



Sustain



Synthesize



Standardize

Level 0

No or limited program governance

No staff dedicated to lead program

No alternate location for recovery

Ad hoc exercising to meet audit / regulatory requirements with no user acceptance testing

DR requirements are not formally nor fully integrated into change management

No effective downtime procedures

Level 1  
Initiate

Executable Strategy with timeline / benchmarks, roles, responsibilities, staff and resource costs, capital investments

Scheduled exercising to meet audit / regulatory requirements with no user acceptance testing

Program has limited, informal alignment across IS/clinical/business operations.

Preliminary formal self-audit process to monitor program

Level 2  
Connect

Established Disaster Recovery Policy, Procedures, Standards

Fully staffed program to meet all program and plan maintenance/testing requirements

Identified gaps in capability vs required RTOs/RPOs for Tier 1 services

Alternate location for DR yet inadequate recovery capacity / strategies and no geographic risk diversity

Development of standard Tier 1 System Downtime Procedures

Level 3  
Integrate

Annually updated, executable DR strategic plan and policies

Program governance and oversight with an established executive level steering committee

Geo-diverse data center with strategies to meet defined recovery strategies

Alternate location with Scheduled exercising to meet audit / regulatory requirements including user acceptance testing

Formal training and exercising program

Standardized Tier 1 Systems Downtime Procedures

Level 4  
Optimize

Established program with leadership and staff performance metrics in job descriptions / reviews

Geo-diverse data center with recovery strategies meet agreed upon RTOs/RPOs for all services/tiers

Optimized operations integration across change management, new applications and decommissioning of applications/systems and critical security controls

Formal, established relationships and performance metrics among EM, IS, DR and full clinical/business operations including ongoing updating of BIA/recovery requirements

Level 5  
Innovate

Ongoing Oversight: Measure and Report Program Performance to Board

Continuous improvement with comprehensive Data Center DR Plan Maintenance and Annual Updates

Established joint BCM/DR exercise program (frequency and type) to meet needs and exceeds compliance

Cultural Integration: System-wide understanding of DR program

Formal self-audit program (frequency and type) based on agreed-upon best practices/standards

Hello! We invite you to use this resource to assess your organization's IT disaster recovery program's maturity index rating.

1. Review and assess where your organization performs against each statement.
2. At what "level" does your organization rank?
3. Do you know how your organization's IT disaster recovery program ranks compared to your peers?

Comments and questions are welcome anytime.

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