

*IT Service Continuity Plan – <Video Conference Service> - CS DocDB  
#4313*

**GENERAL**

**This document is under the Change Management Control Policy.**

<b>Description</b>	This document is the IT Service Continuity Plan Template.		
<b>Purpose</b>	The purpose of this document is to act as a template for service owners to document their service continuity plan.		
<b>Applicable to</b>	<i>All ISO20K Onboarded Services</i>		
<b>Supersedes</b>	N/A		
<b>Document Owner</b>	Service Continuity Manager	<b>Owner Org</b>	Computing
<b>Effective Date</b>	2015-2-18	<b>Revision Date</b>	2015-10-16

**VERSION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Author(s)</b>	<b>Change Summary</b>
1.0	12-02-2013	M. Diesburg	Added government shutdown scenario.
1.1	2014-11-17	K. Chadwick	Updated draft scenarios to offer <b>draft</b> high-level plans.
1.2	2014-11-24	K. Chadwick	Moved high-level draft plans into table format. Added link to overall IT Service Continuity Plan.
1.3	2015-2-3	S. Cisco	Updated Service Offerings
2.0	2015-10-16	R. Ramos	Chg. 10227. Annual Review by Service Continuity Manager

# *IT Service Continuity Plan – <Video Conference Service> - CS DocDB #4313*

---

The Computing Sector has created an overall IT Service Continuity Management Plan ([CD-DocDB #4969](#)) that covers the key areas that each individual plan would rely upon in a continuity situation such as command center information, vital records, personnel information. The purpose of this document is to describe the key information needed to recover this service in a business continuity situation once a decision to invoke has been made, and then to manage the business return to normal operation once the service disruption has been resolved.

## Scope

Service Area:

Video Conference Service –

Standard Offerings

- General Video Conferencing
- Computer Sector Videoconference Room FCC1
- Computer Sector Videoconference Rooms FCC2A/B
- Room Installations and Upgrades
- Consulting
- Training
- Phone and Web Collaboration Services

Videoconference Service –

Negotiated Service Offerings

- Videoconferencing Enhanced

Service Offerings:

Service Areas that depend on this service:

There are no Service Areas that depend upon this service.

## Recovery Objectives

### **Recovery Time Objective (RTO) < 24**

RTO is defined as the length of time that processes could be unavailable before the downtime adversely impacts business operations.

### **Recovery Point Objective (RPO) < 7 days**

RPO is defined as the maximum interval of data loss since the last backup that can be tolerated and still resume the business process.

# IT Service Continuity Plan – <Video Conference Service> - CS DocDB #4313

## Recovery Team

In this section describe the other services, roles, and responsibly required for recovering this service.

Service/Role/Function	Responsibility	Dependencies	Expected Response Time
Facilities	Service Owner	Data Center, power, environment	Reference OLA DocDB 4594
Network Services (Video Conferencing & Web Collaboration)	Service Owner	Network connectivity / DNS service	Reference SLA/OLA DocDB 4312
FermiMail	Service Owner	Email	Reference SLA/OLA DocDB 4310
CERN Vidyo Services	Service Owner	Network connectivity and operational status of video infrastructure	NA
Telephone Services	Service Owner	POTS network connectivity	NA
ReadyTalk	Service Owner	POTS and network connectivity	Reference SLA/OLA DocDB 4313

## Recovery Strategy

- The plan is for the Videoconference Service Support Team to notify videoconference room organizational owners ([videoconfrooms@fnal.gov](mailto:videoconfrooms@fnal.gov)) of service outage and estimated time of recovery.
  - Depending on scope, Videoconference Service Support Team notifies Service Desk and CCD Management of outage.
  - The Videoconference Service Support Team notifies Third Party Service Providers of service outage and estimated time of recovery.
- The plan is for the Videoconference Service Support Team to notify ReadyTalk users ([readytalk-users@fnal.gov](mailto:readytalk-users@fnal.gov)) of service outage and estimated time of recovery.
  - Depending on scope, Videoconference Service Support Team notifies Service Desk and CCD Management of outage.

## Strategy for initial recovery

- Current strategy involves assessment of impacted video and audio conference services
  - by scope: component of a room system
  - by location: building/ floor or site location (ex: Wilson Hall, BZero, DZero, etc)
  - by other Fermilab services: network or power
  - by non-Fermilab services or 3<sup>rd</sup> Party Service Providers: CERN Vidyo, et al

# *IT Service Continuity Plan – <Video Conference Service> - CS DocDB #4313*

---

- In the case of a failure or outage of a Polycom system which is covered under warranty the Videoconference Service Support Team will assess and coordinate 24hr hardware replacement with Westcon Gold Seal.
- In the case of partial site outages affected users may be able to use alternate locations or network technologies (phone instead of IP network) for the service to continue.
- Current strategy involves assessment of impacted phone and web services provided by ReadyTalk (Underpinning Service)
  - by scope: component of a room system
  - by location: building/floor or sites location (ex: Wilson Hall, BZero, DZero, etc)
  - by other Fermilab services: phone network service provider or power
- In the case of a failure or outage of a Polycom videoconference system which is covered under warranty the Videoconference Service Support Team will assess and coordinate 24hr hardware replacement with Westcon Gold Seal.
- In the case of partial site outages affected users may be able to use alternate locations, equipment (speakerphone or cell phone) for the service to continue.

