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Disaster Recovery Plan (for clients of the Cloud Desktop & Microsoft O365)

Contents

Overview

This disaster recovery document is designed to be a tool to minimize down time of all BlueReef Technology clients. While we hope you never have to reference this document, it is always good to have a plan in case of emergency.

Through the procedures in this document we want to instill a sense of confidence even if the worst case were to happen.

Document Locations

It is critical an updated copy of this document is always accessible.

- We recommend keeping a hard copy on site.
- You can also find an updated copy of this plan at: https://www.bluereef.tech/support-documentation

When this document is updated, all relevant persons involved should be handed an updated version of the document.

Purpose

The purpose of the Disaster Recovery plan is to recovery mission critical applications and platforms as fast as possible. The following major objectives are the goal of this disaster recovery plan;

- Ensure all parties are aware of their roles and required actions
- Outline the required actions and procedures that need to be initiated to recover to an operational status
- Assign responsibilities to various parties

Scope

This disaster recovery plan covers the following issues, and more;

- Cloud Desktop: Data loss
- Cloud Desktop: Hacking event
- Cloud Desktop: Outage (Data Centre)
- Cloud Desktop: End User Office Power / Internet outages
- Cloud Desktop: Miscellaneous (any outage defined as being offline for more than 30 minutes and causing issues to all end users).

The disaster recovery plan does not include (though may allude to) the following issues;

- Local physical failures (including desktops, laptops, network devices & mobile devices)
    - Reason being all data and applications should be based on the cloud desktop, except in specific circumstances.
- Local data loss (as all data should be stored on the cloud desktop)

Goals

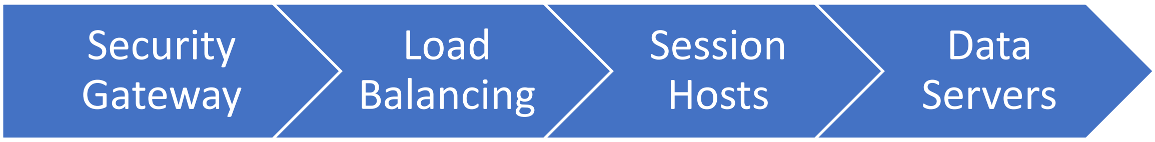
The goal of this disaster recovery plan is to use all known assets are used to recover your business and provide a set of actionable procedures. The major goals are as follows;

- Minimize economic loss to the business
- Reduce disruptions to the business
- Achieve a fast & orderly recovery for the business

- Protect digital assets
- Minimize decision making throughout the recovery process

Network Design (Simplified)

Below is a very high-level view of the different types of servers & roles used within the cloud desktop environment. Each element below is serviced by multiple servers.



Recovery Procedures

The below procedures are specific to the items noted in the scope of this document.

Backups (Taking backups of the cloud desktop)

Entity assigned:	BlueReef Technology
Frequency:	Up to 4 times a day (minimum of 2)
Procedure:	1. At various times throughout a day we perform a full or incremental copy of all data on the cloud desktop platform in the network drives. 2. We will use various technologies and techniques including; a. Shadow Copies (via Windows Server technology) b. Bare Metal backups (full backup of the entire machine when powered down at night time) c. Offsite backup via a separate 3rd party company

Cloud Desktop: Data Loss (Data Recovery procedure)

In the instance where data loss occurs the following procedures applies:

<table>
<tr><td colspan="3"><b>Action procedure when the following occurs</b>: Data loss has occurred on a network drive.
This procedure applies to the following platforms only;
• Cloud Desktop
• Microsoft Office 365</td></tr>
<tr><td><b>Assigned entity:</b></td><td>Client</td><td>1. Identify the data that has been lost
a. the whole drive,
b. a folder,
c. or a specific file /email
2. Identify (approximately) when the data was lost (to the day / hour if possible)
3. Log a job with BlueReef Technology advising of the following;
a. Contact Person / Company
b. Location of the file, folder or drive where the data is missing from
c. Approximately when the data went missing
d. Job priority</td></tr>
<tr><td><b>Assigned entity:</b></td><td>BlueReef Technology</td><td>1. Once a job has been logged, we will access backups on various platforms to find the most relevant version of data to be recovered.
2. If possible, start the recovery process to either the original location or a new folder.
3. Contact client upon completion.</td></tr>
</table>

Cloud Desktop: Hacking Event

In the event a user account has been accessed without their authorization, the following procedure applies;

Action procedure when the following occurs: A users account has been accessed without authorization.

