Get Event Log LLC Disaster Recovery Plan

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Version: 1.0

Contents

Name	Version	Date
C Wireman	draft	3/15/2025
C Wireman	1.0	6/8/2025

Introduction

This Disaster Recovery Plan (DRP) captures, in a single repository, all the information that describes Get Event Log LLC's ability to withstand a disaster as well as the processes that must be followed to achieve disaster recovery.

Definition of a Disaster

A disaster can be caused by man or nature and results in Get Event Log's IT department not being able to perform all or some of their regular roles and responsibilities for a period of time. Get Event Log LLC defines disasters as the following:

- One or more vital systems are non-functional
- The building is not available for an extended period of time but all systems are functional within it
- The building is available but all systems are non-functional
- The building and all systems are non functional

The following events can result in a disaster, requiring this Disaster Recovery document to be activated:

- Fire
- Flash flood
- Pandemic
- Power Outage
- War
- Theft
- Terrorist Attack
- Hurricane

Purpose

Note that in the event of a disaster the priority of Get Event Log LLC is to prevent the loss of life. Before any secondary measures are undertaken, Get Event Log LLC will ensure that all employees, and any other individuals on the organization's premises, are safe and secure.

After all individuals have been brought to safety, the next goal of Get Event Log LLC will be to enact the steps outlined in this DRP to bring all the organization's groups and departments back to business-as-usual as quickly as possible. This includes:

- Preventing the loss of the organization's resources such as hardware, data and physical IT assets
- Minimizing downtime related to IT
- Keeping the business running in the event of a disaster

Scope

The Get Event Log LLC DRP takes all the following areas into consideration:

- Network Infrastructure
- Servers Infrastructure
- Telephony System
- Data Storage and Backup Systems
- Data Output Devices
- End-user Computers
- Organizational Software Systems
- Database Systems
- IT Documentation

This DRP does not take into consideration any non-IT, personnel, Human Resources and real estate related disasters. For any disasters that are not addressed in this document, please refer to the business continuity plan created by Get Event Log LLC or contact Chris Wireman at chris@geteventlog.com.

Version Information and Changes

Any changes, edits and updates made to the DRP will be recorded here. It is the responsibility of the Disaster Recovery Lead to ensure that all existing copies of the DRP are up to date. Whenever there is an update to the DRP, Get Event Log LLC requires that the version number be updated to indicate this.

Name of person making change	Role of person making change	Date of change	Version number	Notes
C Wireman	CTO	6/8325	1.0	

Disaster Recovery Teams and Responsibilities

In the event of a disaster, different groups will be required to assist the IT department in their effort to restore normal functionality to the employees of Get Event Log LLC. The different groups and their responsibilities are as follows:

- Disaster Recovery Lead(s)
- Disaster Management Team
- Facilities Team
- Network Team
- Server Team
- Applications Team
- Operations Team
- Management Team
- Communications Team
- Finance Team

The lists of roles and responsibilities in this section have been created by Get Event Log LLC and reflect the likely tasks that team members will have to perform. Disaster Recovery Team members will be responsible for performing all the tasks below. In some disaster situations, Disaster Recovery Team members will be called upon to perform tasks not described in this section.

Disaster Recovery Lead

The Disaster Recovery Lead is responsible for making all decisions related to the Disaster Recovery efforts. This person's primary role will be to guide the disaster recovery process and all other individuals involved in the disaster recovery process will report to this person if a disaster occurs at Get Event Log LLC, regardless of their department and existing managers. All efforts will be made to ensure that this person is separate from the rest of the disaster management teams to keep his/her decisions unbiased; the Disaster Recovery Lead will not be a member of other Disaster Recovery groups in Get Event Log LLC.

Roles and Responsibilities

- Make the determination that a disaster has occurred and trigger the DRP and related processes.
- Initiate the DR Call Tree.
- Be the single point of contact for and oversee all the DR Teams.
- Organize and chair regular meetings of the DR Team leads throughout the disaster.

- Present to the Management Team on the state of the disaster and the decisions that need to be made.
- Organize, supervise and manage all DRP tests and author all DRP updates.

Contact Information

Name	Title	Work Number	Mobile Number
C Wireman	CTO	904-792-2304	303-521-4926

Facilities Team

The Facilities Team will be responsible for all issues related to the physical facilities that house IT systems. They are the team that will be responsible for ensuring that the standby facilities are maintained appropriately and for assessing the damage too and overseeing the repairs to the primary location in the event of the primary location's destruction or damage.

