

UC Ready ITDR End User Guide

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1: What is UC Ready?:

UC Ready is a systemwide tool that stores your department's Business Continuity plans. The Plans are prepared by the Office of Emergency Management (OEM) in conjunction with your unit in charge or appointed official. Your unit in charge or appointed official should be aware of these plans and review them annually.

This tool is also used to store your ITDR plans. These plans are focused on IT Recovery for your systems and applications. These plans are initiated in a draft state by campus ITDR Admins (amits@berkeley.edu) and prepared/completed by designated Unit IT Recovery Leads-UITRLs in conjunction with your unit in charge or

appointed official. Your unit in charge or appointed official should be aware of IT plans that belong to your department and review them annually.

This document is focused on UC Ready tool. Please check [this link](#) if you want to know about UTIRL responsibilities.

Getting Started

Note: The end user cannot create a new plan, either the ITDR Admin or the campus continuity planner can create a plan.

To create a new ITDR plan for your IT Service or Application, send a request to itdrhelp@berkeley.edu with the following information to start your ITDR plans:

- Provide the name of IT Service or IT Application Recovery Plan.
- IT Apps and Services supported or provided by your department.
- The name of your data center(s) and location(s).
- Important vendors and contacts.
- Any existing recovery teams and team members.
- List of those (users) needing access to plans.
- List of IT resources/IT Components such as VM, OS version, IP, etc.

Before going thru below steps on navigating UC Ready, please ensure that you have an existing account in the UC Ready system. If you do not have the account then send a request to itdrhelp@berkeley.edu. Due to limited license availability, we only creating accounts for UITRLs and their Unit in charge or appointed official who are responsible for creating, reviewing, and approving their plans.

2: Five main areas in UC Ready

For your ITDR plan in UC Ready, you will be going into the below five areas at a minimum. These are suggested requirements for 2024-2025 compliance and additional requirements can be added for later.

Once OEM-Office of Emergency Management catches up with BIAs we will connect buildings and Essential Functions to the plans.

1: [Plan Details and Activation](#) where department, scope, objective, plan status information are stored.

*Most of the fields are **mandatory**; see [this page](#) for an example of mandatory fields.*

2: [Plan Procudre tab](#) where the detailed recovery steps are documented.

*It is **mandatory** to connect your ITDR Plan with one IT Apps and Service and to create one Recovery Procedure; see [this page](#) for an example of mandatory fields.*

3: [Contacts and Teams](#) where the assigned team members are associated with recovery steps and to the plan.

*It is **mandatory** to add one team to your plan. See [this page](#) as an example.*

4: [IT Apps and Services](#) Every ITDR Plan should have connection to IT Apps and Services that you are creating plan for. Meaning, this ITDR plan will help recover this IT Apps and Service.

5: [IT Components](#) where the information related to your infrastructure goes such as server, vm, switch, router, firewall, NAS, etc.

