**<Company>**

**Voice Communications**

**Disaster Recovery Plan**

*By Paul Kirvan, CISA, CSSP, FBCI, CBCP*

**Emergency notification contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Revisions control page**

|  |  |  |
| --- | --- | --- |
| **Date** | **Summary of Changes Made** | **Changes Made By (Name)** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Purpose

The purpose of this business continuity plan is to prepare <Company> in the event of short-term or extended service outages affecting voice communications systems, networks and associated infrastructures. These events may be caused by factors beyond our control (e.g., natural disasters, man-made events). The goal is to restore voice communications services to the widest extent possible in a minimum time frame. All <Company> sites are expected to implement preventive measures whenever possible to minimize system and network disruptions and to recover as rapidly as possible when a failure occurs.

This plan identifies vulnerabilities and recommends necessary measures to prevent extended voice communications service outages. It is a plan that encompasses all <Company> system sites and operations facilities.

## Scope

The scope of this plan is limited to <describe>. This is a voice communications disaster recovery plan, not a daily problem resolution procedures document.

## Plan objectives

1. Serves as a guide for the <Company> recovery teams.
2. References and points to the location of any data that resides outside this document.
3. Provides procedures and resources needed to assist in voice assets recovery.
4. Identifies vendors and customers that must be notified in the event of a disaster.
5. Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing voice recovery procedures.
6. Identifies alternate sources for voice equipment, supplies and network resources.
7. Documents storage, safeguarding and retrieval procedures for vital records, such as system databases.

## Assumptions

1. Key people (team leaders or alternates) will be available following a disaster.
2. A national disaster such as nuclear war is beyond the scope of this plan.
3. This document, documentation, databases and relevant backup components are stored in secure on-site and off-site locations and not only survived the disaster but are accessible immediately following the disaster.
4. Each IT support unit, in addition to the voice communications team, will have its own plans consisting of unique recovery procedures and critical resource information.

## Definition of disaster

Any loss of utility service (power, local telecom access lines, Internet access), hardware (individual systems), equipment areas or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in voice communications services. This disaster recovery plan identifies vulnerabilities and recommends measures to prevent extended system and service outages.

## Recovery teams

1. Emergency Management Team (EMT)
2. Incident Response Team (IRT)
3. Technical Services Team (TST)
4. Location Response Coordinator (LRC)
5. Other <describe>

See Appendix A for details on the roles and responsibilities of each team.

## Team member responsibilities

1. Each team member will designate an alternate backup.
2. All team members should keep an updated calling list of their work team members’ work, home, cell phone numbers and smart phone numbers, both at home and at work.
3. All team members should keep this plan at home in case a disaster occurs after normal work hours. All team members should familiarize themselves with the contents of this plan.

## Instructions for using the plan

### Invoking the plan

This plan becomes effective when a disaster affecting voice communications occurs; it is assumed that the event cannot be resolved by normal maintenance actions. Normal problem management procedures will initiate the plan, and the plan will remain in effect until voice communications are restored to normal or acceptable interim levels.

### Disaster declaration

The Emergency Management Team is responsible for declaring a disaster and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by company senior management. The Emergency Management Team and Technical Services Team will respond based on the directives specified by Corporate.

### Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Management Team (EMT) must be activated immediately in the following cases:

1. Complete loss of dial tone on all station instruments.
2. Inability to operate 50% or more station instruments.
3. System(s) are inoperative for five or more hours.
4. Any problem with any system or network service that would cause the above conditions to be present or there is certain indication that the conditions are about to occur.

### External communications

Corporate Public Relations personnel are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies and other external organizations following a formal disaster declaration.

### Emergency management standards

**Backup policy**

Full and incremental backups preserve voice technology assets and should be performed on a regular basis for the system database and any files that are deemed critical or have a high replacement cost. Backup databases and other equipment should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

System-specific data and document retention policies specify what records must be retained and for how long. The voice communications department is accountable for carrying out the provisions of the instruction for records in its unit.

