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Disaster Recovery Checklist
Stay one step ahead of potential disasters

SUPPORT

Prepare yourself before disaster strikes. When it comes to data backup and disaster recovery (BDR), being prepared for potential disasters is key for managed services providers (MSPs). It also helps MSPs adhere to their client service-level agreements (SLAs). Keep this DR checklist on hand.

1. Assess the problem and its impact on your customer(s)

Every disaster and customer is different. Before doing anything, understand the underlying issue and how it will impact your client.

- Is the issue local to one machine, or does it affect your customer's entire system?
- Have files been deleted or are servers / workstations down?

2. Establish recovery goals

Recovery is what makes a BDR solution different from a simple backup product. Plan out your customer's road to recovery.

- Restore the system, the data, or both? Should time be spent recovering files and folders before system recovery?
- Identify critical systems and prioritize recovery tasks.
- What date/time should you recover from?

3. Select the appropriate recovery type(s)

To get to your "road to recovery", the appropriate recovery procedure must be followed. Think about which approach will best get you to your end goal.

- File restore.
- Local virtualization.
- Off-site virtualization.

4. Verify the recovery and confirm functionality with users

Once a recovery is verified, confirm that it interacts positively with users.

- Test network connectivity.
- Ensure all users can access resources and applications in the virtual environment.

5. Restore the original system(s), if needed

If the original system(s) needs to be restored, decide which restoration process will work best.

- Bare metal restore.
- Virtual machine restore.

6. Self-assess afterwards

After it's all said and done, take a step back and think about it: How well did your team do? What could you have done differently?

- What precipitated the failure?
- What ongoing issues need to addressed?
- What can be done better in future DR scenarios?

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