Log in to UC Ready

ucready-fusion.lightning.force.com/lightning/page/home

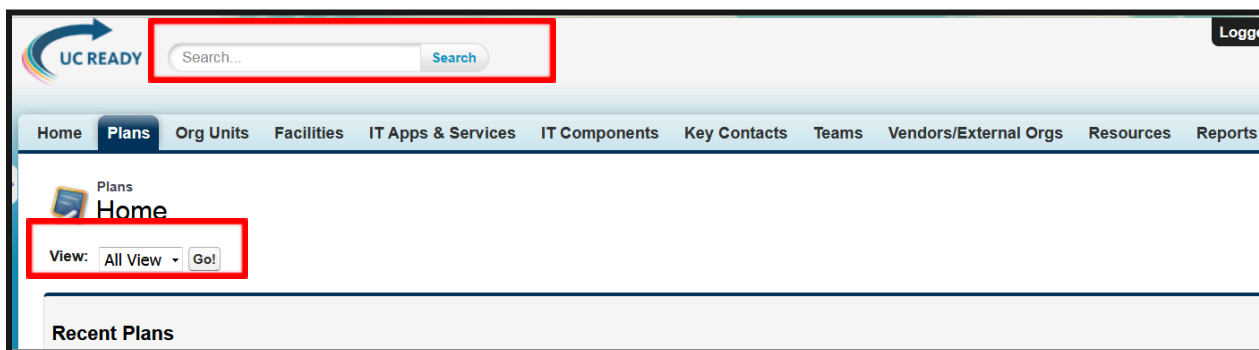
Example Video

<https://youtu.be/xf1kzVJMfXs>

Navigating UC Ready

To view all plans

Click on the plans tab and click on the “go” button under view. You may also use the search box to find a specific plan.



Completing Your IT Application/Service Recovery Plan Communication Channels

▼ Communication Channels & Procedures

General Communication Channels/Procedures:
OTC/SAIT can enter their master text here.

Notification List/Call Tree For This App

Additional Communication Channels/Proc.

Communications specific to a particular app or service are entered here.

Example Video (video has no audio, so read directions above)

https://drive.google.com/file/d/1fo2e_ZVKVFHrBYQCkAwvBAivl6jQp4XV/view?usp=sharing

2.1: Plan Details and Activation

Most of the fields on this page are mandatory except for “Communication Channels & Procedures”. See link below for examples and details on mandatory fields.

https://drive.google.com/file/d/18ckch2SbtNoyXGLKaxyi9Y2g9ZZ_N-iC/view?usp=drive_link

Provide:

- Scope, Objective, Assumptions
- DR Plan Assumptions
- Communication
- Plan Review Schedule and Status

2.2: Plan Procedures Tab

Recovery Procedures

Recovery Procedures					
		New Recovery Procedure	Sort Plan Procedures	Recovery Procedures Help ?	
Action	Recovery Procedure Name	Procedure Number	Phase Of Plan	Team	Expected Duration (Hrs)
Edit Del	Test Procedure One	1.01	Response		0.00

Phases of Recovery

UC Ready allows the ITDR Planner to specify detailed Procedures & Steps for each of the four classic phases of recovery:

1. **Response:** Immediate actions upon learning of the disruption. Some examples; communication to your IT team, customers, stakeholders, and management.
2. **Recovery:** Restarting & making available the disrupted apps & services & data, either at the primary hosting site or at an alternate recovery site.
 - a. List recovery steps, step by step, so that anyone outside of your team could follow the directions.
3. **Restoration:** After an app or service has been restarted & made available at an alternate recovery site, restoration is the act of reestablishing the app or service & data at the primary hosting site)
4. **Resumption:** The resumption of normal business operations, including IT usage, **verified** by business units dependent on the app or service

Procedure Steps: Each above area will have Procedure Steps, in which you will list detailed step-by-step recovery instructions. See [this example plan](#) for details.

Note: Many DR plans will not include planning for all four phases. For example, Phase 3 applies to apps that have been temporarily recovered at an alternate recovery site, which may not apply to the current situation. Even if the app is recovered at an alternate site, Phases 3 and 4 are often seen as being performed later, under calmer conditions by skilled teams, and not necessarily in need of additional planning in the DR system.

Example Video

<https://youtu.be/iMbgPaYtf7k>

<https://drive.google.com/file/d/1gJbUZBg5sQF8-GobFy9kAJt1ZNoh4gmM/view?usp=sharing>

Connecting to: IT Apps & Services

Connect your plan with IT Apps & Services

2.3: Contacts and Teams Tab

If the team has not yet been added to the list, first create a team under the teams tab. Ensure to match the team name with your Assignment Group in Service Now.

Important Teams		New Pairing Of Plan & Team
Action	Team Name	
Edit Del	Core Storage Recovery Team	

Important Contacts

Important Contacts: Campus/Med Center Employees		New Pairing of Plan & Campus Contact
No records to display		This list is pulled from a list of campus employees that is uploaded on a regular basis. Let the campus continuity planner know if anyone is missing. OEM is the continuity Planner.
Important Contacts: At Other UCs, Vendors, External Orgs		
No records to display		An administrator must first add a vendor to the vendors tab. However, an end-user may add vendor contacts via the Key Contacts tab.

