <i>(Remains to be completed.)</i>	

Table 6-2 Information Security recovery procedure location list

## 6.3 Utilities and HVAC Failures

The restoration of electric power, water supply, heating, ventilation and air Conditioning (HVAC) is an important part of disaster recovery processes. The organisation relies solely on the providers of power, water and HVAC services.

The table below presents the location where to find the procedures used for restoration of the power and water utilities and HVAC.

Ref.	Item	Location
1	Procedure for restoring the power and water utilities	External procedure of the Data Centre Provider in XXX
2	Procedure for restoring HVAC utilities	External procedure of the Data Centre Provider in XXX

Table 6-3 Utilities and HVAC recovery procedure location list

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## ANNEXES

### Annex A. Application list

Ref.	Application	Recovery Procedure Location
A1	Applications hosted at ITSM	ITSM Publishing platform; folder itsm> ITSM> Process>IT Service Continuity Management > Procedure For the Recovery of Applications.doc
A2	Others	Remains to be completed at a later stage

### Annex B. Software component list

Ref.	Software component	Recovery Procedure Location
B1	Software components hosted at ITSM	ITSM Publishing platform; folder itsm> ITSM> Process>IT Service Continuity Management > Procedure for the Recovery of Software Components.doc
B2	Others	Remains to be completed at a later stage

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### Annex C. Hardware component list

Ref.	Hardware component	Recovery Procedure Location
C1	Hardware hosted at ITSM	ITSM Publishing platform; folder itsm> ITSM> Process>IT Service Continuity Management > Hardware Inventory.xls
C2	Others	Remains to be completed at a later stage

### Annex D. System List

Ref.	Systems	Recovery Procedure Location
D1	Systems hosted at ITSM	ITSM Publishing platform; folder itsm> ITSM> Process>IT Service Continuity Management > DRP Systems List.xls
D2	Others	Remains to be completed at a later stage

### Annex E. Data and Volume groups

Ref.	Data and Volume Groups	Recovery Procedure Location
E1	Data and volume groups hosted at ITSM	ITSM Publishing platform; folder itsm> ITSM> Process>IT Service Continuity

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Ref.	Data and Volume Groups	Recovery Procedure Location
		Management > Procedure For The Recovery of Volume Groups.doc
E2	Others	Remains to be completed at a later stage

## Annex F. Contact lists

### F.1 DRRT contact list

Ref.	Location	Name (LAST, First)	Position	Emergency Contact Details
	XXX	XXX	ITSM Operations Manager	XXX
	XXX	XXX	ITSM Service Desk Agent	XXX
	XXX	XXX	ITSM Service Desk Agent	XXX
	XXX	XXX	ITSM Service Desk Agent	XXX
	XXX	XXX	DG TAXUD Head of Infrastructure & Service Delivery (ISD)	XXX
	XXX	XXX	DG TAXUD LISO	XXX
	XXX	XXX	ITSM Infra Project Manager	XXX
	XXX	XXX	XXX Management	XXX
	XXX	XXX	XXX Management	XXX

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Ref.	Location	Name (LAST, First)	Position	Emergency Contact Details
	XXX	XXX	XXX Management	XXX
	XXX	XXX	XXX Management	XXX
	XXX	XXX	ITSM Infrastructure Operator	XXX
	XXX	XXX	ITSM Infrastructure Operator	XXX
	XXX	XXX	ITSM Infrastructure Administrator	XXX
	XXX	XXX	ITSM Infrastructure Administrator	XXX
	XXX	XXX	ITSM Infrastructure Expert	XXX
	XXX	XXX	ITSM Infrastructure Expert	XXX
	XXX	XXX	ITSM Infrastructure Expert	XXX
	XXX	XXX	XXX/ITSM Project Manager	XXX
	XXX	XXX	ITSM Application Operations Expert	XXX
	XXX	XXX	ITSM Application Operations Expert	XXX
	XXX	XXX	ITSM Application Operations Expert	XXX
	XXX	XXX	XXX/ITSM Project Manager	XXX
	XXX	XXX	BTM Customs	XXX
	XXX	XXX	BTM Taxation	XXX
	XXX	XXX	BTM Excise	XXX

