## SHAREPOINT RECOVERY PLANNING CHECKLIST 2014

### LEARN
- **Recovery Point Objective (RPO)** - maximum tolerable time period in which data might be lost due to a server farm failure.
  - 4 hour RPO means your farm must be backed up every 4 hours.
- **Recovery Time Objective (RTO)** - maximum tolerable time period in which data might be lost due to a server farm failure.
  - 2 hour RTO means that data or farm must be restored within 2 hours of the system outage.
- **Service Level Agreement (SLA)** – formally defined and committed level of service, often expressed as % of time an application or service is available. 99.5% availability = 3.60 hours of downtime per month.

### DEFINE
- **SharePoint service delivery goals**
  - Do you want to do granular recoveries?
  - Do you want to recover single sites?
  - Do you want end users to be able to do self-service recovery?
- **RPO**
  - Establish an achievable RPO
  - Does RPO require changes to backup strategy and supporting technologies?
  - Use industry backup time benchmarks to justify and support chosen RPO.
  - Look at pros and cons of different backup approaches relative to goals.
  - Identify incremental cost if the organization wants better RPO.
- **RTO**
  - Establish an achievable RTO
  - Is the RTO based on full, partial (mission critical sites only), or granular backup scenarios?
  - Identify if RTO(s) require new approaches or technology (i.e. – replication).
- **SLA**
  - Determine target SLA based on organizational and IT goals.
  - Use outage history and downtime to determine historical SLA achieved.
  - Compare target and historical SLAs.
  - Look for events that can be mitigated with least incremental cost to deliver target SLA.

### SECURE
- Find an executive sponsor
  - **This is absolutely critical**
  - This is usually someone whose business unit or role strongly relies on SharePoint. Alternatively can be a senior tech executive.
  - Adds legitimacy to your efforts.
  - Helps align with overall business goals, secure budget.
  - Provides job and reputation protection if unforeseen events arise.
- Secure support and agreement for RPO, RTO, & SLA.
- Secure support for event exclusions.

### PLAN
- Define ownership – needs to include formal acceptance and signoffs by key stakeholders and executives.
  - Tasks & responsibilities.
  - Ensure anyone on a critical recovery path is aware of plan and their roles.
- Farm specific meetings with local stakeholders to identify issues, concerns & priorities.
- Document processes for recovery and communication.
- Map each potential scenario to a recovery path.
- Publish SLAs.

### TEST
- Run periodic recovery tests.
- Are the backup files working as expected?
- Can you restore a farm, site, or item?
- Can you return service to people within your RTO?

### REVISE
- Quarterly meetings with key stakeholders.
- Ask “what has changed”
  - DB size, permissions, content, new farms, ...
- Revisit SLAs: are they still valid and achievable?