

Intro



DR/BCP

Tabletop Exercise

Instructions The following pages contain a scenario designed to test your organization's Disaster Recovery and Business Continuity Plan, and your team's awareness of it.

This exercise is meant to be fun and collaborative, but it won't always be easy. Remember: the intent is to identify areas for improvement, so that when the real thing happens, there will be fewer surprises!

Moderator

- Serve as a guide, but don't offer hints or helpful advice, even if the team is struggling.
- Watch the clock, and give the team the next step/card every 20 minutes.
- Lead the post-mortem discussion and assign follow-up tasks.

Participants

- Stay patient and open-minded.
- Remember and use the plan.
- Engage and communicate. This only works if everyone dives in!

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ACME INC.

2020-10-12 (Monday)

12:30 MDT (UTC -6:00)

What We Know The National Weather Service has issued a Severe Weather Advisory and Flood Warning for your area. It could be a 1,000-year flood event! The warning predicts that beginning Wednesday evening, the Wild River will overflow its banks and that your city can expect to see floodwaters anywhere from 2 – 12 inches deep in the vicinity of the river. Executive management has asked that you stand up an incident command center to manage the oncoming disaster.

What to Think About

- What's the effect of a serious environmental incident on Acme Inc.?
- Which critical business functions could be disrupted?
- What information should be given to employees? When? By who?
- What do you need to do to prepare?

What's Important

- Protect human health
- Protect the environment
- Leadership alignment
- Communication and awareness
- Protect facilities & equipment
- Protect reputation
- Prepare for functional recovery

Possible Impacts

- Employee and customer panic could exacerbate business impact.
- Degraded operating efficiency and customer accessibility
- Inaccessibility of Acme Inc. facilities and equipment.
- Staff homes and families may be affected as well.

2



ACME INC.

2020-10-15 (Thursday)
15:30 MDT (UTC-06:00)

What We Know Disaster hits! The Wild River is over its banks by even more than anticipated, and most of the office floor has 8 inches of standing water. Many systems are affected, and there is complete and total loss of connectivity between the enterprise and the development environment; it appears that all on-site enterprise servers are down due to waterlogged UPSs. Initial assessment suggests equipment could be made operational within 72 hours. Rain is not expected to subside for a week.

What to Think About

- This is the start of a marathon, not a sprint. What's your resource plan?
- What are your priorities as you start the day on Thursday?
- What resources are available to you? What teams need to be involved?
- How to establish connectivity to the DR site.

What's Important

- Protect human life
- Protect the environment
- Protect facilities & equipment
- Protect reputation
- Prepare for functional recovery

Possible Impacts

- Irreparable equipment damage?
- Data loss?
- Life safety?
- Effectiveness/responsiveness plummets without reliable communication.



ACME INC.

2020-10-18 (Sunday)
17:00 MDT (UTC-06:00)

What We Know The rain continues. Teams have made less recovery progress than expected – network connectivity is restored, but no systems have been brought back up. Half of the IT team has flooded basements at home and have been focused on keeping their families safe and their treasured collections of John Elway memorabilia dry. That pesky leaky roof in warehouse has resulted in some crucial equipment being affected by water (exact effects are to be assessed).

What to Think About

- Who's making decisions about what to bring back and when? What sacrifices are made?
- With half of the IT staff out, what knowledge is missing or needed? How will you fill those gaps?

What's Important

- Speed + confidence
- Planning for the worst
- Communication
- Identifying services that will be unable to fulfill

Possible Impacts

- May not be able to produce and ship product/service.
- Business units requiring facilities will not be able to function properly.
- Critical employees may be unavailable for extended periods of time.



ACME INC.

2020-10-26 (Monday)

09:00 MDT (UTC-06:00)

What We Know The rain has finally stopped. Floodwaters are receding, and the floor is dry. Some equipment appears to be permanently damaged. All IT staff is available, but everyone is burnt out from a week+ of working 18-hour days on recovery.

What to Think About

- Are other critical services at risk of failure?
- What does the long-term resource plan look like?
- What information should be shared with key business partners, vendors, and customers?

What's Important

- Resource management – how will recovery/clean-up be staffed over the next 4 weeks?
- How are the IT and other organization teams working together through this disaster?
- When are resources available to start restoring P3 and P4 systems?

Possible Impacts

- Staff attrition.
- Did this require outside staff? What is the state of that facility?
- Will long-term recovery result in reduced capacity for an extended period?

POST-MORTEM

Take 5 minutes to quickly review and jot down notes on these questions before discussing as a group.

What went well?

What *didn't* go well?

Would you feel prepared in an actual disaster?

Yes

No

Does your DR/BCP provide the information you need to handle a disaster?

Yes

No

If "no,"
what's
missing?

Does your DR/BCP properly define roles and responsibilities?

Yes

No

If "no,"
what needs
to change?

What else needs to change for next time?