

# [Company] ENOS Resource Services Business Continuity Plan (ERS-BCP)

## Project Charter

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## Overview

The [Company] ENOS Resource Services Business Continuity Plan (ERS-BCP) is a collection of documents intended to help qualified people restore any or all ERS-supported applications in the event of any disaster that would disrupt network services.

The ERS-BCP will assure that [Company] employees who rely on ERS-supported applications will be minimally impacted if a disaster occurs. This will be accomplished by properly researching, writing, and testing the contents of this plan, along with setting a policy for maintaining the plan through future changes to the NSD environment.

### ***People***

The ERS-BCP team includes the following members:

[John Doe], Project Manager

[Jane Doe], Project Lead

Robert Heuer, Documentation Specialist

The team will rely on the following subject matter experts (SME) for technical information and reviews:

[John Doe] (ERS)

[Jane Doe] (ERS)

[John Doe] (EST)

[Jane Doe] (ERS)

[John Doe] (ERS)

[Jane Doe] (App. Support)

[John Doe] (ERS)

[Jane Doe] (ERS)

[John Doe] (Life Co.)

[Jane Doe] (EST)

Additionally, other [Company] personnel will be available as resources and optional reviewers:

[Jane Doe], NSD-BCP Coordinator

[John Doe] (CRM)

### ***Goals***

The ERS-BCP has the following goals:

- ❑ To provide core documentation for business recovery across all ERS-supported applications in the event of a disaster.
- ❑ To provide a single, easy-to-locate point of reference for ERS business continuity in the event of a disaster.
- ❑ To provide a model for future business continuity plans to be developed for NSD or elsewhere within [Company].

### *Scenarios*

This project will be written to the three disaster scenarios defined by Corporate Risk Management in their BCP document *Business Recovery Planning* (9/98):

- ❑ Local Disaster (office building or work space unavailable for business)
- ❑ Regional disaster (entire area impacted, interim office space is geographically remote)
- ❑ Automated systems unavailable for up to one week (work space is still usable and accessible)

In addition, the ERS-BCP will implicitly address the nine Business Continuity Conditions described in previous BCP documentation, as well as the impending Y2K event.

For NSD purposes, “local” or “regional” disaster refers to any event that affects most or all of the facility where the resource is in use. However, the ERS-BCP will also support isolated problems involving any individual computer running an ERS-supported resource, such as might be caused by a failed hard drive or network card.

In the first case (local/regional disaster), the directive to perform this RIN is likely to be delivered by a BCP administrator who oversees the recovery of multiple network resources in the wake of a disaster.

In the second case (isolated resource failure), the Resource Specialist assigned to the resource at the time of the failure may be instructed to perform this RIN, or would seek this RIN on his/her own.

### *Current Environment*

Presently, there is no centralized BCP for the ENOS Resource Specialists team. Some preliminary disaster recovery procedures have been written, but the results have not been integrated into a finished plan.

Specifically, the following measures have not been taken toward a centralized ERS-BCP:

- ❑ No editorial work has been done on the writing to ensure usability.
- ❑ The look and feel of the writing has not been standardized across application-level documents.
- ❑ The recovery procedures have not been tested in a realistic scenario (i.e., by personnel other than the resource specialists for each application).
- ❑ No effort has been made to collocate all such procedures into a single document that can be easily tracked through NSD environmental changes or easily located in an emergency.

### *Scope*

The ERS-BCP will provide business continuity information for applications supported by the ENOS Resource Specialists (ERS) team only. Other [Company] teams can monitor the progress of ERS-BCP development and/or use our results as a model for their own business continuity planning, but any support for their resources is beyond the scope of this project.

## Implementation

The ERS-BCP will be implemented in three phases over the next four months (through 6/15/99).

### *Schedule*

The ERS-BCP schedule is divided into three phases.

PHASE ONE: Core Research and Planning  
*75% completed.*

- ❑ Develop Information Plan and content specifications for the project.
- ❑ Identify tools and resources needed.
- ❑ Develop style sheets and templates for intake and delivery of the ERS-BCP.

PHASE TWO: Content Development  
*Begins 3/1/99*

- ❑ Interview subject matter experts (SME) to gain application recovery knowledge.
- ❑ Develop content of all deliverables.
- ❑ Peer-edit content among ERS-BCP writers for sanity-check and style.
- ❑ Test all recovery procedures with available lab resources.
- ❑ Perform regular, formal technical reviews of all deliverables with appropriate SMEs.

PHASE THREE: Final Production and Hand-off  
*Begins 5/15/99*

- ❑ Perform final edit, testing, review and production on the ERS-BCP.
- ❑ Hand-off completed ERS-BCP 6/15/99.

### *Format*

All ERS-BCP deliverables will be Microsoft Word documents available on a server. Certain deliverables will also be maintained in printed form in case server access is unavailable during an emergency.

For future development of this and other business continuity documentation at [Company], the ERS-BCP writers recommended these considerations:

- ❑ Converting the documents to HTML and making them available on the [Company] intranet. The HTML format allows for efficient organization and dissemination of technical data such as disaster recovery instructions. For now, the ERS-BCP writers will design styles for their MS-Word deliverables that will facilitate their future conversion to HTML.
- ❑ Replacing Microsoft Word with Adobe FrameMaker as the ERS-BCP production tool. FrameMaker is a more versatile and robust application for developing, organizing, and maintaining complex technical documents.

### *Deliverables*

- ❑ Start Here — ERS Business Continuity Plan (BCP) Master Document

*Purpose: Overview and decision guidance for organizing, and deploying the ERS-BCP.*

- ❑ ERS Business Continuity Plan (BCP) ReadMe

*Purpose: Quick-start instructions for finding the BCP components; change tracking notes.*

- ❑ Individual Recovery Instructions (RIN).

*Purpose: Provide instructions for restoring the following applications to their pre-disaster condition:*

- Microsoft Exchange v. 5.5
- FileNet Panagon v. 4.13
- Microsoft Systems Network Architecture (SNA) Server v. 4.0
- ACE/Server v. 3.3
- Microsoft Windows NT v4.0
- Net/IQ AppManager v. 2.0
- Microsoft Transaction Server (MTS) v. 2.0
- MS Component Object Model Transaction Integrator (COMTI) v. 1.0
- RightFax Enterprise Suite v. 6.0
- Microsoft System Management Server (SMS) v. 2.0

- ❑ ERS-BCP Links Reference

*Purpose: Contains centralized list of all links within the ERS-BCP, as well as links to other supplemental online documents.*

- ❑ ERS-BCP Writing Team Recommendations

*Purpose: Contains recommendations for future training, revision, format conversion and maintenance tasks related to the ERS-BCP.*