Making an Disaster Recovery Team Contact List

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In this chapter, you will learn the following to World Class CAD Networking standards:

1. Identifying the Disaster Recovery Team
2. Creating an Disaster Recovery Team Contact List

Making an Disaster Recovery Team Contact List

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The Disaster Recovery Plan (DRP) should contain a list of individuals that will work on one of three teams (A, B, and C) where they will work to recover the network. Why do we want three separate teams? The first team will work for a period such as an 12-hour shift and after that they will be replaced by the second unit, team B. These two teams will toggle back and forth every half of day between planning, working, and rest. We will use the last group, team C to fill gaps in either party. This could occur if a person in team A or B does not show up or is incapacitated. We can also utilize the last collection of individuals to accomplish special tasks that come up during the recovery.

Disaster Recovery Team

- Team A is the primary team
- Team B is the secondary team that will relieve the first in a regular rotation
- Team C is the backup team utilized as fillers and ready for special assignments

Figure 4.1 – Organizing the Disaster Recovery Teams

The first task in creating this list of experts is to identify the needs to recover the network system. Obviously, we need a leader who is familiar with every aspect of the existing computer and telecommunication network and is able to build the system from scratch. In our example, we are recovering a 48-computer lab that is connected to a Windows 2008 File Server using Active Directory. This team in our DRP is not responsible for the server room but just the four dozen computer workstations in the lab.

What tasks do we have to perform in our new lab? We have to install 48 computer desks, 48 desktop computers, flat screen monitors, keyboard, and mice. We have to construct category 6 cables from each workstation to a multiple port switch. We are responsible for running the primary and secondary cable from the computer lab to the server room. Our team has to image the hard drives for each workstation, setup a network printer and a scanner. Each piece of equipment needs surge protection.

We will have a specialist who will image the hard drives for each workstation, setup a network printer and a scanner. We will have three LAN technicians who will setup the 48 computer desks, install the 48 desktop computers, flat screen monitors, keyboard, and mice. They will make the category 6 cables for each workstation and run them to a multiple port switch. They will pull the primary and secondary cable from the computer lab to the server room.

Now that we have the first team identified, we will work hard to create a capable second team. In some cases, an organization will only have a single Disaster Recovery Team and in that case, they will have to allow the members of the sole team to eat and sleep. This is necessary to maintain a safe work area and to perform tasks without errors. It is important for team leaders and peer team members to be aware of people taking risks when they are tired. We can

observe these actions such as when a person will not move a ladder to run cable but lean over in an unsafe manner which can result in their or another member's injury when they fall. In the best of all scenarios, we will have the second unit replace the first one every 12 hours which will allow for rest periods.

The third squads of leaders and technicians often have new members who are just learning the skills to work efficiently and quickly. We can often use them to supplement the other two groups in such tasks as moving equipment and getting supplies. Once we start imaging hard drives on the computers, we can turn over this repetitive task to a person with fewer skills and free up a more experienced technician for more difficult jobs.

Creating an Disaster Recovery Team Contact List

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In a word processing program, we create a new document. We type "Company Confidential" for the header. We then input "Disaster Recovery Team Contact List" for the document title.

Company Confidential
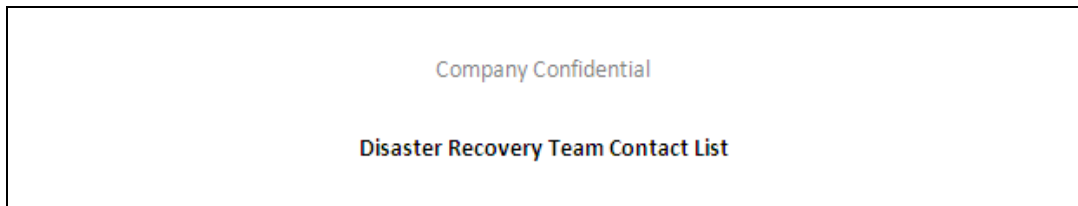
Disaster Recovery Team Contact List

Figure 4.2 – Header and Document Title

Next, we insert two statements. "Date of last phone verification test" with the date and "Contact list last updated" at that day. Every time we update the list or run a contact drill, we need to change the dates.

Company Confidential

Disaster Recovery Team Contact List

Date of last phone verification test: October 16, 2011

Contact List last updated: October 16, 2011

Figure 4.3 – Date Last Verified and Updated

We now insert a five row and five-column table for our leader, specialist, and three LAN technicians. We need three phone numbers for each person. The first contact number will be their cell phone number. The second two should be the numbers where we can typically reach

them. This could be their home number, a friend's house, or even a local club where they spend a lot of time outside of work. Network Security managers who write DRP's can have more than three phone numbers and can even have street addresses with maps, so we can pick up individuals who do not have transportation to get to our location.

<table>
<tr><td colspan="5">Company Confidential</td></tr>
<tr><td colspan="5">**Disaster Recovery Team Contact List**</td></tr>
<tr><td colspan="5">Date of last phone verification test: October 16, 2011</td></tr>
<tr><td colspan="5">Contact List last updated: October 16, 2011</td></tr>
<tr><td colspan="5">**Team A**</td></tr>
<tr><td>Terri Smith</td><td>Leader</td><td>614-499-3598</td><td>614-248-5156</td><td>614-247-5411</td></tr>
<tr><td>Michael Ryan</td><td>Specialist</td><td>614-254-5748</td><td>614-248-2647</td><td>614-247-5001</td></tr>
<tr><td>Sam March</td><td>Technician</td><td>614-248-9145</td><td>614-216-4896</td><td>614-214-0125</td></tr>
<tr><td>Michelle Sims</td><td>Technician</td><td>614-278-1066</td><td>614-222-9999</td><td>614-314-1564</td></tr>
<tr><td>Ryan Dot</td><td>Technician</td><td>614-458-1264</td><td>614-497-1245</td><td>614-497-4698</td></tr>
</table>

Figure 4.4 – Team A Phone Roster

We now add the two additional tables that show teams B and C.

<table>
<tr><td colspan="5">**Team B**</td></tr>
<tr><td>Melvin Boxer</td><td>Leader</td><td>614-216-4896</td><td>614-645-1066</td><td>614-498-5461</td></tr>
<tr><td>Monica Majors</td><td>Specialist</td><td>614-245-5448</td><td>614-264-2647</td><td>614-475-5061</td></tr>
<tr><td>Tina Jeffrey</td><td>Technician</td><td>614-356-9155</td><td>614-789-3698</td><td>614-135-0625</td></tr>
<tr><td>Charles Thomas</td><td>Technician</td><td>614-216-5156</td><td>614-785-9999</td><td>614-456-1664</td></tr>
<tr><td>Ray Smith</td><td>Technician</td><td>614-685-1664</td><td>614-465-1645</td><td>614-758-4668</td></tr>
<tr><td colspan="5">**Team C**</td></tr>
<tr><td>Toni Myers</td><td>Leader</td><td>614-489-3568</td><td>614-485-5656</td><td>614-475-5711</td></tr>
<tr><td>Bryan Knolls</td><td>Specialist</td><td>614-135-5648</td><td>614-458-2667</td><td>614-475-5071</td></tr>
<tr><td>Tammy Gilbert</td><td>Technician</td><td>614-456-9175</td><td>614-785-4886</td><td>614-459-7125</td></tr>
<tr><td>Rhonda Smalls</td><td>Technician</td><td>614-156-1068</td><td>614-458-9989</td><td>614-758-1864</td></tr>
<tr><td>Troy Albertson</td><td>Technician</td><td>614-785-1264</td><td>614-759-1245</td><td>614-765-4698</td></tr>
</table>

Figure 4.5 – Team B and C Phone Rosters

We should verify the phone numbers with each team member every month and run occasional Disaster Recovery Contact Drills to test the notification system.

The Disaster Recovery Team Contact list should be in the DRP binder after the Emergency

Contact List.

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Disaster Recovery Team Contact List

Date of last phone verification test: October 16, 2011

Contact List last updated: October 16, 2011

Team A

Terri Smith	Leader	614-499-3598	614-248-5156	614-247-5411
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Sam March	Technician	614-248-9145	614-216-4896	614-214-0125
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Team B

Melvin Boxer	Leader	614-216-4896	614-645-1066	614-498-5461
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Charles Thomas	Technician	614-216-5156	614-785-9999	614-456-1664
Ray Smith	Technician	614-685-1664	614-465-1645	614-758-4668

Team C

Toni Myers	Leader	614-489-3568	614-485-5656	614-475-5711
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Tammy Gilbert	Technician	614-456-9175	614-785-4886	614-459-7125
Rhonda Smalls	Technician	614-156-1068	614-458-9989	614-758-1864
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Figure 3.5 – Emergency Contact List

World Class CAD Challenge 81-04 - Create a one page Disaster Recovery Team Contact list that has names, position, and three phone numbers for members of Team A, B and C of the Disaster Recovery Teams. The document should have the date last revised and the when the last verification drill was run. It should have company confidential and a title at the top of the document. Repeat this exercise two more times to maintain your World Class ranking.