Disaster Recovery Plan Checklist

Every disaster recovery plan must address, at a minimum, the following telecommunications items for the Provider Customer Service Program (PCSP). Each contractor shall identify the page(s) of their disaster recovery plans that pertain to each item. The contractors are not required to alter their existing disaster recovery plans, except to include each item, but may wish to create an overview document specific to PCSP telecommunications requirements.

- List of provider toll free numbers and what programs/services they support

- Current telecommunication configuration – where and how toll free numbers terminate (i.e., into the switch, stand-alone IVR, VoIP, etc.).

- Location of critical equipment (i.e., ACD, IVR, PBX, etc.) and who is responsible for maintaining the equipment. Back-up equipment should also be listed if applicable.

- Process for recovering, maintaining and restoring service for all contingency conditions

DISASTER RECOVERY CONDITIONS
      Short term outage (two days day or less)
      Long term outage (more than a two days)
      Loss of facility or inability to reach facility (plan to reconstitute at an alternate location)

- Percentage of CSR and IVR traffic (assuming normal conditions) that can be moved or managed under each disaster recovery condition. Each critical business function should also be addressed. For instance, plans might include call allocation plans, toll free number routing, and internal and external messages.

- Critical external contacts (i.e., telecom and data services service carriers, CMS, etc.) and who within your organization is responsible for contacting them.

- Emergency response teams with appropriate skills to carry out procedures for recovering, maintaining and restoring critical functions and processes.

- Critical internal contacts with a plan for information dissemination. Detailed information does not need to be included in the plan beyond the acknowledgment that such provisions are in place and ready to be executed.