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### F.2 Emergency services contact list

Ref.	Location	Name (LAST, First)	Position	Emergency Contact Details
	XXX	XXX		XXX
	XXX	XXX		XXX
	XXX	XXX		XXX
	XXX	XXX		XXX

### F.3 Key supplier contact list

Ref.	Supplier Name	Contact Name (LAST, First)	Position	Emergency Contact Details
		XXX	Account Mgr	XXX XXX
	XXX	Helpdesk		XXX
	XXX	Helpdesk		XXX
	XXX	DG Taxud helpdesk or European Commission Helpdesk		XXX XXX

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<b>Ref.</b>	<b>Supplier Name</b>	<b>Contact Name (LAST, First)</b>	<b>Position</b>	<b>Emergency Contact Details</b>
	New ITSM Infrastructure FSC CONTRACT SUPPORT	Helpdesk		XXX
	XXX (Hardware not belonging to the European Commission)	Helpdesk		XXX
	IBM (Rational Test Realtime (ATOL))	Helpdesk		General inquiries: XXX Additional questions: XXX
	Quest (TOAD & Messagestats)	Helpdesk		XXX
	SUNSystem Webserver (iPlanet)	Helpdesk		XXX
	Westcon (Trend Micro Antivirus NEA suite)	Helpdesk		XXX
	Check Point	Helpdesk		XXX
	BEA Systems (Tuxedo)	XXX XXX		XXX XXX
	Borland (Visibroker)	XXX	Account Manager, Borland	XXX

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<b>Ref.</b>	<b>Supplier Name</b>	<b>Contact Name (LAST, First)</b>	<b>Position</b>	<b>Emergency Contact Details</b>
	Business Objects	Support	Helpdesk	General: XXX tel: XXX XXX
	Redix	XXX		XXX
	Telenet	XXX	Account Manager	XXX
	Oracle	XXX	Account Manager	XXX
	Altova (XMLSpy)	Support	Helpdesk	XXX
	Redhat	Support	Helpdesk	XXX
	Atlassian (Jira)	Support		XXX
	Jahia Solution Group	XXX	Account Manager	XXX
	Ops/aps Manager	N/A	N/A	XXX
	XXX Antivirus Center	N/A	N/A	XXX
	AppManager ITSm	N/A	N/A	XXX XXX

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#### F.4 Customer emergency notification list

*Remains to be completed as part of the implementation phase.*

Priority	Location	Name (LAST, First)	Position	Emergency Contact Details
1	Brussels	XXX	Head of Unit TAXUD A4 ISD	XXX
2	Brussels	XXX	Change Management, IT Process and Tools (CPT)	XXX
3	Brussels	XXX	DG TAXUD LISO	XXX

#### F.5 Staff call tree

*Remains to be completed as part of the implementation phase.*

Ref.	Name (LAST, First)	E-mail	Contact details relatives	Contact details friends
	XXX	XXX		





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## Annex H. Roles and Responsibilities

### H.1 Functional Areas

Ref.	Functional Area	Description	Responsible person(s)
H1.01	TAXUD Unit A4 Management	Has the overall management of the BCP within the TAXUD Unit A4 C&T Automated Services	XXX
H1.02	XXX Management	Has the overall project management of the XXX organisation	XXX / XXX / XXX
H1.03	Crisis Management Team (CMT)	Has the overall management of the IT Service Continuity Plan in case of a disaster	XXX
H1.04	Crisis Coordination Team (CCT)	Operational management layer of the DRRT and consists of representatives of all disaster recovery stakeholders and functional support areas	XXX
H1.05	Recovery Team (RT)	Consists of Teams of functional specialists having skills required to correctly execute recovery procedures	XXX / XXX / XXX