Example Video

<https://youtu.be/y4B4gL2EAYU>

https://drive.google.com/file/d/1DdU9CHgGzh_GWN1rICNjnxlInTXPsk3Y/view?usp=sharing

If you don't see the team members, then do NOT add them manually doing this will create duplicate entry in UC Ready. Instead, send your team member link to UC Ready

<https://ucready-fusion.lightning.force.com/>

Submit a ticket via email to itdrhelp@berkeley.edu, and provide the following Information:

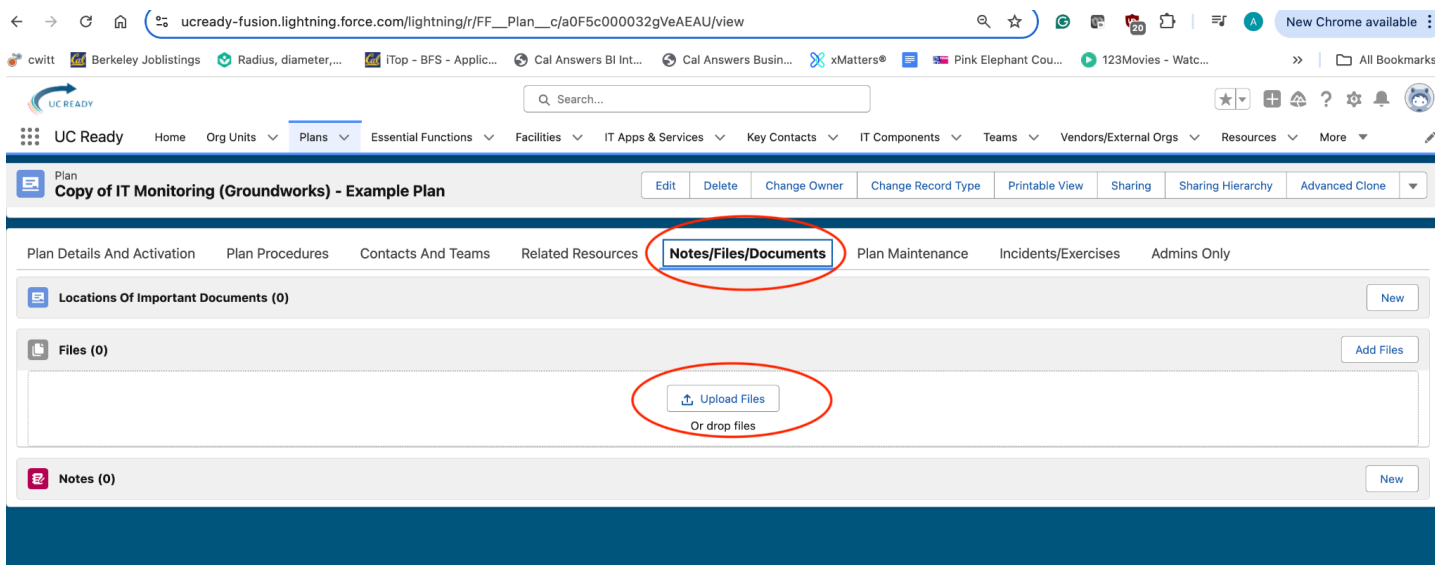
Provide Employee Name and email address

Provide Employee UC Path name (we noticed and experienced sometimes that the Employee used name in Berkeley Person Registry - BPR and employee record in UC Path name is not the same, so we need the UC Path name to confirm)

2.4: How to attach files to your ITDR Plan

Select **Notes/Files/Documents** tab

Select **Upload Files**



2.5: IT Apps and Services Tab

This tab contains detailed information about the IT Apps and Services supported or provided by your department. For security purposes, only your users can see the full details of your IT Apps and Services. Others will only see a limited view.