NOTE: This procedure speaks only to password events where the user's password has been used, not any other form of hacking event. This procedure will focus on the following platforms only; • Cloud Desktop • Microsoft Office 365		
Assigned entity:	Client	1. Define the suspicious activity, such as; a. Account already being logged in b. Emails being sent out without end users knowledge c. Other activity indicative of someone else using an account 2. Define the time of the event 3. Log a job with BlueReef Technology advising of the following; a. The user account in question b. The suspicious activity c. The approximate time of any events d. Contact / Company for this job.
Assigned entity:	BlueReef Technology	1. Once a job has been logged, we will; a. Log out any active sessions b. Lock out the user account in question c. Reset the password on the following platforms (if applicable) i. Cloud Desktop ii. Office365 d. Review any and all logs on the users activity to confirm an event did happen. 2. Attempt to identify the root cause (i.e. where the hacker was able to gleam the users password). 3. Provide the end user with reading material to go over in relation to password security & ways to avoid possible future hacking attempts. 4. Restore the end users account to normal operations. 5. Update the client.

Cloud Desktop: Outage (Data Centre)

Action procedure when the following occurs: Services are offline for more than 30 minutes. This is a likely indication of a major data center (or centers) outage. This procedure applies to the following platforms only; • Cloud Desktop • Microsoft Office 365		
Assigned entity:	Client	1. Identify what service is offline a. Office365 i. Email ii. SharePoint iii. Other services b. Cloud Desktop

		i. Session ii. Data Access (Network Drives) 2. Confirm the start time of the outage. 3. Log a job with BlueReef Technology advising of the following; a. Contact Person / Company b. Service that is currently offline c. Time it started. Note: Please be mindful here that if there is a major outage our technical team will likely already be aware and fielding many calls while working on the problem. Please limit one representative of the company to calling the helpdesk.
Assigned entity:	BlueReef Technology	1. Once a job has been logged, we will update you on the outage, and the expected recovery time. a. There is a chance the outage could be localized to your office, in which case we will advise you of this when calling and perform a onsite or remote support job as normal. 2. Once the outage has been resolved, we will contact you advising of restored services.

Cloud Desktop: End User Office Power / Internet Outage

Action procedure when the following occurs: Your physical place of business is offline (either due to power loss, internet loss, or other major service disruption). This procedure applies to the following platforms only; • Cloud Desktop • Microsoft Office 365		
Assigned entity:	Client	1. Identify what service you need to continue operations. 2. Confirm the expected time you expect services to be restored to your offices. 3. Log a job with BlueReef Technology advising of the following; a. Contact Person / Company b. Priority of services to be temporarily deployed at another location c. Expected outage window (hours, days, weeks, months).
Assigned entity:	BlueReef Technology	1. Once a job has been logged, we will work with you to identify the best location to setup operations in for your business, some of which may include; a. Individuals homes b. Temporary short term rented office space c. Anywhere (working via mobile phones and laptops)

		2. Once the where is determined we will start assisting with getting users smoothly running on devices (if needed at all)

Disaster Recovery Team (Internal & External)

IT Management Team

For clients of BlueReef Technology, you are able to contact us to advise of issues at any point. When there is a disaster, it is important to use our contact details below as any available technician will become aware of the problem and react accordingly.

Phone: 08 8922 0000

Email: help@bluereef.tech

Client Internal IT Contact

For any major issue, a single point of contact is important to run information through. In the below table, please define your IT contact in case of emergency so that we can contact them directly.

Company Name:	
Contact Name:	
Contact Phone Number:	
Contact Mobile Number:	
Contact Email Address:	

Disaster Recovery Escalation (incase normal recovery operations don’t work)

The BlueReef Technology team is keenly aware that outages cause massive disruption to business, and so put the upmost priority on getting services restored / issues fixed as soon as possible.

If there is a situation where you can’t achieve the results you need for your business through the procedures mentioned above, please feel free to contact the director of BlueReef Technology.

1. Via phone: call 08 8922 0000 and ask to be re-directed to the manager of the company.
2. Via email: email information on the case to manager@bluereef.tech

Appendix

Beyond the Cloud Desktop, Microsoft Office365 & other services provided by BlueReef Technology, we also recommend you keep an updated register of the different services & software that are critical to your business that BlueReef Technology may not have a direct relationship with.

Once you have filled out the below, please forward a copy to BlueReef Technology.

Additional Software / Service Register

Software / Service:		**Purpose of product / service:**	
Support Agreement / License Number:		**Contact Person at company:**	
Expiry date of current agreement / contract:		**Contact Number at the company:**	

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