



Disaster Plan Methodology

ILS Operations and Technology Policy Joint Committee
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Service identification

The following Services have been identified as required and provided by Automation. This is meant to be a comprehensive list of everything needed to execute the Disaster Plan. This plan includes internal (SELCO Staff) systems as well as services required to provide service to SELCO libraries.

Each system listed here has a corresponding Service Information Form that includes details and requirements of the system.

- Active Directory
- DNS
- Firewall
- Email
- ILS
- Network Storage
- Print Server
- Web Server
- Ipac
- Web Reporter
- FTP server
- Spam filter
- Content Filtering
- EZproxy
- Restricted Proxy
- Terminal Services
- Secure Gateway
- Pharos
- SQL Server
- Phone System
- Helpdesk System
- Routers
- Switches
- Wireless
- Backup System

Production Impact Analysis

Outside-In Analysis

For each system:

What are the availability and performance requirements for this system?

What are the points of contact between the current system and other systems on which it depends?

What are the critical roles in the system process?

What data is involved and how is it used?

Inside-Out Analysis

What are the IT resources, Data resources, and Roles required to maintain this system?

Systems

ILS

- Database
- Business Logic
- iPac
- Training
- Reports
- Backups
- EZProxy
- EnvisionWare

Exchange

Citrix MetaFrame farm

Virtual host servers

Pharos

Web servers

- Flash
- Tomcat
- Plone

Antispam

Routers

Switches

Sequel database server

Phone system

UPS

HVAC/humidity

Frame Relay internal
Frame Relay external

SIF Done

Print
Active Directory/domain controllers
External DNS
Internal DNS
Network Area Storage
Firewall

System Information Form (SIF)

| | | | | |
|---|---|---------------------------------|------------------------|------------------------------------|
| System Name | ID | Date | System Priority | Contact |
| Email Server | | | | |
| System Description Sends and receives email for SELCO staff and online libraries. | | | | |
| Availability and Performance Requirements | | | | |
| Impact of failure to meet requirements | | | | |
| Systems that depend on this one and points of contact | | | | |
| Systems on which this system depends Active Directory Server Local Area Network: POC: Ethernet | | | | |
| IT Resources | | | | |
| Resource | Outage impact and cost | Maximum outage time | Priority | Related data and roles |
| Server hardware | Service unavailable | 1 business day | Essential | |
| Server Operating System | Service unavailable | 1 business day | Essential | |
| Internet connectivity | Failure to send or receive email messages | 1 business day | Essential | |
| | | | | |
| | | | | |
| Data Resources | | | | |
| Data resource | Unavailability impact and cost | Maximum time unavailable | Priority | Related resources and roles |
| | | | | |

| Roles | | | | |
|--------------------------|--|---------------------------------|-----------------|------------------------------------|
| Role | Unavailability impact and cost | Maximum time unavailable | Priority | Related resources and roles |
| Operating System updates | Eventual degradation of service and increased security vulnerabilities over time | | Low | |
| | | | | |
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