Roles and Responsibilities

- Ensure that the standby facility is maintained in working order
- Ensure that transportation is provided for all employees working out of the standby facility
- Ensure that hotels are arranged for all employees working out of the standby facility
- Ensure that sufficient food, drink, and other supplies are provided for all employees working out of the standby facility
- Assess, or participate in the assessment of, any physical damage to the primary facility
- Ensure that measures are taken to prevent further damage to the primary facility
- Work with insurance company in the event of damage, destruction or losses to any assets owned by Get Event Log LLC
- Ensure that appropriate resources are provided to rebuild or repair the main facilities if they are destroyed or damaged
- After Get Event Log LLC is back to business as usual, this team will be required to summarize all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster

Contact Information

Name	Title	Work Number	Mobile Number
C Wireman	CTO	904-792-2304	303-521-4926

Network, Server, Applications, Operations, Sr. Management, Communication Teams

Network

The Network Team will be responsible for assessing damage specific to any network infrastructure and for provisioning data and voice network connectivity including WAN, LAN, and any telephony connections internally within the enterprise as well as telephony and data connections with the outside world. They will be primarily responsible for providing baseline network functionality and may assist other IT DR Teams as required.

Server

The Server Team will be responsible for providing the physical server infrastructure required for the enterprise to run its IT operations and applications in the event of and during a disaster. They will be primarily responsible for providing baseline server functionality and may assist other IT DR Teams as required.

Applications

The Applications Team will be responsible for ensuring that all enterprise applications operate as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating appropriate application performance and may assist other IT DR Teams as required.

Operations

This team's primary goal will be to provide employees with the tools they need to perform their roles as quickly and efficiently as possible. They will need to provision all Get Event Log LLC employees in the standby facility and those working from home with the tools that their specific role requires.

Sr. Management

The Senior Management Team will make any business decisions that are out of scope for the Disaster Recovery Lead. Decisions such as constructing a new data center, relocating the primary site etc. should be made by the Senior Management Team. The Disaster Recovery Lead will ultimately report to this team.

Communication

This will be the team responsible for all communication during a disaster. Specifically, they will communicate with Get Event Log LLC's employees, clients, vendors and suppliers, banks, and even the media if required.

Contact Information

Name	Title	Work Number	Mobile Number
C Wireman	CTO	904-792-2304	303-521-4926

Data and Backups

This section explains where all the organization's data resides as well as where it is backed up to. Use this information to locate and restore data in the event of a disaster.

Data in Order of Criticality

Rank	Data	Data Type	Back-up Frequency	Back-up Location(s)
1	Sensitive customer data	Document, spreadsheet, other	As document is created, edited, saved	Microsoft Cloud, in house database
2	Non-sensitive customer data	Document, spreadsheet, other	As document is created, edited, saved	Microsoft Cloud, in house database
3	Sensitive GEL LLC data	Document, spreadsheet, other	As document is created, edited, saved	Microsoft Cloud, in house database
4	Non-sensitive GEL LLC data	Document, spreadsheet, other	As document is created, edited, saved	Microsoft Cloud, in house database
5	Code	Document, spreadsheet, other	As document is created, edited, saved	Microsoft Cloud, in house database
6	Templates	Document, spreadsheet, other	As document is created, edited, saved	Microsoft Cloud, in house database

Communicating During a Disaster

In the event of a disaster Get Event Log LLC will need to communicate with various parties to inform them of the effects on the business, surrounding areas and timelines. The Communications Team will be responsible for contacting all Get Event Log LLC's stakeholders.

Communicating with Authorities

The Communications Team's priority will be to ensure that the appropriate authorities have been notified of the disaster, providing the following information:

- The location of the disaster
- The nature of the disaster
- The magnitude of the disaster
- The impact of the disaster
- Assistance required in overcoming the disaster
- Anticipated timelines

Authorities' Contacts

Agency	Phone Number
Police Department	904-825-1053
Fire Department	904-825-1098
Emergency	911

Communicating with Employees

The Communications Team's second priority will be to ensure that the entire company has been notified of the disaster. The best and/or most practical means of contacting all of the employees will be used with preference on the following methods (in order):

- E-mail (via corporate e-mail where that system still functions)
- E-mail (via non-corporate or personal e-mail)
- Telephone to employee mobile phone number

The employees will need to be informed of the following

- Whether it is safe for them to come into the office
- Where they should go if they cannot come into the office

- Which services are still available to them
- Work expectations of them during the disaster

Employee Contacts

Name	Title	Mobile Number
C Wireman	CTO	303-521-4926
R Peretz	Marketing	

Communicating with Clients

After all the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing clients of the disaster and the impact that it will have on the following:

- Anticipated impact on service offerings
- Anticipated impact on delivery schedules
- Anticipated impact on security of client information
- Anticipated timelines

Dealing with a Disaster

If a disaster occurs in Get Event Log LLC, the priority is to ensure that all employees are safe and accounted for. After this, steps must be taken to mitigate any further damage to the facility and to reduce the impact of the disaster on the organization.