Even though these are not recovery procedure steps, but this section contains very important information about your App or Service which is generally not asked in the ITDR Plan session.

In this section below things are added value to your plan (see pic below).

- Connect your ITDR plan with your IT Apps and Services. If you do not see your App & Service, then open up a request to create one via itdrhelp@berkeley.edu
- Recovery Overview:
 - Does DR Capabilities Exist for App/Svc?
 - Does Backup Exist for App/Svc?
 - Recovery Level (RL).
 - Recovery Time Objective (RTO) and Recovery Point Objective (RPO).

Recovery Overview	
Recovery Level	RL Critical 1 - Life/safety/alternatives not sustainable (RTO Up to 6 hours)
This App/Service Is Recovered By	Placeholder only. Contact System Admin.
Does DR Capability Exist For App/Svc?	No
Does Backup Exist For App/Svc?	Yes
Recovery Tier	Tier 4
Tier Verified by ITDR Staff	No
Technical Interview Date	
Technical Interview Status	
Recovery Time Objective (RTO) (Hrs)	0.0
Recovery Point Objective (RPO) (Hrs)	0.0
Recovery Strategy Summary Groundwork is a SAAS-provided tool from vendor Groundwork. Vendor host the main parent server where it receives updates from all the child servers hosted in UCB data center. The vendor provides support for all servers (parent and child servers), and all the child servers are configured and supported by the UC Berkeley bIT Unix and bIT IT monitoring team. These child servers are hosted in Earl Warren Hall Data Center.	
Currently, we don't have any disaster recovery server setup at SDSC or in Cloud.	
Monitoring	
Backup	

- Primary Hosting Location.

- Secondary Hosting Location.

Hosting Location (Primary Site)	
If UC Data Center	Earl Warren Hall Data Center
If Vendor	
If Cloud	
If Dept Server	
Hosting Comments	

Hosting Location (Recovery Site)	
If UC Data Center	Earl Warren Hall Data Center
If Vendor	Groundworks
If Cloud	
If Dept Server	

DR Testing Results

- Testing Results:
 - RTO Tested
 - Provide all associated information
 - RPO Tested
 - Provide all associated Information

Testing Results	
RTO Tested?	<input checked="" type="checkbox"/>
Date of Most Recent RTO Test	
Was Test Successful?	<input checked="" type="checkbox"/>
Recovery Time Achieved in Test (Hrs)	
RTO Testing Gap (Hrs)	0.0
RPO Tested?	<input checked="" type="checkbox"/>
Date of Most Recent RPO Test	
Was Test Successful?	<input checked="" type="checkbox"/>
Recovery Point Achieved in Test (Hrs)	
RPO Testing Gap (Hrs)	0.0

- Procurement Information

Procurement Info	
Vendor	Groundworks
Contract Number	Americas: 1-866-899-4342 or 1-415-992-4500 (support@gwos.com)
Purchase Order Number	

- Identify and list any Required Apps & Services.
- Identify and list any Dependent Apps & Services.
- Connect required components such as VM, etc.
- Required Apps & Services (Upstream dependency)
- Departments that are dependent on this App / Service (Downstream dependency).

Plan For Recovering This App/Svc No records to display	New Pairing of Plan & Recovered App/Svc Connect an IT app or service to an existing ITDR plan.
Required Apps & Services No records to display	New Pairing of App/Svc & App/Svc Responses in the required apps section will automatically populate the dependent apps section for the related app/service or vice versa. Example: If the Payroll System requires Oasis, then Oasis will report the Payroll system as a dependent app.
Dependent Apps & Services No records to display	
Required Components No records to display	New Pairing of App/Svc & Component Connect an IT resources and components here such as VM, device information.
Departments That Require This App/Service No records to display	New Pairing of Plan & App/Svc This information is populated via the continuity plans to which you have access. If you need a full report, contact the continuity planner.
Essential Functions That Require App/Service No records to display	

Do NOT delete any IT Apps and Services. This task is done by the Office Of Emergency Management - OEM. If you want to delete anything please submit a request to itdrhelp@berkeley.edu

Example Video

<https://youtu.be/KPquoUN3jhl>

2.6: IT Components

In UC Ready, the IT Components refers to Infrastructure such as servers, VM, switches, routers, firewalls, NAS, etc. In this tab, you will add information about your server (physical or virtual).

