MATATIELE LOCAL MUNICIPALITY

DISASTER RECOVERY PLAN

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1. OBJECTIVE

The aim of this plan is to document the procedure to be followed in the event of a network failure to ensure the network is operational in the shortest possible time.

2. RESPONSIBILITIES

The Chief Information Officer shall prepare, review and update (as circumstances require) a list of persons who must be contacted by users in the event of the occurrence of any of the situations set out in the disaster recovery plan. Such list shall be made available to all authorised users on the municipality's IT network.

3. DOCUMENTATION

The configuration of all servers must be documented and filed. This includes hardware, software, backup software, service pack level, e-mail solution, users, groups and rights to the file system.

4. DATA BACKUP

At least a weekly backup must be stored off site at another secure environment. Daily backups should also be stored in a fireproof and secure environment, as described in the Backup Policy.

5. DISASTER RECOVERY PROCEDURE

The following eventualities, with recovery steps, are covered by this document:

5.1 Power Supply Failure

In the event of the server's PSU failing, another unit will be installed, and the server restarted and it will be checked that the system is functioning. If it is a specialised PSU (e.g. Compaq, HP, Intel etc.) then the original PSU will be sent off for repair, and reinstalled once it has been repaired, or it will be replaced.

5.2 Memory Failure

Replacement memory will be installed and the faulty memory be swapped out or replaced if not under warranty.

5.3 Main Board Failure

In this circumstance, a loan file server will be brought in and the hard drive(s) and tape streamer moved to the loan server. If the failed server has an onboard SCSI controller and after moving the drives over it is found that they cannot be read, a loan 9 GB SCSI will be installed. This will require a full reinstallation of the operating system and backup software (e.g. Arcserve) and then a restore from the latest backup tape will be initiated. The server will then be removed and returned to the supplier for repair or replacement if under warranty. If it is not under warranty, a quote for repair and a quote for replacement will be obtained and a decision made on which route to follow. Once the server has been sorted out by either repair or replacement, a backup will be taken of the current data, and then restored to the repaired server.

5.4 Hard Drive Failure

If the hard drive is under warranty, then a loan 9 GB SCSI drive will be installed, low level formatted, operating system installed, backup software installed (e.g. Arcserve) and then a restore initiated from the latest backup tape. The faulty drive will then either be swapped out under warranty or replaced, a backup taken and the format and the reinstall procedure done again.

5.5 Ethernet Hub Failure

The offending hub will be removed and replaced with a loan unit until the faulty unit is sorted out.

5.6 File Server Network Card Failure

A new network card will be installed into the file server and either the on-board disabled or the faulty board removed. The operating system will then be reconfigured to recognise the new hardware together with the appropriate addresses.

5.7 Server UPS Failure

A loan UPS will be installed until the fault is sorted out. The UPS could be by-passed for immediate system operation.

5.8 Theft of Server

The stand-by server will be installed and the latest backup restored.

5.9 Server Destroyed by Fire, Flood

The stand-by server will be installed in a suitable environment, and the latest backup restored. The problem with this is that in most installations the wiring closet or cabinet is installed in the same location as the server. In this circumstance, the central core of the cabling system may also be damaged or destroyed. This may result in the damage being assessed and the server together with a loan hub being installed in the most practical position.

5.10 Total Site Destruction by Fire, Flood etc.

In the event of the site being completely destroyed, an alternate venue will be decided on and the loan server installed and latest backup restored. A loan hub and a minimum of three workstations will be made available to get the core function operational. This could take a little longer as the workstations would have to have the corresponding client software installed off the server and that could only happen once the server has been restored completely. Printers

will be made available where possible: at least a laser and a dot-matrix.

6. OTHER EVENTUALITIES

If an eventuality is not catered for, then the best possible solution for the problem will be found and implemented.