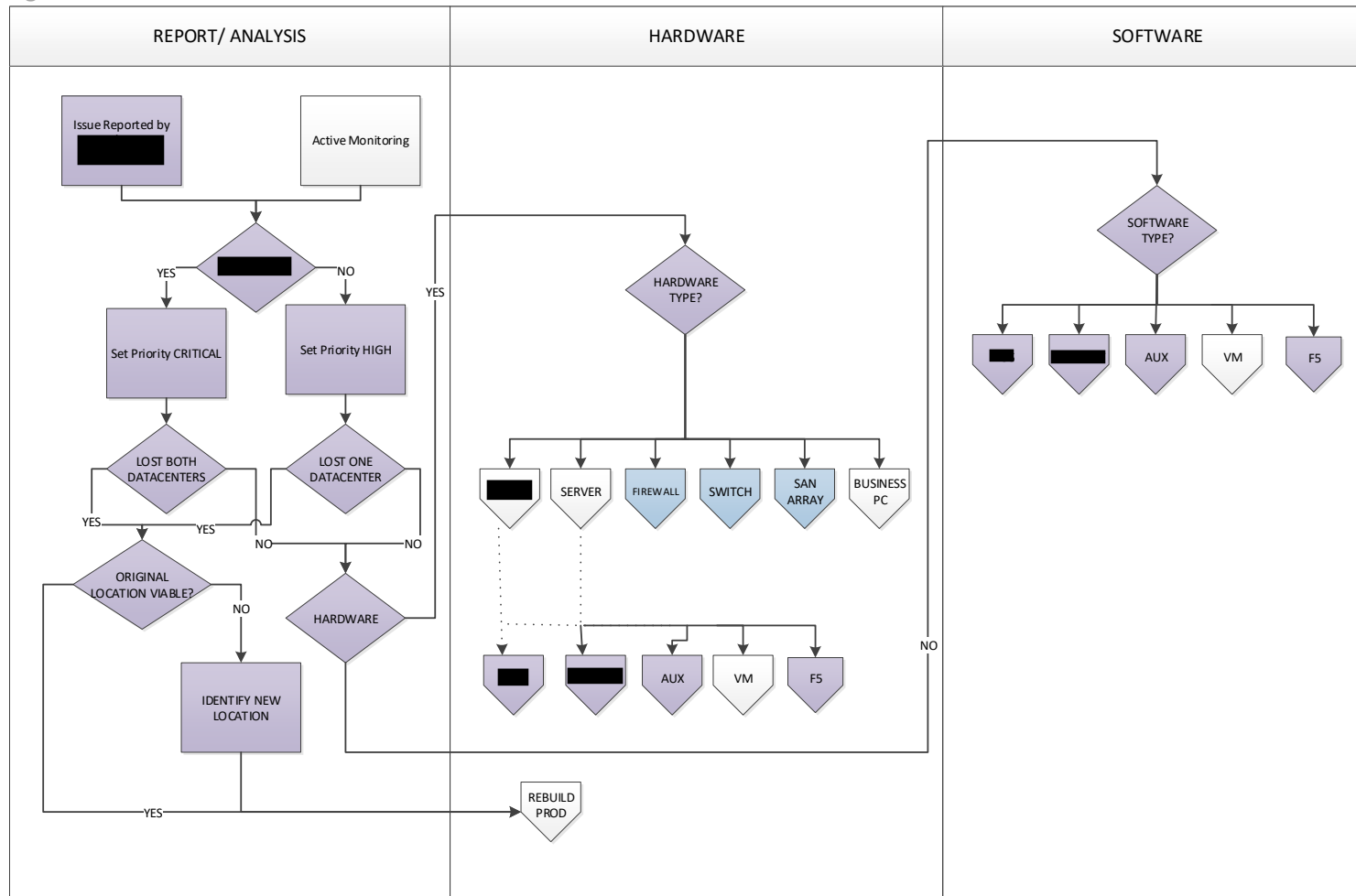# SAMPLE PROCESS MAP & PROCESS

Sample of a process map and process for a disaster recovery plan.
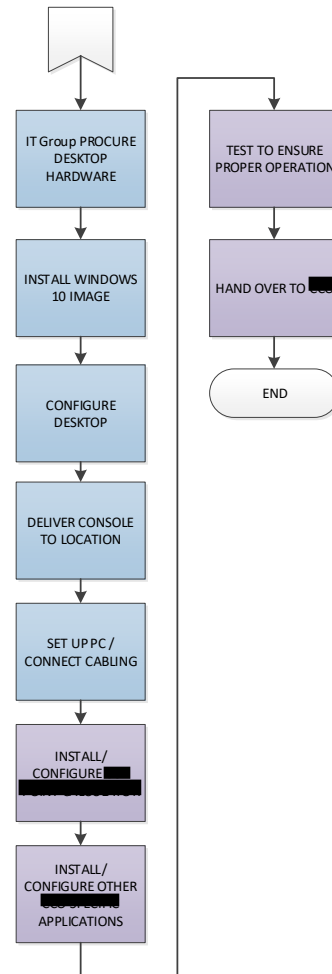
Disaster Recovery Process Map

Figure 1 – Main Process
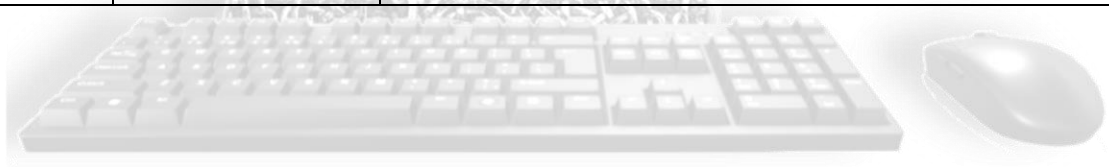
REPORT/ ANALYSIS	HARDWARE	SOFTWARE

REPORT/ ANALYSIS

- Issue Reported by ▮
- Active Monitoring
- (decision) ▮ — YES / NO
- Set Priority CRITICAL
- Set Priority HIGH
- LOST BOTH DATACENTERS — YES / YES
- LOST ONE DATACENTER — NO / NO
- ORIGINAL LOCATION VIABLE? — NO
- HARDWARE
- IDENTIFY NEW LOCATION
- YES
- REBUILD PROD

HARDWARE

- HARDWARE TYPE?
- ▮ / SERVER / FIREWALL / SWITCH / SAN ARRAY / BUSINESS PC
- ▮ / ▮ / AUX / VM / F5

SOFTWARE

- SOFTWARE TYPE?
- ▮ / ▮ / AUX / VM / F5

Figure 5 – xOS PC Hardware Failure

Figure 6 – Business PC Hardware Failure

Figure 5 flow:

PROCURE NEW HP ▮▮▮

↓

DESKTOP TEAM INSTALL WINDOWS 7 IMAGE

↓

DESKTOP TEAM CONFIGURES CONSOLE

↓

DELIVER CONSOLE TO LOCATION

↓

SET UP CONSOLE / CONNECT CABLING

↓

JOIN TO DOMAIN ▮▮▮

↓

INSTALL WINDOWS MANAGEMENT FRAMEWORK 3.0 KB2506143

→

INSTALL ▮▮▮ USING ▮▮▮

↓

CONFIGURE SLEEP MODE (OFF), REMOTE DESKTOP (ON), WINDOWS FIREWALL (OFF)

↓

INSTALL WAVE FILES FOR ALARMS

↓

▮▮▮ INSTALLATION

↓

INSTALL ▮▮▮

↓

INSTALL DISPLAYS

↓

VERIFY DISPLAYS

→

HAND OVER TO ▮▮▮

↓

END

Figure 6 flow:

IT Group PROCURE DESKTOP HARDWARE

↓

INSTALL WINDOWS 10 IMAGE

↓

CONFIGURE DESKTOP

↓

DELIVER CONSOLE TO LOCATION

↓

SET UP PC / CONNECT CABLING

↓

INSTALL/ CONFIGURE ▮▮▮

↓

INSTALL/ CONFIGURE OTHER ▮▮▮ APPLICATIONS

→

TEST TO ENSURE PROPER OPERATION

↓

HAND OVER TO ▮▮▮

↓

END

Step#	Process Step	Description
1	*Get a Quote for Equipment for* ▮▮▮ ▮▮▮	**▮▮▮ Support team: Lead time < 3 weeks** • Typically this will need to be duplicated but in some cases there will be 3 x ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ and get a quote Then go to Service now and PO Request once complete notify ▮▮▮▮▮▮▮▮▮▮▮▮ so he can give the ok to order the quote from ▮▮▮▮
2	*Notify Desktop Services*	**▮▮▮ Support team:** - Request Windows 10 Computer from Desktop
3	*Get a Quote on* ▮▮▮ ▮▮▮	**▮▮▮ Support team:** - If both datacenters are down, is either location still viable? - If one datacenter is down, is that location viable? • If original location is not viable move to **step 4** • If original location is viable move to **step 5** • If hardware is not affected, but full production environment needs to be restored skip to **step 6** - If only specific pieces of hardware or software are affected, skip to **step 24**
4	*Evans Consoles*	**▮▮▮ Support team:** - Contact Evans for a Quote on Arms **Evans Consoles:** (more than 4-6 weeks) - Install Arms - Align Monitors flush with the desk - Organize monitors
5	*Network (Western Electric,* ▮▮▮ ▮▮▮ *)*	**▮▮▮ Support team:** - If this is a new network (Western Electric) will be needed to pull new cables - Contact ▮▮▮▮▮▮▮▮▮▮▮▮▮▮ **▮▮▮ team:** - Set up hardware - Connect and configure networking for SRP VLAN
7	*Rebuild Production Environment – Manual Restore*	**▮▮▮ team:** • Phone trays or speaker shelves will not be required for FPR • 1 speaker per console will be required • ▮▮▮ box can be stored behind monitors • Switch speaker and mixer positions • Add shelf (1 fan per shelf)
8	*Install and Configure Netscaler*	**Netscaler Support:** - Follow RabbitMQ VIP information for configuration

Step#	Process Step	Description
9	*Install & Configure* ▮	**▮▮▮▮▮▮ team:** - Follow ▮ <u>Installation & Configuration</u> procedure
10	*Install & Configure* ▮▮▮	**▮▮▮ Support team:** - Follow ▮▮▮ <u>Installation & Configuration procedure</u>
11	*Restore Database & Configure Replication*	**▮▮▮▮▮ team:** - Ensure IPs for Production environment are configured - Restore database from backup - Ensure data replication is configured correctly
12	*Install and Configure ▮▮▮▮▮*	**▮▮▮▮▮ team:** - Ensure all ▮▮▮▮▮ services are installed and configured for the ▮▮▮ production environment - Follow ▮▮▮▮▮ **Configuration** procedures ○ <u>Integration Guide for Windows</u> ▮▮▮▮ ○ <u>Integration Guide for Windows servers and</u> ▮▮▮ ▮▮▮▮
13	*Install and Configure ▮▮▮*	**▮▮▮▮ team:** - Follow ▮▮▮▮▮▮▮▮▮ ▮▮▮▮ procedure
14	*Install and Configure ▮▮▮▮*	**▮▮▮▮ team:** - Follow ▮▮▮ <u>Installation and Configuration</u> procedure
15	*Configure ▮▮▮▮*	**▮▮▮▮ team:** - Follow ▮▮▮▮ <u>Configuration</u> procedure
16	*Configure ▮▮▮▮ ▮▮▮*	**▮▮▮▮ team:** - Follow ▮▮▮▮▮▮▮ procedure
17	*Install Current Displays*	**▮▮▮▮ team:** - Verify display versions to be installed - Follow <u>Display Installation</u> procedure
18	*Configure / Restore Active Directory*	**▮▮▮▮ team:** - Follow **Active Directory Configuration** procedure
19	*Verify / Restore McAfee Server*	**McAfee Support Team:** - Verify that the McAfee Server was not affected by the incident - If McAfee Server is operational, bring server up - If McAfee Server is not operational, follow <u>McAfee Installation</u> procedure to restore server
20	*Verify / Restore RDS Licensing Server*	**RDS Licensing (▮▮▮):** - Verify that the RDS Licensing server was not affected by the incident - If RDS is operational, bring the server up - If RDS is not operational, follow the <u>RDS Licensing Server installation & configuration</u> procedure to restore server
21	*Restore Firewalls and Switch configuration*	**▮▮▮▮ team:** - Engage ▮▮ team **▮▮ team:** - Set up required firewall and switch configuration

Step#	Process Step	Description
22	*Configure San Storage*	████ **team:** - If hardware issues are present, procure hardware - Configure the san storage array to specifications required by ██████ vblock - Engage ██████████ team
23	*Configure database VMs to present disks properly*	████████ **team:** - Provide █████████ team with **Disk Configuration** spreadsheet ███ **team:** - Follow **Database configuration** procedure - Skip to **step 29**
24	*Hardware or Software Issues*	██████████ **team:** - If there are issues with the VM Ware, ██████ RT or Netscaler, skip to **step 28** - If there are issues with the ███ software skip to **step 33** - If there are hardware issues, move to **next step**
25	*Identify Hardware*	██████████ **team:** - If there are issues with a firewall, engage ███ - If there are issues with a switch, engage ███ - If there are issues with a san array, complete **steps 22 & 23** - If there are issues with an ███ PC, skip to **step 32** - If there are issues with a business PC, skip to **step 34** - If there are issues with a server, move to **next step**
26	*Specific Server Rebuild (Hardware)*	██████████ **team:** - Engage ███ team ███ **team:** - Procure hardware (procedure) - Set up hardware - Connect and configure networking
27	*Specific Server Rebuild (Image Restore)*	███ **team:** - If there is a viable image for the virtual machine being restored, **restore image** - **Repeat** until all required servers are restored - If there is no viable image for the virtual machine being restored, move to **step 28**

Step#	Process Step	Description
28	*Specific Server Rebuild (Manual Restore)*	██ **team:** - Install **VM Ware** - Install **Windows Server image** - Install **VM Template File** - Engage ███ Support team ████████ **team:** - If the server being restored is a ████████ **Load Balancing** server, complete **step 8** then move to **step 29** - If the server being restored is an ██████████ Server, follow the ████████████ **procedure** to update and verify the information in the workbook for the specific servers being restored using the Add Server function - Deploy ███████ - Verify system good - Complete **steps 9 – 23** and then skip to **step 29** - If the server being restored is a **Domain Controller**, complete the **Manual Domain Controller configuration** (███████████████) procedure then **steps 18 – 20** and then skip to **step 29**
29	*Configure Remote Desktop Gateway*	██ **Windows Server team:** - Follow **Configure Remote Desktop Gateway** procedure
30	*Confirm Corporate Credentials*	███████████ **team:** - Confirm that the corporate credentials used to connect to the network are valid
31	*Complete Handover Checklist*	███████████ **team:** - Bring prod environment up - Verify field data - Complete site 1 to site 2 mode switch - Skip to **step 36**
32	*Restore ████ PC (Hardware & Base Configuration)*	██ **team:** - Procure new ███████████ - Install ████ Console Windows 7 image - Configure console o When configuring the physical console, the primary monitor must be set to be the top left monitor - Deliver to location - Set up console in location / connect cabling - Engage ██████████ team ███████████ **team:** - Join PC to domain
33	*Restore ████ PC (████ software and configuration)*	████████████ **team:** - Install Windows Management Framework 3.0 (KB2506143) - Install ███████████████████████ procedure - Configure sleep mode off, remote desktop on and Windows firewall off - Install wave files for alarms - Install ██████ - Install ████████████ - Verify display versions to be installed - Follow <u>Display Installation</u> procedure - Skip to **step 36**

Step#	Process Step	Description
34	*Restore Business PC (Hardware & Base Configuration)*	**███ team:** - Procure desktop hardware - Install ███ Business PC Windows 10 image - Configure desktop - Deliver to location - Set up pc / connect cabling
35	*Restore Business PC (███ Specific requirements)*	**████████ team:** - Install / Configure ██████████████ - Install / Configure other ███ specific applications - Test to ensure proper operations
36	*Hand over to ███ ████████ Support*	**███ Support team:** - Complete hand over o Handover only to ██████████ PC and Business PC
	END	