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Creating a Disaster Recovery Plan

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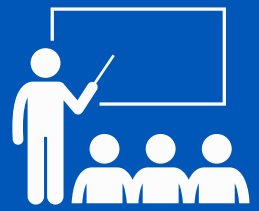
OUR MISSION IS TO LEVERAGE TECHNOLOGY TO ADVANCE SOCIAL IMPACT

Full-Spectrum
Nonprofit Tech Services

Nonprofit Educational
Resources and Webinars



Tech Career
Development Programs

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Agenda

Overview of DR Plan Components

Focus on Proper Documentation

Group Activities:

- Risk & Threat Analysis
- Critical Business System Impact

Restoration

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Continuity of Operations (COOP)

Ensure that essential functions of an organization continue during and after a disaster

Applies to NGOs providing critical public services

Business Continuity (BC)

Focus on maintaining critical business functions, minimizing downtime, expedited resumption of normal operations

Disaster Recovery Plan (DRP)

Subset of BC that specifically focuses on the recovery of IT systems and data after a disaster

Typically include backup and restoration procedures, failover mechanisms, and communication protocols

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DR Plan Components

- Objectives and Scope – personal safety, company assets, financial loss, business continuity
- Risk Assessment – identify potential risks and threats to operations
- Business Impact Analysis (BIA) – identify critical functions, systems and data essential for continuity of business/client services
- Response and Contingency – outline response procedures including communication to internal and external stakeholders. Activate any failover/redundant system access.
- Recovery – detailed critical system recovery process and timeline
- Testing & Training – simulate disaster scenarios to revise plan, reduce chaos, and reduce time to recover

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Tech Documentation

- Location(s) – physical address, site plans, owner
- Infrastructure – workstations, servers, networks
- Communications– ISP, telcomm
- Business Apps – on-prem/cloud, function, who needs access
- Contacts – internal/external with call tree
- Insurance – coverage and contact

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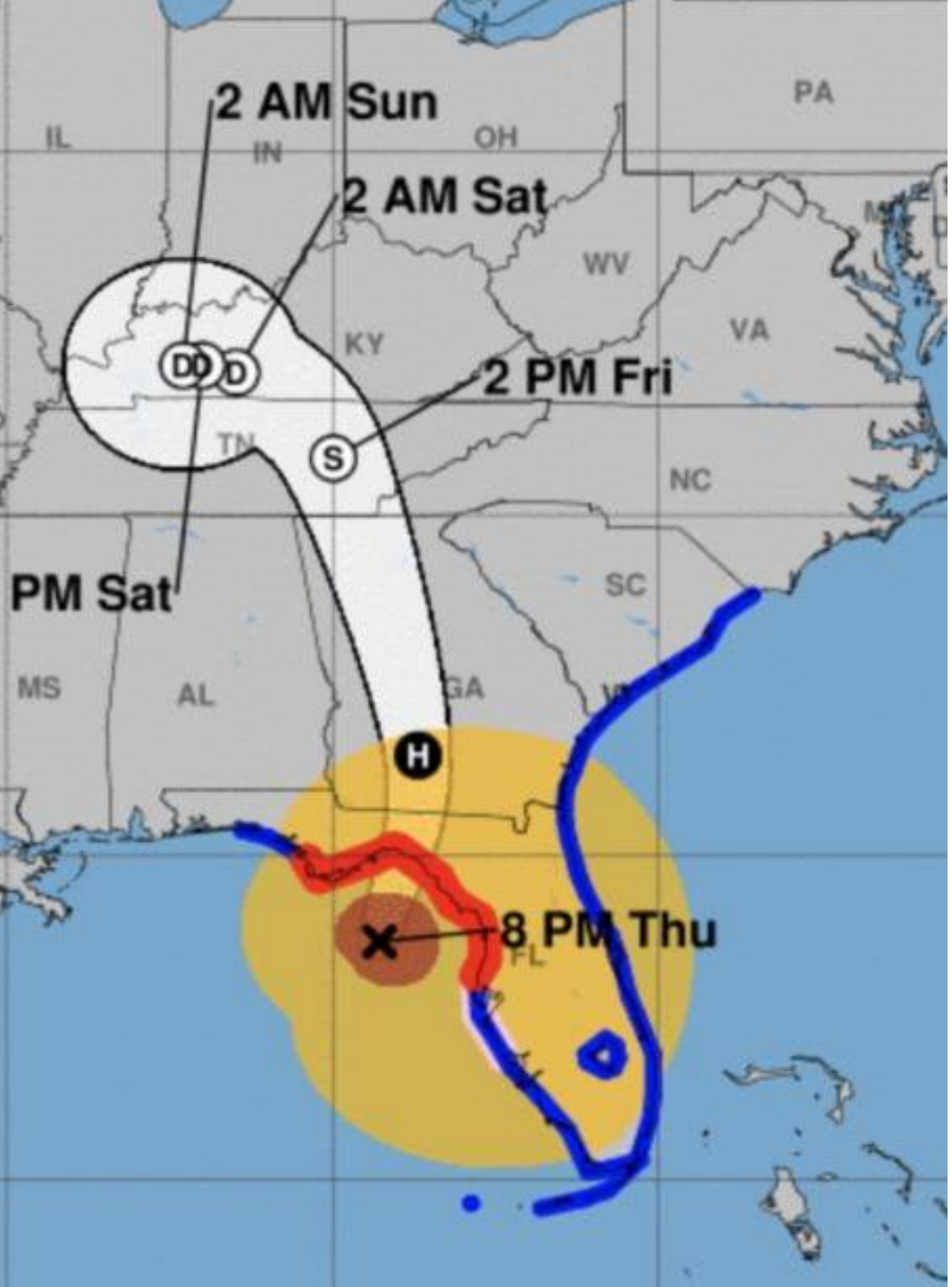
GROUP ACTIVITY – RISK ASSESSMENT



