MDMA Disaster Recovery Plan
Template

Disaster Recovery

An MDMA Disaster Recovery plan should include the following items to be considered complete. Use the checklist below to insure that you have the required documents and that the required information is included. Check off each item and submit a copy of each document with this application.

Required Documents:
These documents must be included with your application:

√	Document Description

	Implementation Plan and Procedures for Disaster Recovery
	Attach detailed procedures for each level of disaster. Document must include:
	    Level One Recovery – Emergency Level Low
	        Temporary Power Failure (Less than 2 hours)
	        Server Shutdown
	        Minor Network Problems
	    Level Two Recovery – Emergency Level Medium
	        Extended Power Outage (more than two hours)
	        Major Equipment Failure
	        Software Failure due to virus or system bug
	        Major Network Failure or LAN/WAN failure
	    Level Three Recovery – Emergency Level High
	        Regional Disasters
	        Fire
	        Earthquake
	        Major Storms
	        Anything impacting MDMA's ability to access the primary site

	Background or overview of Data Retrieval Organization Description of work groups and organizations
	Business groups Dependent on the MDMA: Overview of other organizations and companies who depend on the MDMA data
	Disaster Impact: A list of systems that will be impacted internally or externally by disaster or outage (e.g., Billing Agent, Meter Data MSP, and UDC).
	Description of Hot Site and or Redundant Systems: Security, Power requirements, Remote access, Backup policies, System replicating, Mirroring, etc.

Required Information

This information must appear somewhere in the documents listed above.

√	Required Information
	Location Address of MDMA and or systems supporting MDMA functions, address of satellite offices, if applicable.
	Staffing Indicate current staffing levels required and include job titles.
	Vendor Contact Addresses and phone numbers for vendor support.
	Contact Lists Personnel to contact in the event of a disaster.
	Systems Configurations needed for systems recovery.
	Hardware A list of equipment spares and system configurations needed for systems recovery.
	Software A comprehensive list of software used for systems recovery.
	Description of Internal and External Communication Links Telecommunication links, pots lines, WAN/LAN, etc.
	Hot Site or Redundant Systems location Addresses and phone numbers with details of how to get there.
	Worst-Case Provisions Information showing that no data will be lost.
	Recommended (not required for MDMA acceptance) Arrangements for another, previously approved MDMA to temporarily or permanently take over processing responsibilities in the case where the original MDMA cannot perform those functions.

System Availability and Security

The MDMA must be capable of storing and transferring data at a certain standard of performance, as well as maintaining an adequate security system. Use the checklist below to insure that you can document your system's ability to maintain minimum standards of availability and security.

√	Criteria
	Be able to provide the most recent twelve months (or the maximum amount processed) of historical consumption data within five days after the data has been required by a succeeding ESP.
	Hardware and software platforms must show proof of scaleability in accordance with the throughput and connectivity performance requirements in Appendix D of the July 25, 1997 MDCS Report, without regard to restrictions that may result from the equipment used to receive the data.
	Must have Secure-Socket Layer (SSL) or other security mechanism agreed upon by the parties for all situations where data is transmitted from the MDMA server to other parties over a common carrier.
	MDMA data on the server awaiting transport to the MDMA user must be protected from unauthorized access by a firewall, encryption or some other reasonable security measure(s).
	MDMA must have physical access restrictions to the data processing center in place and functional.