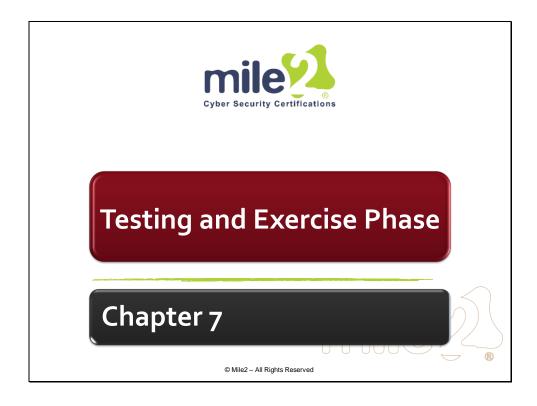
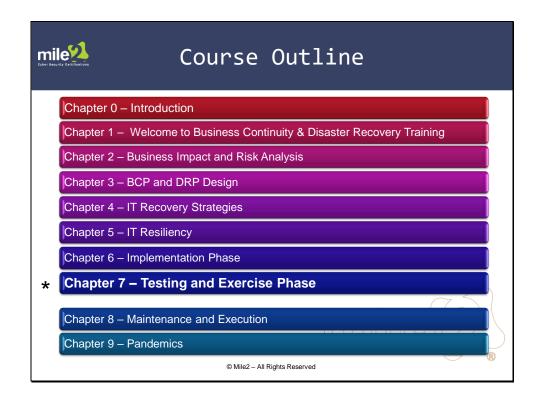
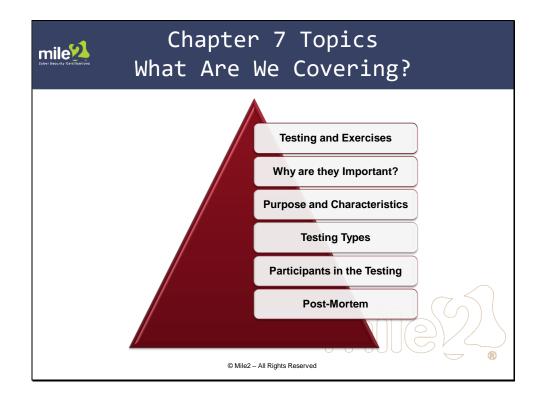
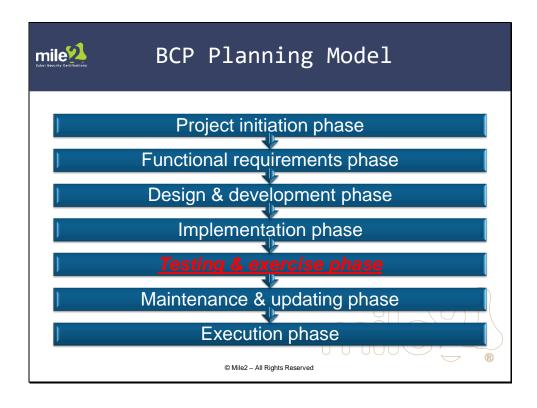
CDRE - Certified Disaster Recovery Engineer
Chapter 7 - Testing and Exercise Phase

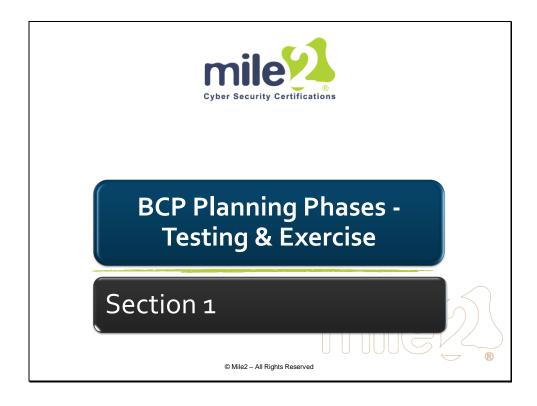
# Workbook








# Testing & Exercise Phase Why are plan exercises important? Practice procedures before disaster Ensure procedures are appropriate and inclusive Familiarity with procedures before disaster Prepare for emergencies, increase safety Reduce decisions Reduce confusion Reduce confusion Reduce cost of recovery NEVER use live data during the exercise




# Testing & Drills

# Purpose

- · Increase confidence in plans
- · Ensure the plan works
- · Ensure the alternate site is capable
- Prepare personnel
  - · Procedures: evacuation, safety, business resumption
  - Team Duties: response, recovery, restoration, etc.
- · Identify gaps and make improvements

## Characteristics

- · Annual: Start small, then expand scope
- · Pre-determined scenario, scope and parameters
- Timing, duration, participants
- · Hardware, software, networks, other resources
- External Groups: fire, police, media, etc.
- Written Test Plan
  - Schedule, specific steps, assignments
  - · Include evaluation criteria: measure success or failure