The Technical Services staff follows these standards for data backup and archiving:

**Tape retention policy**

Backup system databases and related media are stored at locations that are secure, isolated from environmental hazards and geographically separate from the location housing the system.

**Database tapes**

1. Tapes greater than three years old are destroyed every six months.
2. Tapes less than one year old must be stored locally offsite.
3. The system supervisor is responsible for the transition cycle of tapes.

**Specialized system tapes**

1. A copy of the most current files must be made at least once per week.
2. This backup copy must be stored offsite.
3. The system supervisor is responsible for this activity.

**Off-site storage procedures**

* Tapes, disks and other suitable media are stored in environmentally secure facilities.
* Tape or disk rotation occurs on a regular schedule coordinated with the storage vendor.
* Access to backup databases and other data is tested annually.

### Emergency management procedures

The following procedures are to be followed by operations personnel and other designated staff in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

***Note:***Anyone not recognized by the Technical Services staff as normally having business in the area must be challenged by the staff who should then notify security personnel.

These procedures are furnished to <Company> management personnel to take home for reference. Several pages have been included to supply emergency contacts.

In the event of any situation where access to a building housing a voice communications system is denied, Technical Services and the EMT should be notified. Primary and secondary locations are listed below.

**Alternate locations *Workplace: <Name>***

* Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document.

***Workplace: <Name>***

* Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document.

***Workplace:<Name>***

* ttempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document.

***Workplace: <Name>***

* Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document.

###  In the event of a natural disaster

In the event of a major catastrophe affecting <Company> voice communications facilities, immediately notify the **< Name or Title of Person>.**

|  |  |  |
| --- | --- | --- |
| **Procedure** | **STEP** | **ACTION** |
|  | **1** | Notify Regional Technical Manager of event, if time permits. |
|  | **2** | If the impending natural disaster can be tracked, begin preparation of site within 72 hours as follows:1. Deploy portable generators with fuel within 100 miles.
2. Deploy support personnel, tower crews and engineering within 100 miles.
3. Deploy tractor trailers with replacement work space, antennas, power, computers and phones.
4. Facilities department on standby for replacement shelters.
5. Basic necessities are acquired by support personnel when deployed:
6. Cash for one week.
7. Food and water for one week.
8. Gasoline and other fuels.
9. Supplies, including batteries, rope, flashlights, medical supplies, etc.
 |
|  | **3** | 24 hours prior to event:1. Create an image of the system database and files.
2. Back up critical system elements.
3. Verify battery backup operation.
4. Verify backup generator fuel status and operation.
5. Create backups of file servers.
6. Fuel vehicles and emergency trailers.
7. Notify senior management.
 |

### In the event of a fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, and can potentially affect voice communications operations, **evaluate the situation**, determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 9-1-1 as soon as possible if the situation warrants it.

1. Personnel are to attempt to extinguish **minor fires** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility (ensure these are located in equipment rooms). Any **other fire or smoke situation** will be handled by qualified building personnel until the local fire department arrives.
2. In the event of a major fire, call 9-1-1 and immediately evacuate the area.
3. In the event of any emergency situation, system security and personal safety are the major concerns. If possible, a Technical Services supervisor should remain present at the voice communications facility until the fire department has arrived.
4. In the event of a major catastrophe affecting the facility, immediately notify the **Technical Services Manager.**

|  |  |  |
| --- | --- | --- |
| **Procedure** | **STEP** | **ACTION** |
|  | **1** | Dial 9-1-1 to contact the fire department. |
|  | **2** | Immediately notify all other personnel in the facility of the situation and evacuate the area. |
|  | **3** | Alert emergency personnel on: **PHONE NUMBERS**Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given. |
|  | **4** | Alert the Technical Services Manager.He/she will notify the Emergency Management Team.*Note:* During non-staffed hours, security personnel will notify the Technical Services Manager responsible for the location directly. |
|  | **5** | Notify Building Security.Local security personnel will establish security at the location and not allow access to the site unless notified by the Technical Services Manager or his designated representative. |
|  | **6** | Contact appropriate vendor personnel to aid in the decision regarding the protection of voice equipment and network services if time and circumstance permit. |
|  | **7** | All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. **Under no circumstances may any personnel leave without the consent of supervision.** |

### In the event of a network services provider outage

In the event of a network service provider outage to any location, the guidelines and procedures in this section are to be followed.

|  |  |  |
| --- | --- | --- |
|  **Procedure** | **STEP** | **ACTION** |
|  | **1** | Notify Technical Services Manager of outage.Determine cause of outage and timeframe for its recovery. |
|  | **2** | If outage will be greater than one hour, route all incoming calls via microwave or other service to alternate location.If a major outage and all carriers are down and downtime will be greater than 12 hours, deploy satellite equipment, if available.  |

### In the event of a flood or water damage

In the event of a flood or broken water pipe within any voice communications facilities, the guidelines and procedures in this section are to be followed.

|  |  |  |
| --- | --- | --- |
|  **Procedure** | **STEP** | **ACTION** |
|  | **1** | Assess the situation and determine if outside assistance is needed; if this is the case, dial 9-1-1 immediately. |
|  | **2** | Immediately notify all other personnel in the facility of the situation and to be prepared to cease voice operations accordingly. |
|  | **3** | If water is originating from above the equipment, power down the individual devices and cover with protective shrouds located in the facility. |
|  | **4** | Water detected below the raised floor may have different causes:* If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately.
* If water is of a major quantity and flooding beneath the floor (water main break), immediately implement system power-down procedures. While power-down procedures are in progress, evacuate the area and follow supervisor’s instructions.
 |

## Plan review and maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster, or component testing. Additionally, with the dynamic environment present within <Company>, it is important to review the listing of personnel and phone numbers contained within the plan regularly.

The plan will be stored in a common location where it can be viewed by voice communications and IT system site personnel and the Emergency Management Team. Each recovery team will have its own directory with change management limited to the recovery plan coordinator.

The Recovery Plan Coordinator will be responsible for the plan. A recovery plan coordinator will be assigned for each company location. Specific responsibilities are as follows:

***Frequency of plan update: Quarterly or when there is a change in personnel***

1. Provide hard copy of the plan to all team members. Team members must store a copy at home, in a personal car, or electronically via a hand-held device or laptop computer.
2. Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories). Communicate with the Emergency Management Team to get up-to-date information periodically.
3. Hold initial team meeting to get team members acquainted with the plan and hold annual/semi-annual meetings to review the plan on an ongoing basis.
4. Maintain an accurate record of the locations of alternate sites, equipment suppliers, network service providers, data storage locations, portable power generators and implementation plans.

# *Alert/verification/declaration phase (x-x hours)*

## Plan checklists

Response and recovery checklists and plan flow diagrams are presented in the following two sections. The checklists and flow diagrams may be used by Technical Services members as "quick references" when implementing the plan or for training purposes.

## Plan checklists

Insert checklists and other relevant procedure documents here.

|  |  |
| --- | --- |
| Initials | Task to be completed |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Flow diagrams

Insert flow diagrams and other relevant procedure documents here.

## Notification of incident affecting the site

**On-duty personnel responsibilities**

**If in-hours:**

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Location Response Coordinator (LRC).

**If out of hours:**

Technical Services personnel should contact the Location Response Coordinator.

## Provide status to EMT

1. The Location Response Coordinator will contact the Emergency Management Team and provide the following information when **any** of the following conditions exist: (**See Appendix B for contact list)**

1. Voice communications is down for five or more hours.
2. Any problem at any voice system, network service or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The LRC will provide the following information:

* Location of disaster
* Type of disaster (e.g., fire, hurricane, flood)
* Summarize the damage (e.g., minimal, heavy, total destruction)
* Emergency Command Center location and phone contact number; a meeting location that is relatively close to the incident
* An estimated timeframe of when a damage assessment group can enter the facility (if possible)

The EMT will contact the respective market team leader and report that a disaster involving voice communications has taken place.

## Decide course of action

Based on the information obtained, the EMT decides (with the LRC and Technical Services team) how to respond to the event: Contact vendors, repair/rebuild system(s), repair/rebuild equipment room(s), or relocate to a new facility.

## Inform team members of decision

**If a disaster is not declared,** the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the EMT.

**If a disaster is declared,** the Location Response Coordinator will notify the Incident Response Team (IRT) members immediately for deployment.

**Declare a disaster** if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster must also have at least one backup who is also authorized to declare a disaster in the event the primary person is unavailable.

## EMT notifies account teams/customers

Using the call list in **(Appendix D),** EMT members contact team members to inform them of the situation. If known, advise as to when voice communications operations will be restored or what actions will be taken to restore operations.

## Contact general vendors (see Appendix I)

# *Disaster declared: Mobilize incident response/technical services teams/report to command center*

Once a disaster is declared, the Incident Response Team and Technical Services Team are mobilized. These recovery teams will initiate and coordinate the appropriate recovery actions. IRT members assemble at the Command Center as quickly as possible. See Appendix E for Command Center locations.

The LRT and TST remain at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

## Conduct detailed damage assessment (This may also be performed prior to declaring a disaster)

1. Under the direction of local authorities and/or IRT/TST, assess the damage to the affected location and/or voice assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the voice equipment and network services is determined ASAP.

A. Participate in a briefing on assessment requirements, reviewing:

(1) Assessment procedures

(2) Gather requirements

(3) Safety and security issues

***NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.***

1. Document assessment results using Assessment and Evaluation Forms

 contained in Appendix G.

 Building access permitting:

1. Conduct an on-site inspection of affected areas to assess damage to voice systems, cables, connectors, station sets, power supplies, peripheral systems, network services.
2. Obtain damage details on system databases, records (files, manuals, contracts, documentation, etc.) and other data.
3. Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRT/TST.

2. Develop a Restoration Priority List, identifying facilities, data and equipment needed for system resumption activities.

3. Develop a Salvage Priority List identifying hardware, sites and records which could eventually be salvaged.

4. Recommendations for required resources.

5. Contact the EMT and TST and decide whether the situation requires the initiation of disaster recovery plans (long-term disaster months) or if work can return to the primary location (short-term week or so).

## Contact EMT/TST and decide whether to continue to recovery phase

The IRT gathers information from the TST and other sources; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the LRC, the EMT decides whether to continue to the disaster recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site(s). Provide periodic status updates to the EMT Leader.

The disaster recovery phase of this plan will be implemented when resources are required to support full restoration of systems, network services and/or facility functionality at the primary site or an alternate recovery site (e.g., another company office, vendor hot site, cold site) that may be used for an extended period of time.

**NOTE:** During the Initial Response Phase, certain voice services (e.g., incoming calls to the main number) may be diverted to alternate sites to allow call to be answered, operations to begin functioning and provide services to customers. Initially reduced voice services may be provided until sites can be fully restored. Within XX hours/xx days the voice communications system(s) and associated facilities should be 100% functional.

# *Disaster recovery phase (xx hours - full recovery)*

This section documents the steps necessary to activate disaster recovery plans to support full restoration of voice communications systems, network services and/or facility functionality at the same site or alternate/recovery site that would be used for an extended period of time.

Coordinate resources to reconstruct voice operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

## <Company> system and facility operation requirements

An inventory of voice communications system, network services and facility configurations for each location are needed to re-establish normal operations. **A** **list for each location will be included in Appendix F**.

## Notify technical services staff/Coordinate relocation to new facility/location

See Appendix A for Technical Services staff contacts associated with a new location being set up as a permanent location (replacement for site), if needed.

## Secure funding for relocation

Make arrangements in advance with suitable backup location resources. Make arrangements in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support. Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office and other relevant firms.

## Notify EMT and Corporate business units of voice recovery startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to voice communications processes and procedures, contact information, and hours of operation, etc. (may be used for media information).

## Operations recovered

Assuming all relevant voice communications operations have been recovered to the original or an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the main or recovery location.

# *Appendixes*

## Appendix A: <Company> Recovery Teams

### Emergency Management Team

*Note: See Appendix B for contact list. Suggested members to include: senior management, human resources, corporate public relations, legal, Information systems, risk management and operations*

**Charter:**

The Emergency Management Team is responsible for overall coordination of the disaster recovery effort, evaluation and determining disaster declaration, and communications with senior management.

Support activities:

**The emergency management team:**

1. Evaluate which recovery actions should be invoked and activate the corresponding recovery teams.
2. Evaluate and assess damage assessment findings.
3. Set restoration priority based on the damage assessment reports.
4. Provide senior management with ongoing status information.
5. Acts as a communication channel to corporate teams and major customers.
6. Work with voice communications vendors, carriers and IRT to develop a rebuild/repair schedule.

### Location response coordinator (LRC)

*Note: See Appendix B for contact list. It’s recommended that regional technical managers assume this role.*

Charter:

The Location Response Coordinator is responsible for overall coordination of disaster recovery efforts for their region, establishment of the command center, and communications with Emergency Management Team.

Support activities:

1. Notify the Incident Recovery Team.
2. Gather damage assessment information and report it to the EMT.
3. Determine voice recovery needs in collaboration with Technical Services Team.
4. Establish command center and related operations. The command center is a prearranged meeting facility where EMT/LRT/IRT/TST members meet to coordinate damage assessment and recovery tasks for the affected voice operations.
5. Notify all Team Leaders and advise them to activate their plan(s) if applicable, based upon the disaster situation.
6. If no disaster is declared, then take appropriate action to return to normal operation using regular staff.
7. Determine if voice communications vendors, network service providers or other teams are needed to assist with detailed damage assessment.
8. Prepare post-disaster debriefing report.
9. Coordinate the development of site-specific voice recovery plans and ensure they are updated semi-annually.

### Location response team (LRT)

*Note: See Appendix B for contact list. It’s recommended that technicians and other suitably trained staff located at the affected location assume this role.*

Charter:

The Location Response Team is responsible for the initial alerting/notification of the problem to the EMT and TST during normal business hours. During off hours, the LRT will be notified along with the EMT and TST. In the event of a disaster declaration, this team will become a part of the Incident Response Team.

Support activities:

1. Provide the following information to the LRC in the event of an outage:

 a. Type of event

 b. Location of occurrence

 c. Time of occurrence

1. Coordinate resumption of voice and data communications:

 a. Work with management to re-route voice and data lines, especially when alternate site(s) or alternate work locations are predefined.

 b. Recover voice mail and electronic mail systems when requested by the EMT.

 c. Verify voice mail and electronic mail are operational at the alternate site.

d. Review the organization’s Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations.

1. Coordinate resumption of voice communication system and network operations:

 a. Work with management to recover critical systems, applications and infrastructure at primary site, recovery site(s) or alternate work locations.

 b. Recover critical system database and other files and related information when requested by the EMT.

 c. Ensure that network and perimeter security is re-established at primary or alternate location, if needed.

 c. Verify normal, secure operation of voice systems, network services, servers, etc.

 d. Review the organization’s Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations.

### Incident response yeam (IRT)

*Note: See Appendix B for contact list. It’s recommended that facility supervisors and other suitably trained staff assume this role. Also included in this team should be members of IT’s system deployment group.*

Charter:

The Incident Response Team is formed to deploy to the disaster location when a disaster is declared.

