Pragmatic GRC™

C-007

Business Continuity & Disaster Recovery Playbook

Culture & Compliance Resource | Version 1.0 | Annual Verification Rhythm

Document Information

Resource ID	C-007
Resource Family	Culture & Compliance
Related Chapters	6
Related Resources	Template 2F (BC/DR Impact Assessment), C-008, C-009
Version	1.0
Status	Initial Release

Purpose

Document how the organization responds to a disruption so systems, communication, and decision-making continue functioning when technology fails, a vendor is disrupted, or an incident occurs. This playbook is validated annually, alternating between a tabletop exercise (C-009) and a live failover test (documented in C-008).

Owner

Business Owner, with support from IT Manager or MSP, Operations Manager, and Department Managers.

Critical Systems and Recovery Priorities

List systems in the order they must be restored, referencing Template 2F for impact severity.

System / Process	Recovery Priority	Recovery Time Objective	Recovery Point Objective	Owner

Communication Tree

Document who notifies whom, in order, when a disruption is declared.

Role	Name	Contact Method	Notifies Next

Response Procedure

- Declare the disruption and notify the communication tree above.
- Assess scope and severity against the Recovery Priorities table.
- Begin recovery in priority order, engaging vendors or MSP support as needed.
- Communicate status to staff, customers, and stakeholders as appropriate.
- Document the timeline and decisions made for the post-incident review.

Common Mistakes

- Writing this playbook once and never updating it as systems, vendors, or staff change.
- Listing recovery priorities that were never actually validated against a real test.
- Assuming everyone on the communication tree still has current contact information.

Related Resources

- Template 2F — BC/DR Impact Assessment
- C-008 — Disaster Recovery Test Report
- C-009 — Tabletop Exercise Guide