### H.2 Responsibilities

Ref.	Role	Responsibilities	Reports to
H2.01	BCP Project Manager	Customer representative Member of the CMT	Head of Unit TAXUD Unit A4
H2.02	DRP Project Manager	Overall responsibility for the design, development, coordination and implementation of the DRP	XXX Management

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<b>Ref.</b>	<b>Role</b>	<b>Responsibilities</b>	<b>Reports to</b>
H2.03	ITSM Infrastructure Operations Manager	Responsible of the Team for system operations and administration	XXX Management
H2.04	ITSM System Operator	Operations of the IT systems managed by ITSM (monitoring, daily operations, etc)	ITSM Infrastructure Operations Manager
H2.05	ITSM System Administration	Administration and support of IT systems	ITSM Infrastructure Operations Manager
H2.06	ITSM Technical Experts	Expertise of technical domains (Unix, Weblogic, Oracle,etc)	ITSM Infrastructure Operations Manager
H2.07	ITSM Application Expert	Application specialist	ITSM Application Operations Manager
H2.08	ITSM Application Operations Manager	Responsible of the Team for application operations and Service Desk	ITSM Application Manager
H2.09	ITSM Service Desk Manager	Manager of the Service Desk Team, people management	ITSM Application Operations Manager
H2.10	ITSM Support Agent	Call handling for incidents and requests first line	ITSM Support Team Leader
H2.11	ITSM Support Team Leader	Team Leader within ITSM Support	ITSM Service Desk Manager
H2.12	IT Security Manager	Management of all IT Security matters	XXX/ITSM Project Manager
H2.13	XXX/ITSM Project Manager	XXX Project Management	XXX Management
H2.14	DRP Duty Manager	The manager on duty at the time of the disaster occurrence	XXX/ITSM Project Manager
H2.15	ITSM Business Thread Manager	ITSM representative for a Business Thread towards TAXUD. Coordinates the functional testing with the business users after completion of the technical testing by the RT	XXX/ITSM Project Manager

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### H.3 Role assignments

Ref.	Position Title	Location	Member of	Names (Last, First)	Reports to	Functional Area	Availability
H3.01	BCP Project Manager	TAXUD	TAXUD A4	XXX	Head of Unit TAXUD Unit A4	CMT	Business hours
H3.02	LISO	TAXUD	TAXUD A3	XXX	LISO	CMT	Business hours
H3.03	DRP Project Manager	XXX	ITSM Infra	XXX	ITSM Infra Project Manager	CMT	Business hours
H3.04	ITSM Infrastructure Operations Manager	XXX	ITSM Infra	XXX	XXX Management	CMT, CCT	Business hours
H3.05	XXX/ITSM Project Manager	XXX	ITSM Infra	XXX	XXX Management	CMT	Business Hours
H3.06	XXX/ITSM Project Manager	XXX	ITSM/ Application Mgt	XXX	XXX Management	CMT	Business Hours
H3.07	XXX/ITSM Project Manager	XXX	ITSM Infra	XXX	XXX Management	CMT	Business Hours
H3.08	ITSM System Operator	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours
H3.09	ITSM System Operator	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours
H3.10	ITSM System Administration	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours
H3.11	ITSM System Administration	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours
H3.12	ITSM Technical Experts	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours

