



Contingency and Recovery Plan

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1.0 (Department)

1.1 Purpose

The purpose of (APPLICATION) in Forsyth County Schools (FCS) is to (PURPOSE)

1.1.1 Applicable Applications

1. (Application)
 - a. Purpose-
 - b. Hosting-
 - c. Development-
 - d. Responsibility-
2. (Application)
 - a. Purpose-
 - b. Hosting-
 - c. Development-
 - d. Responsibility-
3. (Application)
 - a. Purpose-
 - b. Hosting-
 - c. Development-
 - d. Responsibility
4. (Application)
 - a. Purpose
 - b. Hosting-
 - c. Development-
 - d. Responsibility-

1.1.2 Applicable Systems

1. (SERVER OR HOST)
 - a. Purpose-
 - b. Hosting-
 - c. Responsibility-

1.2 Roles and Responsibilities

The (DEPARTMENT) and Technology Departments (TD) is responsible for (APPLICATION) and its supporting systems.

1.2.1 Primary Recovery

The INSERT TITLE is the primary individual responsible for the Confidentiality, Integrity, and Availability (CIA) of (APPLICATION), and the primary individual that will perform application and system recovery.

1.2.2 Secondary Recovery

The INSERT TITLE is the secondary individual responsible for the CIA of (APPLICATION), and the secondary individual that will perform application and system recovery.

1.2.3 Emergency Recovery

In the event the Primary and Secondary Recovery Personnel are unable to recover (APPLICATION) or (SERVER), the CIO will designate a TD engineer with applicable permissions to perform the recovery. The Emergency Recovery Personnel will be given the instructions listed in this document and perform the recovery

1.4 (SYSTEM) Recovery Procedures

1.4.1 Recovery Procedures

1. Navigate to 0.0.0.0 in a web browser to login to the Backup System .
2. The credentials for login are stored in Password Manager, which is federated to Active Directory.
3. Navigate to Recovery Area.
4. Select Recover for Virtual Machines.
5. Search for the term "DEPARTMENT" and the server should appear.
6. Select the server and run the recovery process.

1.4.2 Recovery Validation

Once the Recovery Procedures are complete, perform the following steps to validate the proper functionality of the server:

1. Navigate to 0.0.0.0 and login with credentials
2. Navigate to (SERVER) and Templates
3. Expand INSERT THE FOLDER THAT HAS (SERVER NAME)
4. Select a (SERVER) and Select Launch Web Console
5. Navigate through the prompts and press ESC
6. Select Other User
7. Enter Domain Administrator Credentials

1.4.3 Emergency Troubleshooting

In the event the steps above **do not succeed**, contact Vendor Support @

Email:

Phone Number:

1.5 (APPLICATION) Recovery Procedures

(APPLICATION) should recover to the most recent version with the server if the server is restored. In the event the application is still not operating properly, perform the following steps.

1.5.1 Recovery Procedures

1. INSERT ANY ADDITIONAL (APPLICATION) RECOVERY STEPS
2. This could be pointing SFTP uploads, reconfiguring APIs, etc. Whatever you think could be a problem after recovering the server.

1.5.2 Recovery Validation

1. INSERT PROCEDURES TO VALIDATE THE RECOVERY WAS SUCCESSFUL

1.5.3 Emergency Troubleshooting

In the event the steps above do not succeed, contact (VENDOR) @

Email: INSERT EMAIL

Phone Number: INSERT PHONE NUMBER FOR SUPPORT