



Weill Cornell Medicine

Information Technologies & Services

What's new in the ServiceNow Disaster Recovery management application

- Main Form
 - “Approver” field: designated approver of DR plan/test
 - “Short Description” field: describing the ITS service

Disaster Recovery Compliance - ServiceNow v4

Number: DRC0001443

Version: 4

DR Manager: Larry Heck

Primary plan coordinator: Ross Goldstein

Secondary plan coordinator: Evan Sholle

Projected revision completion: 03-13-2019

Projected test completion: 03-13-2019

Approver: Single Approver

Short description: ServiceNow

Plan name: Disaster Recovery v4

Plan state: Final review

Fiscal period: FY18

Plan Revision Status: Green

Plan Test Status: Green

Suggested revision date:

Suggested test completion:

Actual revision completion: 03-14-2018

Actual test completion: 03-14-2018

Plan Details | Notes | Attachments | Business Services | Configuration Items | Quick Summary | Disaster Recovery Compliance

- New Sections (Middle of the form)
 - Business Services: Confirm or enter established Business Service related to the plan **

Short description: ServiceNow

DR Plan Details | Notes | Attachments | Business Services | Configuration Items | Quick Summary | Disaster Recovery Compliance

DR Business Services

Business service

Incident Management

Service Catalog Management

Disaster Recovery

Showing 1 through 3 of 3

Business Impact Analysis | Brian Tschinkel | Business Continuity and Disaster Recovery (Parent)

Disaster Recovery Planning | Brian Tschinkel | Business Continuity and Disaster Recovery (Parent)


Disaster Recovery Testing | Brian Tschinkel | Business Continuity and Disaster Recovery (Parent)


Update | Save


- Configuration Items: Confirm or enter established Configuration Item(s) related to the plan **


* Short description ServiceNow


DR Plan Details Notes Attachments **Business Services** Configuration Items Quick Summary Disaster Recovery Compliance

DR Business Services  Add Related Service

 Business service

 Incident Management

 Service Catalog Management

 Disaster Recovery

Showing 1 through 3 of 3

Business Impact Analysis	Brian Tschinkel	Business Continuity and Disaster Recovery (Parent)
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
Update Save

- New Related List (Bottom of the form)
 - Change Requests: Identify the CAB request to retest ITS service **
 - DR Approvals:
 - Approval for Revising plan date and Testing date
 - Approvals for Testing task and Revising plan task by plan approver
 - Approval for Final review by the DR admins

DR event scenarios (2) DR Approvals (2) **DR Tasks** Test Controllers (1) KB articles Internal contacts Vendors Survey Taken **Change Requests** **Total Logged Efforts**

DR Approvals **New** Go to State Search

Approvals

	State	Approving	Short description	Opened by	Approver	Comments	Created
	Requested	Disaster Recovery Compliance: ServiceNow v4	ServiceNow	Larry Heck	Ross Goldstein		03-14 15:28
	Requested	Disaster Recovery Compliance: ServiceNow v4	ServiceNow	Larry Heck	Evan Sholle		03-14 15:28

- Total Logged Efforts: Account for time spent on testing and updating DR plans **
- DR Tasks: Approve “better defined” assigned task, using “Checklist” **

Parents ServiceNow v4 > WTSK0010520


Number WTSK0010520 State Pending

Parent DRC0001443 Log effort 00:00:00 HH MM SS

Assigned to Ross Goldstein

Short description Revise and complete the checklist for the DR plan.

Description Revise and complete the checklist for the DR plan.

Notes **Checklist**  Checklist

Checklist

- ☐ System Diagram is up-to-date (attachment)
- ☐ Recovery steps & validations procedure is up-to-date (attachment)
- ☐ Vendor and Internal Contacts are up-to-date
- ☐ Business Services and Configuration Items are up-to-date
- ☐ DR Event Scenarios are still valid

** Performed by Plan Owner