Risks and Threats

- Natural Disasters – list most likely based on your location
- Hardware Failures – servers, networks
- Human Caused – accidental deletion, misconfiguration, or malicious intent
- Power Outages – based on historical incidents
- Cyber Attacks – basic ransomware or targeted due to mission

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Small Groups – Discuss Risk and Threats

Threat Name	Business Area Impacted	Impact on Business	Systems Impacted	Likelyhood of Occurance	Impact if Event Occurs	Cost Associated with Impact
Power Outage	*Main office unavailable.*	*Unable to deliver onsite services to stakeholders*	*Onsite servers, network*	*Medium*	*High*	*$xx per client billing*
Flood, Fire, Snow, Hurricane, etc (list all that apply on separate lines)	*Main office unavailable.*	*Unable to deliver onsite services to stakeholders*				
Police Activity in Area	*Main office unavailable.*	*Unable to deliver onsite services to stakeholders*				
Major System Failure (list specific system)	*Client Services*	*Unable to deliver onsite services to stakeholders, complete business transactions*	*Case Mgt, Payroll, Financials, other*			

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GROUP ACTIVITY – BUSINESS IMPACT ANALYSIS

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Business System Impact

- System Info – cloud/on-prem, vendor
- Users – list user community
- Impact if Unavailable – rate in terms of ability to operate/deliver services
- Recovery Point Objective (RPO):
  The maximum targeted period in which data (transactions) might be lost due to a disaster incident.
- Recovery Time Objective (RTO):
  The targeted duration of time within which a business process must be restored after a disaster (or disruption) to avoid unacceptable consequences

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Small Groups – Critical System Impact

Application Name	Description	Application Vendor	User Community	Impact if unavailable (High, Medium, Low)	Where is server located (Onsite / Cloud)	Server name or Cloud Platform	RPO	RTO
Example: QuickBooks	*Financials of Organization*	*QuickBooks*	*Accounting*	*High*	*Onsite (main office)*	*QB Server*	1 Month	end of month
Example: Outlook	*Email system*	*Microsoft*	*All*	*High*	*Cloud*	*Microsoft 365*		
Example: Intranet Site	*Internal Information*	*Microsoft*	*All*	*Medium*	*Cloud*	*Microsoft 365*		
Little Green Light	Donor Information	Little Green Light	Communications	Medium	Online			
Phone System	Hotline for counseling	Mitel	Counseling	HIGH	On-premise	Mitel	None	2 hours
Apricot	Case Management	Social Solutions	Counseling, Programs, Coaches	Medium	Cloud		1 Day	1 Week

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CONTINUING OPERATIONS

Continuity During Crisis

- System Failover – which systems have failover, how quickly, who has access (Hot, Warm, Cold)
- Access to physical sites – can staff work remotely, access which systems and data, from personal devices or only org-owned
- Serving Constituents – which systems are required, do we have alternate method of data collection are tracking?
- Payroll and Bills – document alternate method to handle back office operations during crisis.

