

Plan First: **Risk Management Blueprint**

Disaster recovery is more than just a plan — it's a comprehensible, strategic business investment. Viox Services offers highly detailed business continuity and disaster recovery solutions anchored by 7 core processes. Let our customized solutions, experience, and best practices help define your disaster recovery blueprint.

Step 1: Business Continuity Planning

- Assemble a Governance Team
- Risk assessment and business impact analysis
- Evaluate insurance coverage and consider interruption insurance
- Define security levels and identify critical business units, essential functions, people and equipment
- Identify resource requirements to restore operations
- Determine backup scenarios to stay operational
- Define budget

Step 2: Integrative Disaster Recovery Planning Process

- Develop SOP's to include reporting flow, role definition, priority vendors, backup communication systems, evacuation, shelter, warning systems, lockdown, medical emergency, critical system recovery, pandemic planning and relocation
- Organize emergency response teams by zones
- Initiate security procedures/passwords/re-entry procedures
- Governance buy-in and approval
- Organize communications

Step 3: Preparation & Prevention

- Prepare 24/7 equipment and material staging at remote locations
- Prepare remote command centers
- Crisis prevention and elimination
- Review updated communications

Step 4: Training & Trials

- Cross train
- Conduct trials of multiple disaster scenarios

Step 5: Audit & Corrective Action

- Conduct equipment testing
- Audit people and procedure knowledge
- Revisit SLA's & RTO's with all vendors annually
- Document and update SOP's and Governance Team

Step 6: Resource Management & Deployment

- If disaster is known, begin planning logistics and resources
- Organize teams by zones
- First responders identify, assess, and classify the severity of crisis and report
- Command Center releases second responders to address priority areas and establish cost estimates for re-entry and recovery
- Establish budgets, approvals, and work order timelines for non-priority work
- Implement and measure changes

Step 7: Debriefing

- Gather information about operational roadblocks
- Define action plans for improvement and customer benefits
- Request customer approvals
- Document key findings and best applications