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<b>Ref.</b>	<b>Position Title</b>	<b>Location</b>	<b>Member of</b>	<b>Names (Last, First)</b>	<b>Reports to</b>	<b>Functional Area</b>	<b>Availability</b>
H3.13	ITSM Technical Experts	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours
H3.14	ITSM Technical Experts	XXX	ITSM Infra	XXX	ITSM Infrastructure Operations Manager	RT	Business hours
H3.15	ITSM Application Operations Manager	XXX	ITSM Applic.Mgt	XXX	XXX/ITSM Project Manager	CCT	Business hours
H3.16	ITSM Application Expert	XXX	ITSM Applic.Mgt	XXX	ITSM Application Operations Manager	RT	Business hours
H3.17	ITSM Application Expert	XXX	ITSM Applic.Mgt	XXX	ITSM Application Operations Manager	RT	Business hours
H3.18	ITSM Application Expert	XXX	ITSM Applic.Mgt	XXX	ITSM Application Operations Manager	RT	Business hours
H3.19	ITSM Service Desk Manager	XXX	Service Desk	XXX	ITSM Operations Manager	RT	Business hours
H3.20	ITSM Support Team Leader	XXX	Service Desk	XXX	ITSM Service Desk Manager	RT	Business hours
H3.21	ITSM Support Team Leader	XXX	Service Desk	XXX	ITSM Service Desk Manager	RT	Business hours
H3.22	ITSM Support Team Leader	XXX	Service Desk	XXX	ITSM Service Desk Manager	RT	Business hours
H3.23	IT Security Manager	XXX	ITSM Project Mgt	XXX	XXX/ITSM Project Manager	CMT, CCT	Business hours
H3.24	ITSM Business Thread Mgr (Excise)	XXX	ITSM Project Mgt	XXX	XXX/ITSM Project Manager	CMT (if required)	Business hours
H3.25	ITSM Business Thread Mgr (Taxation)	XXX	ITSM Project Mgt	XXX	XXX/ITSM Project Manager	CMT (if required)	Business hours

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Ref.	Position Title	Location	Member of	Names (Last, First)	Reports to	Functional Area	Availability
H3.26	ITSM Business Thread Mgr (Customs)	XXX	ITSM Project Mgt	XXX	XXX/ITSM Project Manager	CMT (if required)	Business hours
H3.25	ITSM Business Thread Mgr (Customs)	XXX	ITSM Project Mgt	XXX	XXX/ITSM Project Manager	CMT (if required)	Business hours
H3.26	ITSM Business Thread Mgr (ITSM)	XXX	ITSM Project Mgt	XXX	XXX/ITSM Project Manager	CMT (if required)	Business hours

## Annex I. Forms

### I.1 Key Vendors telephone log

Date	Time	Company/ Department	Objective Of Communication	Contact Name	Contact Details	Results				Comments
						Reached	Not Available	No Answer	Line Busy	



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#### I.4 Event Logging

Event logging form							
Completed by:							
Ref.	Task/Action	Responsible	Functional Area	Date assigned	Actions taken	Date & time completed	Further actions required
Approved by:			Date:	Reviewed by:		Date:	

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### I.5 Damage Assessment

Damage and impact assessment form							
Completed by:			Date:		Functional Area(s):		
Ref.	Item	Severity Level (low, medium, high)	Damage type (e.g. water damage, fire and heat, physical impact, and electrical surge)	Functional Status (e.g. fully functional, partially functional, and non functional)	Recovery level (partial, full, fastest)	Approach Repair / Replace / Relocate	Estimated recovery time
Approved by:			Date:		Reviewed by:		Date:



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### I.7 Monitoring and Progress Reporting

Monitoring and progress reporting form				
Completed by:		Date:	Functional Area:	
Ref.	Recovery Tasks	Responsible Role	Completion Date	Dependencies
Approved by:		Date:	Reviewed by:	Date:

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## Annex J. General Procedures

### J.1 Status Identification and Damage Assessment

Status identification and damage assessment procedure			
Initiated by: Crisis Management Team		Date:	Executed by:
Functional Area: Crisis Management Team		Uses Form(s):	
Task Id	Activities	Time to complete	
	START		
I	The DRP Duty Manager focuses on the incident impact and performs an initial examination of which IT areas: systems and components are impacted.		
I.1	The DRP Duty Manager calls all technical resources based on the role assignments list [H.3] and the contact list [F.1], in a logical order if necessary to give him the input needed to help him create a status overview with damage assessment.	30 min	
I.2	Depending on the damage type and business thread impacted the ad-hoc ITSM Business Thread Manager(s) are called to give relevant input if needed regarding actual IT processes affected.	10 min	
I.3	The DRP Duty Manager collects the necessary information using the Damage Assessment Information Form [I.5] and notes the IT area's: systems and components who are impacted. Using the systems health check form [Systems Health Check.xls] the DRP Duty Manager can do a cross check in order to have all information captured and do follow up on the status of each system.	30 min	
I.4	The DRP Duty Manager updates a list with cross dependencies of affected IT processes to other processes.	30 min	
II	The DRP Duty Manager reports to the CMT and estimates together the recovery time involved with restoring normal operations.	15 min	
	END		
Approved by:		Date:	Reviewed by:

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## J.2 Preparing Specific Recovery Plans

Procedure for the preparation of specific recovery plans			
Initiated by: DRP Duty Manager		Date:	
Functional Area: CMT		Uses Form(s):	
Task Id	Activities	Time to complete	
	START		
I	The DRP Duty Manager together with the CMT identifies the areas which need to be addressed immediately.		
I.1	The CMT establishes a prioritised sequence for the recovery process to proceed depending on the input from the different actors contacted in the action plan template	30 min	
I.2	The CMT Manager ensures that activities are wherever possible, carried out simultaneously.	10 min	
I.3	The CMT identifies the critical path to ensure that those activities directly on the critical path receive the highest priority.		
I.4	The recovery plan also lists the persons or teams which are responsible for completing those activities.		
I.5	The CMT identifies third party suppliers and vendors and defines their involvement in the recovery process. (Hardware & Software suppliers contact list.doc)		
I.6	The recovery plan activates the recovery process and activates the various people or taskforces involved.		
I.7	The CMT is fully briefed on the extent of the recovery operation and the activities they are expected to carry out.		
I.8	Also the impact of each of their tasks on the critical path is communicated.		
	END		
Approved by:		Date:	Reviewed by:

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### J.3 Monitoring and Progress Reporting

Procedure for monitoring and progress reporting			
Initiated by: CMT		Date:	
Functional Area: CMT		Uses Form(s):	
Task Id	Activities	Time to complete	
	START		
I	The CMT monitors progress of the individual recovery tasks and ensures that each task is properly resourced and the efforts required to restore normal IT operations have not been under-estimated.		
I.1	The CMT identifies the tasks that need to be achieved with estimate of when each task is expected to be completed.	30 min	
I.2	The CMT identifies milestones and dependencies for the tasks.	10 min	
II	Where progress is not maintained at an adequate level, the CMT uses escalation procedures so that the client management are kept fully informed of the implications of delay.	15 min	
	END		
Approved by:		Date:	Reviewed by:



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## J.5 Disaster Recovery Invocation Authorisation

Invocation and authorisation procedure			
Initiated by: DRP Duty Manager		Date:	Executed by:
Functional Area: Crisis Management Team		Uses Form(s):	
Task Id	Activities	Time to complete	
	START		
I	The DRP Duty Manager formally informs the Crisis Management Team on the incident		
I.1	The DRP Duty Manager calls the CMT members based on the role assignments list [H.3] and the contact list [F.1]	10 min	
I.2	Depending on the damage type and business thread impacted the ad-hoc ITSM Business Thread Manager(s) are called	10 min	
I.1	With the damage assessment information collected on the Damage Assessment Form [I.5] the DRP Duty Manager exposes the situation to the CMT	30 min	
II	The CMT takes the decision for invocation authorisation		
II.1	The CMT gives his authorisation or rejects the invocation of the DRP	10 min	
II.2	If rejected go to END		
II.3	If authorised the DRP Duty Manager calls the DRRT organisation Team Members in the order stipulated by the Staff Call Tree Procedure	15 min	
III	The DRRT mobilisation starts (procedure Mobilising DRRT)		
	END		
Approved by:		Date:	Reviewed by:



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## J.7 Team Mobilisation

Team mobilisation procedure			
Initiated by: DRP Duty Manager		Date:	
Functional Area: CMT & CCT		Uses Form(s):	
Task Id	Activities	Time to complete	
	START		
I	The DRP Duty Manager assembles the Crisis Management Team.		
I.1	Calls the CMT members.		
I.2	The Crisis Management team takes the lead and discusses who to call from the CCT (where appropriate).		
I.3	Depending on the issue, both management teams will use the ITSM CMT roles and responsibilities / assignment sheet [H.2] Responsibilities and [H.3] Role assignment.		
II	The CCT starts the Operations Recovery Phase using the Damage Assessment form [J1]		
	END		
Approved by:	Date:	Reviewed by:	Date:











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### K.5 Software components

Software recovery procedures			
Initiated by: RT	Date:	Executed by:	Date:
Functional Area: RT			
Task Id	Activities	Time to complete	
	START		
I	The operations recovery team uses the damage assessment information form to check the impacted software components.		
I.1	The software components restore can be done by following the Recovery of software components.doc procedure.  Within the COTS list and installation procedures.xls you can find a complete software overview installed and lists the how to install with procedures link.		
II	Specific procedures to create the basic software security on the systems are AV Officescan 8.doc , ITSM Checkpoint VPN client installation procedure.doc		
	Mailbox software recovery : How to recover a mailbox.doc		
	END		
Approved by:	Date:	Reviewed by:	Date:



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### K.7 Service Desk Operations

Recovery of Service Desk operations			
<b>Procedure Owner:</b> ITSM Service Desk Manager	<b>Date:</b>	<b>Executed by:</b>	<b>Date:</b>
<b>Functional Area:</b> Transfer of the call management from Service Desk Athens to other location in case of crisis			
Task Id	Activities	Time to complete	
	START		
I	Preparation		
I.1	The ITSM Service Desk Manager instruct all staff by phone about the crisis situation and declare the transfer of the calls to another location	30 mins	
I.2	The ITSM Service Desk Manager inform the staff that they have to leave the building except the Recovery Team members	30 mins	
I.3	The ITSM Service Desk Manager designates two persons (agents) of RT for handling of the calls, decides where to go for those people (home working or in Luxembourg) and defines the "checkpoint" so that the staff can report to the ITSM Service Desk Manager (Head of RT for Service Desk)	30 mins	
I.3	RT agents verifies that they have all the Service Desk backup instructions and documentation (e.g. applications, etc) at disposal (normally copied on CD and XXX keys)	15 mins	
II	Move and start before call handling		
II.1	RT agents go to the disaster recovery site(s) and call the ITSM Service Desk Manager as soon as they arrive	This is dependant on how takes over – if AM would be shorter timeframe , than waiting for SDO to go home.	
II.2	RT agents log on to ITSM Taxud network (via VPN from home or on the LAN in XXX) and start Outlook for access to ITSM	15 mins	

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	Support mailbox, start owITSM for calls management		
II.3	An RT agent send a mail to all users distribution list (NA, TAXUD, CCN, DIGIT) for notification of the disaster situation (mail prepared)	15 mins	
III	Call management during the crisis		
III.1	The RT agents treat the calls of high priority (critical calls) only	as long as needed	
III.2	During the crisis the ITSM Service Desk Manager calls the CMT twice a day for reporting (number of calls treated, backlog, etc) and for being informed of the crisis situation (see 5.4.2 Progress Monitoring and Reporting)	1 hour	
IV	End of crisis declared		
IV.1	When the CMT declares the end of the crisis and the ITSM Service Desk Manager calls the RT agents and informed them when and where to go back	30 mins	
IV.2	ITSM Service Desk Manager calls all Service Desk agents asking them to go back to the office in XXX	30 mins.	
IV.3	An RT agent send a mail to all users distribution list (NA, TAXUD, CCN, DIGIT) for notification of the end of the disaster situation (mail prepared)	15 mins	
	END		
<b>Approved by:</b>	<b>Date:</b>	<b>Reviewed by:</b>	<b>Date:</b>



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### K.9 Serious Information Security Incidents

*Remains to be completed as part of the implementation phase.*

Procedure for the recovery from serious information security incidents			
Procedure Owner:		Date:	Executed by:
Functional Area:			
Task Id	Activities	Time to complete	
Approved by:		Date:	Reviewed by:

