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Your checklist for testing a Disaster Recovery plan for SaaS data

If you've moved any of your operational needs to SaaS, your disaster recovery plan has to include data loss or corruption on their end. Here's your checklist for a solid SaaS data recovery plan when disaster strikes.

☐ **Understand why you need a disaster recovery plan.**

- What data is business-critical, and what SaaS platforms support it? List out precisely where critical SaaS data is stored and how it can be accessed. Have all relevant stakeholders sign off on which functions are business-critical and what SaaS platforms support those services.
- What are the Service Level Agreements for your various SaaS services? What types of uptime do they promise?
- What are the Terms of Service for your various SaaS services? Do they follow the standard **shared responsibility model** or their own version? It's essential to understand precisely where your data protection responsibilities begin: what, if any, backup and recovery options does your SaaS platform offer?

☐ **Scope the types of disasters you're planning for, because you can't plan for everything.**

- What are acceptable RTO (Recovery Time Objective) and PRO (Recovery Point Objective) for each dataset that resides in or is connected to a SaaS platform?
- What are the most likely DR scenarios that your organization can realistically plan for? Consider creating DR plans for common SaaS data loss culprits, such as data center outages, third-party outages or errors, platform outages, and malware attacks such as ransomware.

- [ ] **Schedule and carry out regular tabletop tests of realistic disaster recovery scenarios involving SaaS data, such as a ransomware attack, provider downtime or outage, data loss or corruption, etc.**

- Decide which business functions must be represented in your testing. While it's important to include people from all business functions you cover in your DR plan, remember that not all business functions are business-critical functions, i.e., necessary for the day-to-day operations of a business. It's possible that not all teams will be involved in tabletop testing; for example, if your business builds software, your HR and marketing teams might not be relevant.
- As you move through the tabletop test exercise, discuss any internal and external dependencies that could hinder or prevent your DR plan from being fully effective (or working at all). For example, an external software outage could prevent your team from accessing backups required to be restored in the DR plan.
- Tabletop tests lay the foundation for disaster recovery plans, so ensure they are documented thoroughly.

- [ ] **Decide on the internal and external tooling required to carry out a disaster recovery plan taking into consideration the security and privacy of your SaaS data.**

- Is it realistic for your organization to develop its own backup and recovery protocols, or should you outsource this task?

- [ ] **Create clear and relevant accountability lists that illustrate who's on call for what and in what situations.**

- When will your DR plan for SaaS data be activated? Who is responsible for making that call? Who needs to sign off on it? Each phase of the DR plan should have an individual responsible for executing it.
- Whose responsibility it is to monitor your SaaS data for signs of corruption, loss, or outages? For example, if a provider outage or downtime occurs, how will you know?

- [ ] **Document the plan, make it easily accessible, and have the proper stakeholders sign off on it.**

- How is your DR plan documentation being updated and kept current? In the event of an emergency, all team members (especially newer ones) should know precisely what to do, when, and why.

About Rewind

In the next 10 years, most businesses will be SaaS or SaaS-enabled, which means hundreds of petabytes of vital business data would be left at risk without our help. Not everything you do online gets saved in the cloud. All of the data that you rely on daily to run your business is your responsibility to protect in case something goes wrong.

That's where we step in to help. With the simple click of a button, we help you restore your SaaS data back to a time when everything worked perfectly so you can focus on the things that matter.

Learn more about disaster recovery solutions for SaaS data from Rewind.

Questions?

Start a free trial of Rewind Backups today to start your disaster recovery planning. Reach out to sales@rewind.com for more information.

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