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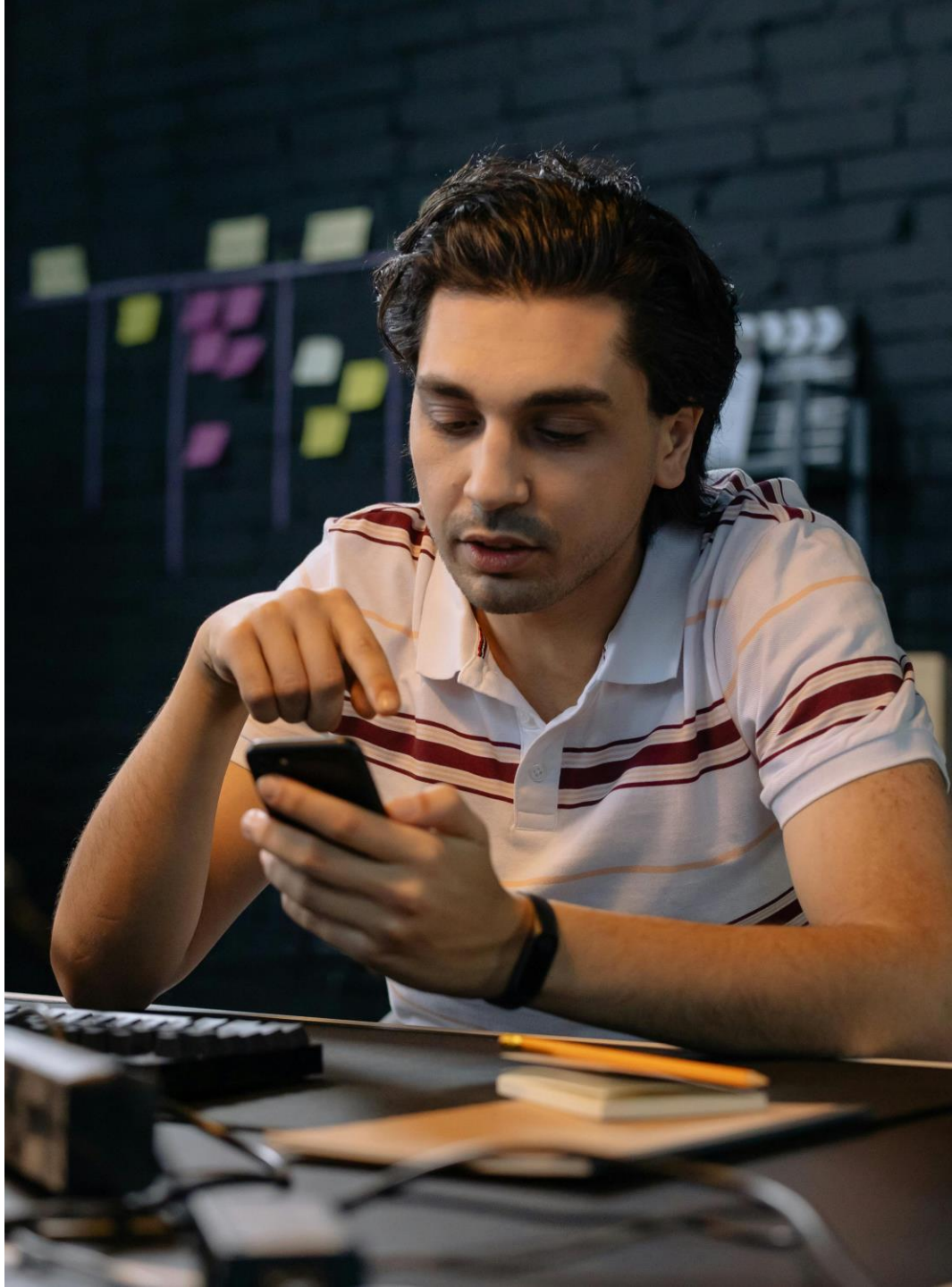
Communication

- Printed Call Tree – for staff and external stakeholders
- Client Outreach – define method to contact clients – phone, text, email, social media?
- Media – who is allowed to speak on behalf of the organization



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Tech Impact Low-Cost Services

AI CHECK

Get ready for the next wave of technology with an expert-guided assessment to ensure that your goals, systems and data structures are ready to incorporate AI, Automation and Analytics to power your social impact and business decisions. $450

TECH CHECK

Evaluate your organization's current technology use and digital maturity with an expert-guided technology capacity assessment tool. This offering connects you with a tech advisor who will assist with the assessment and deliver customized recommendations to help move your nonprofit forward. $450

SEC CHECK

Asses your nonprofit's needs and get actionable recommendations through this expert-guided security and compliance assessment. Help protect your organization and sensitive data by evaluating your maturity in categories including application, identity, infrastructure, and cloud security. $450

IT DISASTER RECOVERY PLANNING

Prepare for unthinkable events by investing in an IT Disaster Recovery Plan. Our planning process begins with a template that will guide you through the preparation process resulting in a succinct document your organization can count on when the unexpected happens. $250

NETWORK VULNERABILITY SCAN

Check your vulnerabilities with a simulated attack against your nonprofit's public-facing/external IP addresses assigned to your network. Tests are designed to reveal weaknesses in your network's defenses. $250

POLICY BUILDER

Formalize your organization's policies with help from one of our tech advisors resulting in a comprehensive computer use policy reducing vulnerability to security and legal threats. $450

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THANK YOU!

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