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# Progression of Testing Types

### **Checklist Test**

- Review the plan and incorporate suggestions
- · Goal: Ensure business-critical functions are covered

### Structured Walk-Through / Table-Top Test

- Discuss the plan in detail: Review each scenario
- · Goal: Ensure plan reflects organizational capability

### Simulation Test

- Scenario based scripts of a disaster that tests the participants and the quality of the processes within the plan
- · Goal: Ensure personnel are familiar with their responsibilities and the plans are viable so they could be used in a disaster

## Parallel Test (2<sup>nd</sup> most complete)

- · Recover in DR site without affecting original site: Compare results
- Goal: Ensure alternate site is capable, and procedures are complete

## Full-Interruption / Fail-over Test (Most complete)

- · Shut-down original site: Operate alternate site only
- · Goal: Provide high-level of confidence in plan, only for tightly controlled and managed environments
- Optional: Include local emergency services

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# Facilitator – Independent source with no vested interest in process or outcome of test. Will keep participants on track and controlling pace of discussions and facilitating the test. Scribes – To take detailed notes throughout the test. Record actions that went well and what did not. This is audited to create an accurate deficiency record. DR Recovery Team members – following their procedures to provide IT recovery of critical business unit requirements. Business process owners – familiar with requirements of supporting applications but provide a non-IT perspective (different from operations and the developers) Internal Auditors – Auditing the security and audit requirements for a business process.

# Testing Participants - 2 BC Coordinators - coordinate team activities, liaising with BCP teams ensure activities are performed. DR Coordinators - Coordinate the IT recovery team activities. Observers - Invited parties, internally or external, to observe. Senior Management - a MUST to have at any test. It shows the management commitment, not only to the test, but to the BC/DR program Subject matter experts - Internal or external experts in the business processes or IT related to the test.




# Testing Post-mortem

# Immediately after the test

- Facilitator will meet with ALL of the participants for their comments regarding the exercise
  - · Actions that went well, as well as those that did not
  - Recommendations for any improvements required within BCP or DRP
- Assess effectiveness of exercise
  - Objectives, expected results, content of the test script, recommendations for improvement

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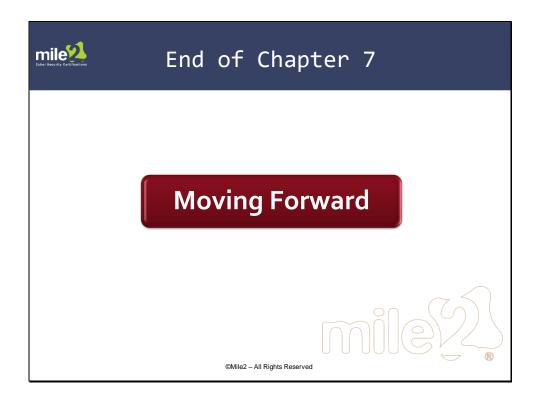


# Testing Post-mortem - Lessons Learned

# **Lessons Learned (1-2 weeks later)**

- A report will be generated (by BC Coordinator and, if required, the DR Coordinator) with the comments and recommendations from the Postmortem
- Detail the report with areas for improvement or required changes:
  - Action Item Observation
  - Recommendations to correct
  - Responsible party to provide recommendations
  - Target date to complete recommendations

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# Questions and Answers

# **Review Questions:**

- 1. A successful characteristic of testing a plan for the first time, is to:
  - A. Start small and then expand the scope
  - B. Test the recovery of all the critical business functions and services
  - C. Test the IT recovery (e.g. Local Area Network)
  - D. Conduct a parallel test
- 2. The primary reason for conducting DR testing is to:
  - A. Provide employees' families with a method for contacting management
  - B. Ensure that continuity plans are current and viable
  - C. Prepare vendors how to react to an emergency within the enterprise
  - D. Identify which employees are required to assist the recovery teams following a disaster
- 3. The type of test that yields the highest level of risk:
  - A. Notification
  - B. Parallel
  - C. Structured Walk-Through
  - D. Full-Interruption
- 4. The most comprehensive test is a:
  - A. Parallel test
  - B. Checklist test
  - C. Full-interruption
  - D. Structured walk-through / table-top test
- 5. Which of the following are participants in BCP testing?
  - A. Facilitator
  - B. Scribe
  - C. DR Recovery Team members
  - D. Business process owners
  - E. Internal auditors
  - F. Sr. Management
  - G. All of the above

# **Answer Key:**

# 1. A

A successful characteristic of testing a plan for the first time, is to start small and then expand the scope.

# 2. B

The primary reason for conducting DR testing is to ensure that continuity plans are current and viable.

# 3. D

The type of test that yields the highest level of risk is a full-interruption.

# 4. C

The most comprehensive test is a full-interruption.

# 5. G

All of these options are participants in BCP testing.