IT Disaster Recovery Plan Steps

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Communication is key!

1. Notify top management. Tell them you are doing these 9 steps.
   A. short and brief - pre-write a draft email with all management in To:
2. Notify all techs that can help or *may have caused this problem*.
   A. short and brief
3. Put up message on website saying "System Maintenance" and take down site.
4. Then take a deep breath. Notifications have been sent out. Bleeding has stopped. Try not to panic - that could make it worse. You need a clear head and logical mind. It is better to be down an extra 10 minutes and do things right than to rush and make mistakes.
5. Find out what the problem actually is. Start a group conference with your top techs for fastest brainstorming.
   A. send out brief update to top management with info on what problem is
6. Prioritize tasks that need to be fixed to get back online ASAP.
   A. send out brief plan of action and possible ETA to top management
7. Find problem(s) and fix.
   A. send out brief update to top management with promise of detailed update later
   B. take another deep breath and send short "thanks" note to tech that fixed the problem
8. Find cause and develop method of preventing from happening again.
   A. if have not found cause within 3 hours, now send detailed update on what happened and how it was fixed
   B. once discover cause then outline method to prevent in future
9. Communications to upper-level management about how, what, when, why, and how it will never happen again

There is no doubt a disaster is a horrible experience. But if you handle it well you will be known as a hero later.
More details in video at: https://youtu.be/j3u0kb77iO4

Programming Labs

If you need help with a software development project or system administration support, contact Alec@ProgrammingLabs.com or visit https://ProgrammingLabs.com