

Data Center Recovery Communication Plan

1. Purpose

This communication plan outlines the procedures and key contacts for effective communication during a data center recovery event to ensure timely information sharing and coordinated response.

2. Scope

This plan applies to all staff, stakeholders, and vendors involved in the recovery and restoration of data center operations during a disruption or disaster event.

3. Communication Objectives

- Provide accurate and timely updates on incident status
- Ensure all stakeholders are informed throughout the recovery process
- Support coordination of recovery activities
- Minimize rumors and misinformation

4. Key Contacts

Name	Role	Contact Information
John Smith	Data Center Manager	john.smith@example.com 555-123-4567
Jane Doe	IT Disaster Recovery Lead	jane.doe@example.com 555-987-6543
Michael Tan	Public Relations	michael.tan@example.com 555-222-3344

5. Audience

- Internal IT Teams
- Business Unit Leaders
- Executive Management
- External Vendors
- Customers (as needed)

6. Communication Channels

- Email notifications
- Mass text alerts
- Conference calls
- Company intranet updates
- Incident management system

7. Sample Communication Timeline

Phase	Communication Activity	Responsible
Incident Detection	Initial Incident Notification	Data Center Manager
Assessment	Status Update to Stakeholders	IT Disaster Recovery Lead
Recovery	Regular Progress Updates	IT Disaster Recovery Lead
Restoration	Service Restoration Notification	Data Center Manager
Post-Incident	Summary and Lessons Learned	Public Relations

8. Message Templates

Initial Incident Notification

Subject: Data Center Incident Notification

We have detected an incident affecting our data center. Investigation is underway. Further updates will be provided as information becomes available.

Status Update

Subject: Data Center Incident Status Update

Recovery efforts are ongoing. Estimated time to resolution is being determined. All critical stakeholders will be informed of progress.

9. Plan Review and Maintenance

This communication plan will be reviewed and updated annually, or following any significant incident or organizational change.