

Business Continuity Planning Checklist: Disaster Recovery Best Practices Checklist

In today's economy, even disasters many miles from your office can directly affect your business.

- ☑ **Business Continuity Plan Established, Tested, Updated**
 - Create a business continuation plan for key business processes, employees, and applications. The most common mistake is to rely on error-prone and data-only backup solutions.

- ☑ **Emergency Checklist**
 - Create an Emergency Resources Contact Sheet (phone and email)
 - Create backup IT including email, PDA/cell/wireless
 - Document Critical Business Functions (functions/departments necessary to operations)
 - Develop plan to restore Critical Business Functions
 - Determine employees responsible for restoring each Critical Business Function
 - Review Crisis Management Plan with supervisors, managers, and key employees on a semi-annual basis

- ☑ **Organization Recovery Process**
 - Has training been completed?
 - Create an emergency messaging system or a system of updates via website to stay in communication with your employees, clients and vendors
 - Use multiple means of communication, i.e. wireless, internet, text messaging, voice messaging and satellite to stay connected
 - Make sure you let your employees know ahead of time how to exchange or obtain information should standard lines of communication fail

- ☑ **Communications** - Develop plan to communicate both internally and externally (including the media)
 - Internal
 - Payroll
 - Create an employee phone tree and store copy(s) offsite with managers and key employees
 - Record and store external emergency contact information (electric, plumber, insurance, etc)
 - Determine plan for re-routing critical existing phone numbers
 - Ensure plan includes multiple methods of communication (text, cell phone, two way radio, etc)

- External suppliers and partners - Assure key vendors and suppliers have actionable recovery plans
- Clients – double check that managers and key employees have contact information and plan in place to contact clients

Safety

- Assemble Disaster Recovery Kit
- Create an Evacuation Plan
- Create an Emergency Shelter Plan

Testing and Maintenance

- Test the disaster recovery and business continuity plan
- Conduct a Post Test Review and report results
- Communicate changes in plan to all employees

ABOUT SERENITY SYSTEMS

Serenity Systems improves business performance of enterprises with ERP systems. Through Serenity's Certification (based on Microsoft's Infrastructure Optimization model) business goals are supported by the IT infrastructure and ERP system while management is provided with peace-of-mind via user, network, and systems support with performance visualizations. Founded in 2002, Serenity Systems has provided nearly a hundred enterprises with high-impact business-centric technology solutions in support of their business goals.

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