

April 2, 2009

IT Business Continuity and Disaster Recovery Preparedness Questionnaire

All the following questions are specifically related to activities that need to be taken into consideration as part of a Business Continuity and Disaster Recovery Plan.

For this exercise we will consider only those activities that are related to your Information Technology and System assets, such as main server, e Commerce website, HR and finance systems, etc.

Questionnaire

1. How long ago did you update your communications plan to inform relevant staff of a situation where one of your critical IT systems has failed?
 - a. Three months ago or less
 - b. About six months ago
 - c. More than a year ago
 - d. We are currently developing our communication plan
 - e. We do not have a communications plan

- 2) What communication alternatives have you set up for communicating with your critical staff in case of a disaster?
 - a. Provided staff with satellite phones and portable devices such as blackberries, iphones, etc
 - b. Provided staff with portable devices – blackberries, iphones, etc
 - c. Provided staff with cellular telephones
 - d. Rely on staff own cellular telephones or portable devices
 - e. Do not have a plan

- 3) How frequently do you review with your staff their roles and responsibilities in case of a disaster or disruption of your IT critical systems?
 - a. At least every quarter or when there is a change in personnel
 - b. About once a year
 - c. After we have an interruption or disaster
 - d. We do not

- 4) How long ago did you review your inventory of critical information technology assets?
 - a. Six months ago or less
 - b. About a year ago
 - c. More than a year ago
 - d. We are currently conducting the first inventory
 - e. We do not have a current inventory of information technology assets

- 5) What would you do in the event that one of your critical servers and/or workstations are compromised or infected with malware?
 - a. Activate the information security incident response plan
 - b. Assess, contain, isolate and/or disconnect the affected systems and invoke the business continuity plan
 - c. Call IT support
 - d. Download anti-malware software from the INTERNET and try to clean them
 - e. Ignore it and continue working



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- 6) How frequently do you test your backups for recovery of critical systems or critical information?
 - a. Twice a year or every time that there is major change on the IT systems
 - b. Once a year
 - c. About once in two years
 - d. We have backups but have not tested them
 - e. We do not have backups

- 7) How are your backups protected in case of a disaster?
 - a. Backup media is stored off-site - at least 50 Miles away
 - b. Backup information is stored in an on-line service (SaaS)
 - c. Backup media is stored under a locked cabinet in the office
 - d. Someone from the office takes the last backup home every night
 - e. We do not do backups

- 8) How do you plan to restore service in the event that one of your critical IT systems fails (hardware or software failure)?
 - a. All the critical systems have full redundancy
 - b. We have service/maintenance contracts for replacement/repair within an appropriate time for each critical system
 - c. We have outsource our critical IT services - SaaS
 - d. We have spare parts and technical support on site
 - e. We do not have a plan

- 9) What are your plans for IT in case ALL your IT critical systems are affected by a physical disaster?
 - a. We have a contract to set up a remote site
 - b. We have outsourced our applications and data to a SaaS provider
 - c. We maintain a remote "hot site"
 - d. We do not have a plan yet

- 10) In case of a disaster, how long can you operate without access to your IT critical applications, such as HR and finance systems, or donors data?
 - a. No more than 3 days (72 hours)
 - b. No more than one week
 - c. No more than a month
 - d. We do not know

You are well prepared if all your answers are a's

You are prepared better than most if your answers are a's and b's

You have some areas for improvement if you answered some c's

You have room for improvement if most of your answers are c's,

You need to do a lot of work if your answers are d's or e's.