TEMPLATE INTELLIGENT iT CLOUD

Business Continuity & Disaster Recovery Plan

A comprehensive template to ensure your business can recover from any disruption.

A robust BC/DR plan minimizes downtime and data loss. Customize this template with your organization's specific systems, contacts, and recovery objectives.

1. RTO & RPO DEFINITIONS

Recovery Time Objective (RTO)

Maximum acceptable downtime for each critical system. Example: Email = 1 hour, ERP = 4 hours, File storage = 8 hours.

Recovery Point Objective (RPO)

Maximum acceptable data loss measured in time. Example: Email = 1 hour, Database = 15 minutes, Files = 24 hours.

Critical Systems Inventory

List all Tier 1 (mission-critical), Tier 2 (important), and Tier 3 (non-critical) systems with assigned RTO/RPO.

2. BACKUP STRATEGY

Backup Schedule

Define frequency for each system: real-time replication, hourly snapshots, daily full backups, weekly archives.

3-2-1 Backup Rule

Maintain 3 copies of data on 2 different media types with 1 copy stored offsite or in the cloud.

Backup Verification

Automated backup monitoring with alerts. Manual restoration tests performed quarterly.

3. FAILOVER & RECOVERY PROCEDURES

Cloud Failover

Automated failover to secondary cloud region or standby environment. Document activation steps and DNS changes.

On-Premises Recovery

Bare-metal restore procedures for physical servers. Include boot media locations and configuration documentation.

Application Recovery Sequence

Define the order in which systems are restored: infrastructure first, then directory services, then applications.

4. COMMUNICATION PLAN

Emergency Contacts

Maintain a current list of key personnel, managed service provider contacts, and vendor support numbers.

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Employee Notification

Define how employees will be notified (SMS, personal email, phone tree) when primary communication is down.

Customer & Stakeholder Updates

Pre-drafted status page templates and communication cadence during extended outages.

5. TESTING & MAINTENANCE

Tabletop Exercises

Conduct scenario-based walkthroughs with the response team semi-annually.

Full DR Test

Perform a complete failover and recovery test at least annually. Document results and gaps.

Plan Review & Updates

Review and update this plan quarterly, or immediately after any major infrastructure change or incident.

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