UC Ready Planning Tool Interface

Navigation Bar: Home, Org Units, Plans, Essential Functions, Facilities, IT Apps & Services, Key Contacts, IT Components, Teams, More

IT Components Menu: New IT Component, Recent records

Plans Requiring Updates/Attention

Plan Name	Record Type	Current Status Of Plan	As Of Date
12Twenty (Equity & Inclusion)	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Accessible Information Managemen...	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
ACG Web Applications (EECS)	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Achieve Together Service Recovery ...	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Active Directory (EECS)	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Active Directory Service Recovery Plan	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
ActiveMQ Service Recovery Plan	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Additions to C1C (c1c webapi and ne...	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Advance : Fundraising Application (U...	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	
Aeon (Library)	ITDR Plan 1 (Application/Service ...	Plan Under Initial Constructi...	

Updated/Current Plans

Plan Name	Record Type	Current Status ...	As Of Date
Application Recovery Plan For Event Manag...	ITDR Plan 1 (Application/Service Recovery PI...	Plan Initially Complete	5/24/2022 9:44 AM
Event Management System (EMS) Service R...	ITDR Plan 1 (Application/Service Recovery PI...	Plan Initially Complete	12/1/2022 10:06 A...
Haas .Net Applications Recovery Plan	ITDR Plan 1 (Application/Service Recovery PI...	Plan Initially Complete	12/1/2022 10:09 A...

Recent records

- gw-master-prod-14.list.berkeley.edu
- gw-poll-prod-13.list.berkeley.edu
- gw-master-prod-13.list.berkeley.edu
- gw-dev-12.list.berkeley.edu
- gw-poll-prod-12.list.berkeley.edu

Recent lists

- All
- Emergency Action Plans: TBD
- UC Davis Health
 - Continuity Plans: Charles Bolan (cbolan@ucdavis.edu)
 - IT Disaster Recovery Plans: Eric Dahler (edahler@ucdavis.edu)
- UC Irvine
 - Continuity Plans: Krista Woodward (kwoodwa1@uci.edu)
 - Emergency Action Plans: Randy Styner (rstyner@uci.edu)
- UC Irvine Health
 - Continuity Plans: Nathan Tabita (ntabita@hs.uci.edu)
- UCLA
 - Continuity Plans: Tara Brown (tbrown@irm.ucla.edu)
 - Emergency Action Plans: Sean Devine (spdevine@ehs.ucla.edu)
 - IT Disaster Recovery Plans: Adam Quilly (aquilly@it.ucla.edu)
- UCLA Health

Go through the process and provide as much information as possible, such as the name of the server/VM, IP address, OS, etc., as shown in the picture below.

New IT Component: Virtual

* IT Component Name Complete this field.

* Institution Complete this field.

