SURVEY ANALYTICS
Enterprise Research Platform

Survey Analytics, LLC

Disaster Recovery Plan

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Description	Likelihood and Impact	Detection, how will we know it has happened	Immediate Action	Later Action	Effect on Users	Mitigation and Contingency (currently in place)
Single Disk Failure	Medium	Nagios Warning	Replace failed disk in RAID volume.	Order new disks. Have existing disks destroyed.	No effect	Nagios monitoring of RAID volumes. Keep replacements drives available.
Multiple Disk Failure	Low	Nagios Warning	Replace failed disks in RAID volume. Restore from hot backup.	Order new disks. Have existing disks destroyed.	No effect (failover)	Nagios monitoring of RAID volumes. Keep replacements drives available.
Unauthorised modification of content	Low	Periodic Auditing of logs. Monitoring of application	Restore modified content.	Repair security breach. Determine root vulnerability.	Low effect on users.	Determine root vulnerability. Repair vulnerability.
Data loss	Low	Nagios Warning	Restore data from hot or offsite backup.	No later action necessary.	Users will not have access to their data.	Hot and offsite backups in place.
Software failure for each key piece of software used	Medium	Nagios Warning	Update/repair software.	Update/repair software.	Users will not have access to software.	Update software to latest stable version.
Multiple machine failure	Low	Nagios Warning	Repair machine, replace machine with hot backup machine.	Repair machine, replace machine with hot backup machine. Order new hot backup machine.	Low effect (failover). Performance will be compromised.	Monitor machine health with Nagios.
Software failure	Medium	Nagios Warning	Update/repair software.	Update/repair software.	Low effect or no access to software.	Update software to latest stable version.
Capacity overload	Medium/High	Nagios Warning	Bring on additional servers (hot backup servers) (5 hours).	Check power load of new servers. Allocated additional power as part of data center agreement.	Performance degradation.	Monitor capacity with Nagios.
Loss of building through fire, flood etc.	Low	Warning from hosting providers	Move application to backup data center (hot). (5 hours)	Move back to primary data center (when available).	No access to software.	n/a
Local network failure	Low	Nagios Warning	Repair network / replace switches (hot) or move to backup data center. (5-10 hours)	Replace failed hardware.	No access to software.	Hot backup data center in place as well as hot backup switches.
Power failure (generator down at data center)	Low	Nagios Warning, Warning from hosting provider.	Move application to backup data center (hot). (5 hours)	Move back to primary data center (when available).	No access to software.	Hot backup data center in place.
Loss of Internet Connection	Medium	Nagios Warning	Switch to (hot) backup T1 connection. (5 hours)	Switch back to primary T1 once enabled.	No access to software.	Hot backup T1 connection in place.