## **Overall recovery strategies**

- The plan is the Videoconference Service Provider Team will review facilities and recommend recovery options with organizational owners.
- In the case of partial site outages affected users may be able to use alternate locations, equipment or network technologies (phone instead of IP network) for the service to continue.
- In the cases of severe damage to entire facility or full loss of services the Videoconference Service Support Team will conduct walk-throughs of on-site videoconference facilities to assess impact of Service loss or impairment.
  - Evaluations will be taken of the facility, videoconference system components, and networks by physical examinations and connectivity tests.
- In the case of loss of on-site stored data, back up configuration records are stored on a thumb drive available managed and store by Videoconference Service Team leader.

## **Recovery Scenarios**

Please provide high-level checklist or plan for each recovery scenario. If you have additional recovery scenarios that need to be accounted for because they require different procedures, please document them here. If all the scenarios require the same response, then you can state that in this section then outline the plan. You should identify if your service hosts are available remotely through console servers including remote power control.

For the checklist/plan please use a list or table format to make this easy to pick up and use in a continuity situation. Include links or references and location of actual recovery detailed procedures. Document any key dependencies and command center reporting checkpoints.

*IT Service Continuity Plan – <Video Conference Service> - CS DocDB  
#4313*

---

**Video, Phone and Web (IP Network) Collaboration Services Checklist**

Completed	Condition	Action
	Has the outage (IP or phone networks) effected one or more room systems?	If yes, contact room scheduler and organizational videoconference liaison to inform of outage and to notify effected meeting participants.
	Can the effected meeting be relocated to another room or building?	If yes, contact room scheduler to assist.
	Is the outage is widespread, building or site wide?	If yes, contact Service Desk by phone, email or in person.
		If yes, use alternative methods to notify videoconference liaisons if possible.
	Is this a service provider outage?	If yes, report the outage by email and/or phone to the provider and obtain an ETA of service restoration.
		If yes for an outage for an external video service provider, email videoconfrooms@fnal.gov to notify videoconference liaisons of outage and ask to post/inform users.
		If yes for a ReadyTalk outage, email readytalk-users@fnal.gov to inform of outage and ETA.

**Building not accessible (Data Center Available)**

Completed	Action
	Contact the Critical Incident Command Center. The Computing Sector Continuity plan lists the location of these centers as well as alternate locations.
	Coordinate with the Critical Incident Command Center to execute the overall strategy for recovery.
	When authorized by the Critical Incident Command Center, restore the hardware (VMs) and software. If restoration from tape is required that may require physical intervention when the building and the tape libraries become accessible.

**Data Center Failure (Building Accessible)**

Completed	Action

*IT Service Continuity Plan – <Video Conference Service> - CS DocDB  
#4313*

	Contact the Critical Incident Command Center. The Computing Sector Continuity plan lists the location of these centers as well as alternate locations.
	Coordinate with the Critical Incident Command Center to execute the overall strategy for recovery.
	When authorized by the Critical Incident Command Center, restore the hardware (VMs) and software. If restoration from tape is required that may require physical intervention when the building and the tape libraries become accessible.

**Building not accessible and Data Center Failure**

Completed	Action
	Contact the Critical Incident Command Center. The Computing Sector Continuity plan lists the location of these centers as well as alternate locations.
	Coordinate with the Critical Incident Command Center to execute the overall strategy for recovery.
	When authorized by the Critical Incident Command Center, restore the hardware (VMs) and software. If restoration from tape is required that may require physical intervention when the building and the tape libraries become accessible.

**Critical recovery team not available**

Completed	Action
	Contact the Critical Incident Command Center. The Computing Sector Continuity plan lists the location of these centers as well as alternate locations.
	Coordinate with the Critical Incident Command Center to execute the overall strategy for recovery.
	When authorized by the Critical Incident Command Center, restore the hardware (VMs) and software. If restoration from tape is required that may require physical intervention when the building and the tape libraries become accessible.
	Perform work that can be done remotely. Example - Server power may be cycled remotely, but some actions may require on-site presence (if restoration from Tape requires a physical loading of media, for example).
	If restoration from tape is required that may require physical intervention when personnel become available.

**Government Mandated Shutdown of Services**

Completed	Action
	Contact the Critical Incident Command Center. The Computing Sector Continuity plan lists the location of these centers as well as alternate locations.
	Coordinate with the Critical Incident Command Center to execute the overall strategy for the shutdown of services.
	Ensure that all services/servers are in a safe and secure state for recovery at a later time.
	Maintain periodic contact with the Critical Incident Command Center

*IT Service Continuity Plan – <Video Conference Service> - CS DocDB  
#4313*

---

	Coordinate with the Critical Incident Command Center to execute the overall strategy for recovery.
	When authorized by the Critical Incident Command Center, restore the hardware (VMs) and software. If restoration from tape is required that may require physical intervention when the building and the tape libraries become accessible.

### **Return to Operations**

Document any requirements and tasks that would need to be completed in order to return to operations. If you have procedures for returning to operations after a continuity situation occurs, then you can reference them here.