Record Type

Mark This Record Decommissioned ☐

Description

Description

Responsible Person

Responsible Team

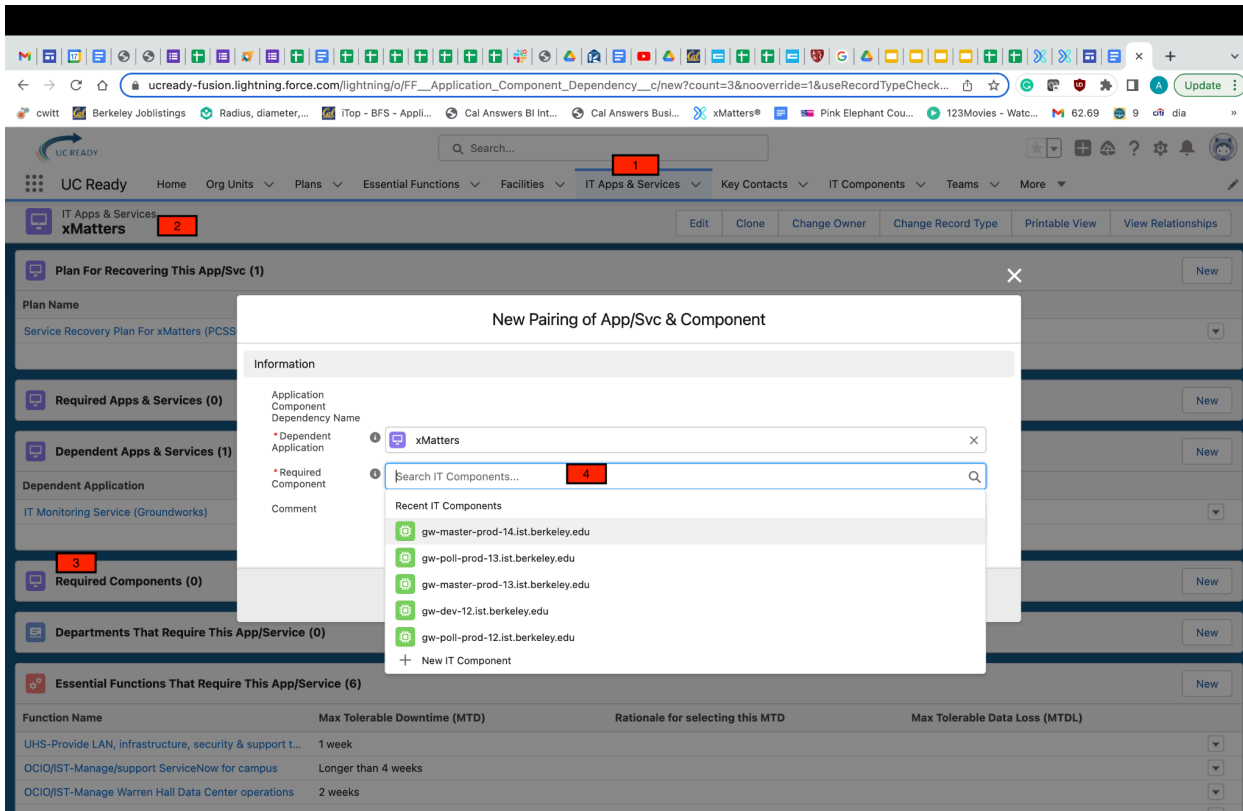
Responsible Department

Additional Information?

Cancel Save & New Save

Now connect the new IT Component to your IT Apps and Services.

- Go to IT Apps and Service
- Find your service
- Add to Required Components section (pic below)



- Repeat these steps for any additional plans listed for your unit.

Please contact itdrhelp@berkeley.edu, if you have any questions or need help completing your plan.

3: ITDR Plan Maturity Phase (TBD)

Context and Assumption: Below are general assumptions laid out for our campus. The ITDR Plan requirements are designed for iterative improvement. For bIT, we may require some teams to stay ahead.
The maturity phases below may not apply to vendor (SAAS) supported services.

2023-2024	Basic ITDR Plan <ul style="list-style-type: none">● Scope● Assumption● Objective● Communication
2024-2025	ITDR Plan that includes all the above plus: <ul style="list-style-type: none">● Detailed Recovery Steps● Teams● Connection to IT Apps & Services● (IT Apps & Services) RL, Backup, and RTO/RPO Testing● (IT Apps & Services) upstream/downstream dependencies● ITDR TTX Exercises (for RL5 and RL4)
2025-2026	ITDR Plan that includes all the above plus: <ul style="list-style-type: none">● (IT Apps & Services) Components● (IT Apps & Services) Connect to Essential Service● ITDR Exercises (for RL5 and RL4)● ITDR Exercises (for bIT RL3)
TBD	
TBD	

Below are Gartner's recommended components in the ITDR Plan

For our campus, our tool does not have all the features.

Components of a DR Plan



Source: Gartner
804563_C

Gartner