Regardless of the category that the disaster falls into, dealing with a disaster can be broken down into the following steps:

1. Disaster identification and declaration
2. DRP activation
3. Communicating the disaster
4. Assessment of current and prevention of further damage
5. Standby facility activation
6. Establish IT operations
7. Repair and rebuilding of primary facility

Disaster Identification and Declaration

Since it is almost impossible to predict when and how a disaster might occur, Get Event Log LLC must be prepared to find out about disasters from a variety of possible avenues. These can include:

- Firsthand observation
- System Alarms and Network Monitors
- Environmental and Security Alarms in the Primary Facility
- Security staff
- Facilities staff
- End users
- 3rd Party Vendors
- Media reports

Once the Disaster Recovery Lead has determined that a disaster had occurred, they must officially declare that the company is in an official state of disaster. During this phase the Disaster Recovery Lead must ensure that anyone that was in the primary facility at the time of the disaster has been accounted for and evacuated to safety according to the company's Evacuation Policy.

While employees are being brought to safety, the Disaster Recovery Lead will instruct the Communications Team to begin contacting the Authorities and all employees not at the impacted facility that a disaster has occurred.

DRP Activation

Once the Disaster Recovery Lead formally declared that a disaster has occurred s/he will initiate the activation of the DRP by triggering the Disaster Recovery Call Tree. The following information will be provided in the calls that Disaster Recovery Lead makes and should be passed on during subsequent calls:

- That a disaster has occurred
- The nature of the disaster (if known)
- The initial estimation of the magnitude of the disaster (if known)
- The initial estimation of the impact of the disaster (if known)
- The initial estimation of the expected duration of the disaster (if known)
- Actions that have been taken to this point
- Actions that are to be taken prior to the meeting of Disaster Recovery Team Leads
- Scheduled meeting place for the meeting of Disaster Recovery Team Leads
- Scheduled meeting time for the meeting of Disaster Recovery Team Leads

- Any other pertinent information

Assessment of Current and Prevention of Further Damage

Before any employees from Get Event Log LLC can enter the primary facility after a disaster, appropriate authorities must first ensure that the premises are safe to enter.

The first team that will be allowed to examine the primary facilities once it has been deemed safe to do so will be the Facilities Team. Once the Facilities Team has completed an examination of the building and submitted its report to the Disaster Recovery Lead, the Disaster Management, Networks, Servers, and Operations Teams will be allowed to examine the building. All teams will be required to create an initial report on the damage and provide this to the Disaster Recovery Lead within 90 days of the initial disaster.

During each team's review of their relevant areas, they must assess any areas where further damage can be prevented and take the necessary means to protect Get Event Log LLC's assets. Any necessary repairs or preventative measures must be taken to protect the facilities; these costs must first be approved by the Disaster Recovery Team Lead.

Standby Facility Activation

The Standby Facility will be formally activated when the Disaster Recovery Lead determines that the nature of the disaster is such that the primary facility is no longer sufficiently functional or operational to sustain normal business operations.

Once this determination has been made, the Facilities Team will be commissioned to bring the Standby Facility to functional status after which the Disaster Recovery Lead will convene a meeting of the various Disaster Recovery Team Leads at the Standby Facility to assess the next steps. These next steps will include:

1. Determination of impacted systems
2. Criticality ranking of impacted systems
3. Recovery measures required for high criticality systems
4. Assignment of responsibilities for high criticality systems
5. Schedule for recovery of high criticality systems
6. Recovery measures required for medium criticality systems
7. Assignment of responsibilities for medium criticality systems
8. Schedule for recovery of medium criticality systems
9. Recovery measures required for low criticality systems
10. Assignment of responsibilities for recovery of low criticality systems
11. Schedule for recovery of low criticality systems
12. Determination of facilities tasks outstanding/required at Standby Facility

13.   Determination of operations tasks outstanding/required at Standby Facility
14.   Determination of communications tasks outstanding/required at Standby Facility
15.   Determination of facilities tasks outstanding/required at Primary Facility
16.   Determination of other tasks outstanding/required at Primary Facility
17.   Determination of further actions to be taken

During Standby Facility activation, the Facilities, Networks, Servers, Applications, and Operations teams will need to ensure that their responsibilities, as described in the "Disaster Recovery Teams and Responsibilities" section of this document are carried out quickly and efficiently so as not to negatively impact the other teams.

Restoring IT Functionality

Should a disaster occur and Get Event Log LLC need to exercise this plan, this section will be referred to frequently as it will contain all the information that describes the way Get Event Log LLC's information system will be recovered.

Current System Architecture
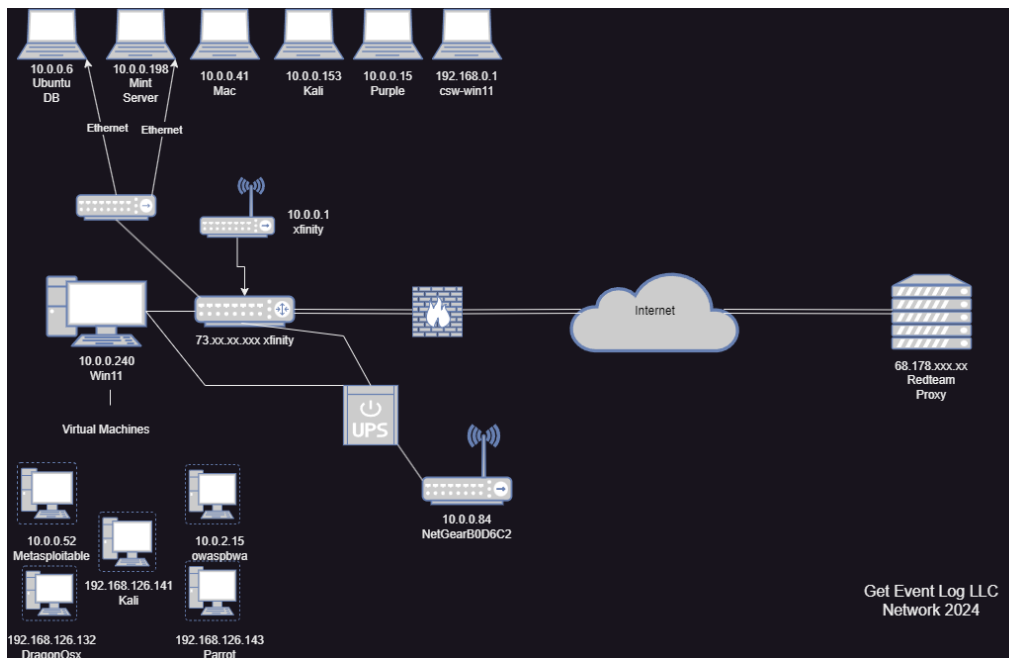
Plan Testing and Maintenance

While efforts will be made initially to construct this DRP as complete and accurate as possible, it is essentially impossible to address all possible problems at any one time. Additionally, over time the Disaster Recovery needs of the enterprise will change. As a result of these two factors this plan will need to be tested on a periodic basis to discover errors and omissions and will need to be maintained to address them.

Maintenance

The DRP will be updated annually or any time a major system update or upgrade is performed, whichever is more often. The Disaster Recovery Lead will be responsible for updating the entire document and so it is permitted to request information and updates from other employees and departments within the organization to complete this task.

1. Maintenance of the plan will include (but is not limited to) the following:
2. Ensuring that call trees are up to date
3. Ensuring that all team lists are up to date
4. Reviewing the plan to ensure that all the instructions are still relevant to the organization
5. Making any major changes and revisions in the plan to reflect organizational shifts, changes and goals
6. Ensuring that the plan meets any requirements specified in new laws
7. Other organizational specific maintenance goals

During the Maintenance periods, any changes to the Disaster Recovery Teams must be accounted for. If any member of the Disaster Recovery Team no longer works with the company, it is the responsibility of the Disaster Recovery Lead to appoint a new team member.

Testing

Get Event Log LLC is committed to ensuring that this DRP is functional. The DRP should be tested annually to ensure that it is still effective. Testing the plan will be carried out as follows:

1) Walkthroughs- Team members verbally go through the specific steps as documented in the plan to confirm effectiveness, identify gaps, bottlenecks or other weaknesses. This test provides the opportunity to review a plan with a larger subset of people, allowing the DRP project manager to draw upon a correspondingly increased pool

of knowledge and experiences. Staff should be familiar with procedures, equipment, and offsite facilities (if required).

2)   Simulations- A disaster is simulated so normal operations will not be interrupted. Hardware, software, personnel, communications, procedures, supplies and forms, documentation, transportation, utilities, and alternate site processing should be thoroughly tested in a simulation test. However, validated checklists can provide a reasonable level of assurance for many of these scenarios. Analyze the output of the previous tests carefully before the proposed simulation to ensure the lessons learned during the previous phases of the cycle have been applied.

3)   Parallel Testing- A parallel test can be performed in conjunction with the checklist test or simulation test. Under this scenario, historical transactions, such as the prior business day's transactions are processed against preceding day's backup files at the contingency processing site or hot site. All reports produced at the alternate site for the current business date should agree with those reports produced at the alternate processing site.

4)   Full-Interruption Testing- A full-interruption test activates the total DRP. The test is likely to be costly and could disrupt normal operations and therefore should be approached with caution. The importance of due diligence with respect to previous DRP phases cannot be overstated.

Any gaps in the DRP that are discovered during the testing phase will be addressed by the Disaster Recovery Lead as well as any resources that he/she will require.