

Disaster Recovery Plans

One organization had 150-200 disaster recovery plans (DRP's) designed to describe the steps the company would take to recover from a catastrophe. A catastrophe would be an event where the systems, employees, building (etc.) was severely compromised. The DRPs described the steps that the company would need to ensure they could become operational once more. Since the DRPs were sensitive in nature and critical to the organization's livelihood they needed to be reviewed and updated each year.

Each plan had its own set of owners who were assigned to update the plan every year. These owners needed to be notified one month before the plan was to be reviewed and a senior member of the organization needed to be notified if the plan was not reviewed on time. Creating this review and notification process in UCM was very tedious, manual and required multiple subscriptions, custom Java code and development. More important still, DRPs were just one of the many such examples of content that needed to be managed on a yearly basis.

Fishbowl's Subscription Notifier was able to subscribe each owner to their assigned DRP through a single subscription—a subscription created by the system administrator without Java coding. The subscription then sent the DRP owner an e-mail notification one month before the DRP was due to be reviewed. Subscription Notifier was also set up to send an e-mail notification to the assigned senior member of the organization, if the DRP was not reviewed in time.

The notification system set up using Subscription Notifier has allowed the company to automate their review and maintenance of their Disaster Recovery Plans - *ensuring this information is always up-to-date and accurate.*