

 LANGEBERG MUNISIPALITEIT MUNICIPALITY MASIPALA	EXERCISE AND TESTING PLAN		DOCUMENT NO:	BCM/PLAN/001
	EFFECTIVE DATE	20 AUGUST 2015	REVISION	1.4



DISASTER RECOVERY EXERCISE AND TESTING PLAN

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Approved by:	Municipal Manager
Confidentiality level:	High

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Change history

Date	Version	Created by	Description of change
20 August 2016	01.15	NetAccess	Development of Business Continuity Exercise and Testing Plan
29 July 2019	02.15	Zaine Prins	Review
May 2021	03.15	Zaine Prins	
March 2024	03.16	B Bakaco	Title change from Business Continuity Exercise and Testing Plan to Disaster Recovery Exercise and Testing Plan

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1 Introduction

The Disaster Recovery Plan must be tested rigorously to ensure that in case of a disaster all the correct procedures are adhered to. The testing process itself must be properly planned and should be carried out in a suitable environment to reproduce authentic conditions insofar as this is feasible.

The plan must be tested by the Incident Management Team who would undertake those activities if the situation being tested occurred in reality. The test procedures should be documented and the results saved in DRP documentation File. This is important to ensure that feedback is obtained for fine tuning the Plan.

2 Purpose, and Scope

The purpose of this Plan is to determine the frequency and methods of testing in order to assess the feasibility of measures and arrangements for business continuity management, and to establish necessary corrective actions.

This Plan is applied to all elements inside the DRP scope, including arrangements with suppliers and outsourcing partners.

Users of this document are all persons with a role in the DRP.

3 Testing Procedure

Disaster recovery exercising and testing will be implemented in Langeberg in the following way:

- Specify the Date and Time for the testing.
- List the Person responsible for coordination and implementation of exercising and testing.
- Spell out what the objectives of the test are and in line with DRP objectives set out in the Policy:
 - o check whether plans are accurate and resources provided to:
 - implement recovery plans for each activity
 - check whether employees responsible for recovery are familiar with plan details
 - check the implementation of all steps specified by the plans
 - complete all obligations within predefined deadlines
 - start alternative procedures, if needed
 - ensure all necessary resources (including recovery data)
 - enable communication and warning procedures between individual team members, towards other recovery teams, Crisis Management Team and other interested parties
 - to achieve harmonisation with the recovery plans of other activities
 - to create comments or suggestions in order to improve the plans
- Determine the exact scope of the test: [name organizational units/activities to be included, as well as suppliers and/or outsourcing partners]

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4 Exercising and Testing Methods

ICT will ensure that one of the following testing methods is performed and the guidelines adhered to:

- **Structured Walk-Through Testing:**
 - The Incident Management Team will meet to verbally walk through the specific steps of each component of the disaster recovery process as documented in the disaster recovery plan.
 - Confirm the effectiveness of the plan and identify gaps, bottlenecks or other weaknesses in the plan.
- **Checklist Testing:**
 - Ensure telephone number listings are current and correct
 - Copy of the recovery plan and operational manuals are available
 - Review the plan and identify key components that should be current and available
 - The checklist must ensure that ICT complies with the requirements of the disaster recovery plan
 - A combination of the checklist test and the structured walk-through test will be utilised for initial testing to determine modifications to the plan before attempting more extensive testing.
- **Simulation Testing**
 - ICT must simulate a disaster so normal operations will not be interrupted.
 - A disaster scenario should take the purpose of the test, objectives, type of test, timing, scheduling, duration, test participants, assignments, constraints, assumptions, and test steps into consideration.
 - Include the notification procedures, temporary operating procedures, and backup and recovery operations while testing.
 - Test the following elements during simulation: hardware, software, personnel, data and voice communications, procedures, supplies and forms, documentation, transportation, utilities (power, air conditioning, heating, ventilation), and alternative site processing. It may not be practical or economically feasible to perform certain tasks during a simulated test (e.g., extensive travel, moving equipment, eliminating voice or data communication).
- **Parallel Testing**
 - Perform a parallel test in conjunction with the checklist test or simulation test.
 - Under this scenario, historical transactions, such as yesterday's transactions, are processed against the preceding day's backup files at the alternative (backup) site.
 - All reports produced at the alternate site for the current business date should agree with those reports produced at the existing processing site.

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- **Full-interruption Testing**

This test could disrupt normal operations; therefore, it should be approached with caution and only tested after hours. A full-interruption test activates the total disaster recovery plan. Ensure that adequate time is scheduled for the testing.

The test should not be scheduled at critical points in the normal processing cycle, such as the end of the month.

Predetermine the duration of the test in order to measure adequate response time.

Ensure that various test scenarios are planned to identify the type of disaster, the extent of damage, recovery capability, staffing and equipment availability, backup resource availability, and time/duration of the test.

- Will exercising and testing be announced: [YES/NO]
- Scenario upon which the testing and exercising will be based:
- Testing process: [provide a short description of steps to be taken during exercising and testing; possibly include the scenario used to conduct exercising and testing]

5 Exercising and Testing Checklist

- Notify Senior Management
- Notify users of the disruption of service
- Contact vendors both hardware and software
- List teams and tasks of each person
- List all personnel and their telephone numbers
- Establish user participation plan
- Establish emergency supplies needed
- Determine applications to be run and in what sequence
- Check on forms needed for each application
- Check all data being taken to the backup site before leaving and ensure that an inventory profile is available
- Setup primary vendors for assistance with problems incurred during testing.
- Plan for transportation of staff any additional items needed at the backup site
- Ensure copies of system and operational documentation and procedural manuals are available at backup site
- Ensure that all personnel involved know their tasks
- Review Business Continuity plan after testing
- Update and include the changes
- Communicate changes that were made
- List areas where the exercise was successful
- List problems that were encountered and suggestions for improvements.

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6 Review of Results

The Incident manager must review the results of exercising and testing, and prepare an Exercising and Testing Report.

In the Report appropriate corrective actions must be initiated, as well as other recommendations for improvement.

Items to Review

Below is a list of items to check when reviewing results and writing the report. These items should be checked in relation to the objectives and type of test that was done. The list is not exhaustive and should be added to:

- Ability to process on a different computer.
- Ability of management to determine priority of systems with limited processing.
- Ability to recover and process successfully without key people.
- Ability of the plan to clarify areas of responsibility and the chain of command.
- Effectiveness of security measures and security bypass procedures during the recovery period.
- Ability to accomplish emergency evacuation and basic first-aid responses.
- Ability of users to continue day-to-day operations without applications or jobs that are considered non-critical.
- Ability to contact the key people or their designated alternates quickly.
- Ability of data entry personnel to provide the input to critical systems by using alternate sites and different input media.
- Availability of peripheral equipment and processing, such as printers and scanners.
- Availability of support equipment, such as air conditioners and dehumidifiers.
- Availability of support: supplies, transportation, communication.
- Distribution of output produced at the recovery site.
- Availability of important forms and paper stock.
- Ability to adapt plan to lesser disasters.

7 Managing Records Kept on the Basis of this Document

<i>Record name</i>	<i>Storage location</i>	<i>Person responsible for storage</i>	<i>Control for record protection</i>	<i>Retention time</i>
Exercising and Testing Report (in electronic form)	Network Administrator's Share Location	Network Administrator	Only Network Administrator and Manager: ICT has the right to edit the list	3 years

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8 Validity and document management

This document is valid as of May 2021.

The owner of this document is Municipal Manager.

When evaluating the effectiveness and adequacy of this document, the following criteria need to be considered:

- number of established corrective actions
- negative effect on regular business activities due to exercising and testing
- does exercising and testing include the entire DRP scope
- percentage of personnel involved in exercising and testing

9 Appendix

Form - Exercising and Testing Report

Municipal Manager

Name: _____

Signature

Test Date	Responsible Person	Objectives	Scope	Process/Steps	Comments
	Zaine Prins	Coordination and Monitoring of the Test	Functional Test for 12 Business units	Cut Link to Production Site - ICT	
				Start up DR Site - ICT	
				Check ICT infrastructure and Applications are ready for users - ICT	
				Users Test Applications	
				Signoff Testing	
				Return To Normal	
	Zaine Prins Johan Rossouw Patrick Tiras	Coordination and monitoring of ICT Staff performance and Monitoring of the Test	Functional Test for 12 Business Units	Coordinate transport of users	
				Ensure ICT infrastructure is ready at DR site including PC's printers etc. for users.	
				CUT Link and Bring UP DR Site	
				Return to Normal	
	Assets	Test all systems and applications			
	Salaries	Test all systems and applications			
	Supply Chain	Test all systems and applications			
	Credit Control	Test all systems and applications			

	Creditors	Test all systems and applications			
	Records	Test all systems and applications			
	Debtors	Test all systems and applications			
	Human Resources	Test all systems and applications			
	Call Centre	Test all systems and applications			
	Cashiers	Test all systems and applications			
	Income	Test all systems and applications			

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