

MDMA Disaster Recovery Plan Template

Disaster Recovery

An MDMA Disaster Recovery plan should include the following items to be considered complete. Use the checklist below to insure that you have the required documents and that the required information is included. Check off each item and submit a copy of each document with this application.

Required Documents:

These documents must be included with your application:

√	Document Description
	<p><u>Implementation Plan and Procedures for Disaster Recovery</u> Attach detailed procedures for each level of disaster. Document must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Level One Recovery-- Emergency Level Low <ul style="list-style-type: none"> <input type="checkbox"/> Temporary Power Failure (Less than 2 hours) <input type="checkbox"/> Server Shutdown <input type="checkbox"/> Minor Network Problems <input type="checkbox"/> Level Two Recovery--Emergency Level Medium <ul style="list-style-type: none"> <input type="checkbox"/> Extended Power Outage (more that two hours) <input type="checkbox"/> Major Equipment Failure <input type="checkbox"/> Software Failure due to virus or system bug <input type="checkbox"/> Major Network Failure or LAN/WAN failure <input type="checkbox"/> Level Three Recovery-- Emergency Level High <ul style="list-style-type: none"> <input type="checkbox"/> Regional Disasters <input type="checkbox"/> Fire <input type="checkbox"/> Earthquake <input type="checkbox"/> Major Storms <input type="checkbox"/> Anything impacting MDMA's Ability to access the primary site.
	<p><u>Background or overview of Data Retrieval Organization</u> Description of work groups and organizations.</p>
	<p><u>Business groups Dependent on the MDMA:</u> Overview of other organizations and companies who depend on the MDMA data</p>
	<p><u>Disaster Impact:</u> A list of systems that will be impacted internally or externally by disaster or outage. (e.g. Billing Agent, Meter Data MSP, and UDC)</p>
	<p><u>Description of Hot Site and or Redundant Systems:</u> Security, Power requirements, Remote access, Backup polices, System replicating, Mirroring, etc.</p>

Required Information

This information must appear somewhere in the documents listed above.

√	Required Information
	<u>Location</u> Address of MDMA and or systems supporting MDMA functions, address of satellite offices, if applicable.
	<u>Staffing</u> Indicate current staffing levels required and include job titles.
	<u>Vendor Contact</u> Addresses and phone numbers for vendor support.
	<u>Contact lists</u> Personnel to contact in the event of a disaster.
	<u>Systems</u> Configurations needed for systems recovery.
	<u>Hardware</u> A list of equipment spares and system configurations needed for systems recovery.
	<u>Software</u> A comprehensive list of software used for systems recovery
	<u>Description of Internal and External Communication Links</u> Telecommunication links, pots lines, WAN/LAN, etc.
	<u>Hot Site or Redundant Systems location</u> Addresses and phone numbers with details of how to get there.
	<u>Worst-Case Provisions</u> Information showing that no data will be lost
	<u>Recommended (not required for MDMA acceptance)</u> <u>Arrangements for another, previously approved MDMA to temporarily or permanently take over processing responsibilities in the case where the original MDMA cannot perform those functions</u>

System Availability and Security

The MDMA must be capable of storing and transferring data at a certain standard of performance, as well as maintaining an adequate security system. Use the checklist below to insure that you can document your system's ability to maintain minimum standards of availability and security.

√	Criteria
	Be able to provide the most recent twelve months (or the maximum amount processed) of historical consumption data within five days after the data has been requested by a succeeding ESP.
	Hardware and software platforms must show proof of scalability in accordance with the throughput and connectivity performance requirements in Appendix D of the July 25, 1997 MDCS Report, without regard to restrictions that may result from the equipment used to receive the data.
	Must have Secure-Socket Layer (SSL) or other security mechanism agreed upon by the parties for all situations where data is transmitted from the MDMA server to other parties over a common carrier.
	MDMA data on the server awaiting transport to the MDMA user must be protected from unauthorized access by a firewall, encryption or some other reasonable security measure(s).
	MDMA must have physical access restrictions to the data processing center in place and functional.