Support activities

1. Provide recovery support to the affected location and operations.
2. Coordinate resumption of voice and data communications:

 a. Work with management to re-route voice and data lines, especially when alternate site(s) or alternate work locations are predefined.

 b. Recover voice mail and electronic mail systems when requested by the EMT.

 c. Verify voice mail and electronic mail are operational at the alternate site.

 d. Review the Minimum Acceptable Operational Requirements checklist to

 determine if sufficient resources are in place to support operations.

1. Coordinate resumption of other relevant IT operations:

 a. Work with management to recover critical systems, applications and infrastructure at main location, recovery site(s) or alternate work locations.

 b. Recover critical data files and related information when requested by the EMT.

 c. Ensure that network and perimeter security is re-established at main or alternate location.

 c. Verify normal, secure operation of systems and servers at alternate site.

 d. Review the Minimum Acceptable Operational Requirements checklist to

 determine if sufficient resources are in place to support operations.

### Technical support

Charter

Technical Support (TS) will facilitate voice communications technology restoration activities.

Support activities:

1. Upon notification of disaster declaration, review and provide support as follows:
2. Facilitate technology voice recovery and restoration activities, providing guidance

 on replacement equipment and systems, as required.

1. Contact vendors and carriers to advise them of the situation and arrange for support.
2. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations.

## Appendix B: Recovery team contact lists

### Emergency management team

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Location response coordinators

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

###  Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Location response team members - <Location Name>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Incident response team

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Technical services team

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Appendix C: Emergency numbers

### First responders, public utility companies, others

|  |  |  |
| --- | --- | --- |
| **Name** | **Contact Name** | **Phone** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Appendix D: Contact list

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Address** | **Home** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

##  Appendix E: Emergency command center (ECC) locations

### Emergency command center - <Location Name>

Primary: Address

 Room XXXX

 City, State

Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

Alternate: Address

 Room XXX

 City, State

 Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

### Emergency command center - <Location Name>

Primary: Address

 Room XXXX

 City, State

Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

Alternate: Address

 Room XXX

 City, State

 Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

### Emergency command center - <Location Name>

Primary: Address

 Room XXXX

 City, State

 Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

Alternate: Address

 Room XXX

 City, State

 Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

### Emergency command center - <Location Name>

Primary: Address

 Room XXXX

 City, State

Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

Alternate: Address

 Room XXX

 City, State

 Contact: “coordinator of rooms/space - (xxx) xxx-xxxx

***Appendix F: Minimum acceptable recovery configuration***

Specify this information, e.g., desks, computers, phones, fax machines, copiers, desktop systems needed; define security arrangements, access to data and network access

##

## Appendix G: Forms

### Incident/disaster form

Upon notification of a voice communications incident/disaster situation, the On-Duty Personnel will make the initial entries into this form. It will then be forwarded to the EMT and ECC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and “normal business” has resumed.

**TIME AND DATE**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**TYPE OF EVENT**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**LOCATION**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**BUILDING ACCESS ISSUES**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PROJECTED IMPACT TO OPERATIONS**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**RUNNING LOG (ongoing events)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Critical equipment status form

**CRITICAL EQUIPMENT STATUS**

**ASSESSMENT AND EVALUATION FORM**

Recovery Team: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **[----------STATUS---------]**

**Equipment Condition Salvage Comments**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

13. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

14. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

15. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Legend**

Condition: OK - Undamaged

 DBU - Damaged, but usable

 DS - Damaged, requires salvage before use

 D - Destroyed, requires reconstruction

## Appendix H: Building evacuation information

Provide evacuation procedures

## Appendix I: Inventory of voice equipment and network services

Provide list of equipment and network services

##

## Appendix J: Inventory of backup equipment and systems

Provide list of equipment

## Appendix K: Approved vendor list

### Voice communications equipment suppliers

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Voice communications network services suppliers

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Civil/structural engineering companies

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Electrical contractors

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Excavating contractors

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Emergency generators

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Mechanical engineering (HVAC, facilities, etc.)

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Plumbing

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Site security services

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Additional suppliers / contractors

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name** | **Contact** | **Work** | **Mobile/Cell Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |