

Questions For Your Disaster Recovery Plan

Lumen® is committed to your needs and an up-to-date disaster recovery process is essential to maintaining operations when disasters strike. We have developed 20 questions that will help you identify gaps in your plan. If you answer NO to any of these questions, please let us help you refine your plan.

20 Questions For Your Disaster Recovery Plan

Yes No

		Yes	No
1	Have you completed a Disaster Recovery Plan? Do you know where it is and what it looks like?		
2	Are your employees trained in your building evacuation plan?		
3	Do you have alternate or failover site(s) documented in the plan?		
4	Do you know who the point of contact is at the alternate location? Do you have their daytime and after hours contact information?		
5	Does the plan outline what contingencies are to be performed if applications/systems/equipment fail, including short-term and long-term outages?		
6	Does your staff know what to do and who needs to be contacted during an event?		
7	Have you identified a team bridge/conference bridge or included a statement that outlines how your organization will communicate during an event?		
8	Does the plan identify the Media Relations Representative and how to contact them?		
9	Do you have multiple contact numbers for your leadership and staff?		
10	Have you identified telecom, vendors and suppliers that need to be contacted during an event?		
11	Do you have alternate routing protocols for voice and data services? Do you know who to contact to make the switch?		
12	Have you identified any government (city, country and state) agencies that must be contacted during an event?		
13	Have copies of the plan been distributed to management and key players? Have review/testing results been archived in a Business Continuity/Disaster Relief Plan Portal?		
14	Can your CPE route calls? Can it route calls based on time or events?		
15	Do you know what your voice and data routing options are?		
16	Are employees and service providers able to execute the plan? Have they been notified of your policy?		
17	Have you tested your backup policy recently? Are data backups accessible within the desired timeframes?		
18	Are contingencies in place to accommodate resources or employees that may not be able to participate in the recovery process due to the disaster itself?		
19	Is the recovery time objective (RTO) practical or attainable?		
20	Can the systems be restored with an acceptable degree of data loss? Is the business's recovery point objective (RPO) practical/attainable?		

If you have answered NO to any of these questions, please let us help you. Contact your Lumen 9-1-1 Sales Team today.

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