
DISASTER RECOVERY POLICY

Prepared By:

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Keelagher Okey Associates Ltd electronic data is stored and managed across an internal Office IT System and Microsoft Cloud Services. This provides efficient data access to all users whether they are internal administration staff or remote workers. A robust backup solution and disaster recovery scenarios have been designed to enable fast reliable recovery should an incident occur.

INTERNAL SERVER FAILURE SCENARIO

Windows Active Directory, DNS & DHCP will no longer be available and subsequently internal users will not be able to login to their workstations. This will affect access to Live Email, Office Admin Data, Email Archive, Internet access & SharePoint Access.

Our Server is under warranty and will be repaired next business day if it is a hardware fault, including hard drive failures. Once failure is identified and remedied all internal services and access to data will be restored. Remote workers will be unaffected.

If there is a complete server failure, or if there is more than 1 disk failure at any one time, the server will have to be rebuilt. If this occurs, all user accounts will have to be re-created, every PC in the Office will need to be re-joined to the domain. Internal data can be restored from the latest successful offsite backup.

Data can be restored from the offsite backup. The time required for restore will depend on the amount of data to be restored and the internet connection speed where they are being restored to. We estimate we would have access within two hours.

Should the internal IT system be damaged or destroyed a complete network and server rebuild will be required. 10 – 15 working days has been quoted by our 3rd party IT Support Provider as a new server can take 5 – 10 days to be sourced from suppliers, and a maximum of 5 days for installation, configuration and complete data restoration from offsite backup.

Internal data can be restored to any PC at any location with sufficient Internet connection speed. This can then be uploaded to SharePoint to allow business to continue while a new server is sourced, installed, configured and data restored.

Offsite backup backs up files every 2 hours (unless there are a large number of new files to be included, in which case it may take longer than 2 hours to complete).

Our current offsite backup is on a 7-year retention. The current backup started mid December 2019, so that will be the earliest we can go back to electronically. However, there are physical hard drives containing older data backups & a copy of all files migrated to SharePoint have been retained on the internal server. This enables data recovery going back to circa 2002.

Microsoft SharePoint and Exchange Online email is subject to a 'Forever' data retention policy which stores a copy of all data in a separate 'Preservation Hold' library on the 'Keelagher Okey Associates Ltd Staff' SharePoint site. This is only accessible to SharePoint administration user accounts and can be used to restore lost/deleted data. Microsoft SharePoint and Exchange Online email is also included in the offsite backup.

NETWORK HARDWARE FAILURE SCENARIO

Should an internal network device develop a fault or suffer a failure, access to email, SharePoint and all internal files will become unavailable for Office users. The network switches are standard and unmanaged. Replacements can be purchased from any computer hardware retailer and can be easily installed allowing for fast network access restoration.

INTERNET FAILURE SCENARIO

Should the Office Internet line fail Internet, email and SharePoint access for internal users will be unavailable. Once the line is fixed or replaced by the ISP full access will be restored. Internal users will still have access to all files stored on the internal IT System. Our Office Internet connection is backed by a 7-hour fix SLA.

MICROSOFT 365 OUTAGE SCENARIO

Should Microsoft's services be interrupted access to email and or SharePoint data will be unavailable. This depends on which services is affected. As these services are provided and hosted by Microsoft, we will have to wait until their service was resumed.

All internal data and historic email would still be available for Office users. Historic email would still be available for remote workers



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