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Software Disaster Recovery Plan (SDRP)

<< THE SDRP PROJECT DOCUMENT TITLE >>

Author(s)

Title(s)

<<Company>>

<<CurrentDate>>

Document Version Control Information

V 1.0

1. Introduction

1.1 Purpose of this document (Objectives)

<< Insert the purpose of this document, its objectives, and its intended audience. >>

Example: The purpose of this document is to formally recognize and codify the policies and procedures <<Company>> wishes to enact in order to both safeguard the Company's investment in their Software and to ensure that in the event of a disaster the Company can minimize any interruption to its businesses. The Company recognizes that its Software is an important part of its continued business operations and this plan provides <<Company>> Employees, Staff and Vendors this Software Disaster Recovery Plan (SDRP) as an overview of the required steps and policies to be enacted following an emergency.

1.2 Scope of Document

<< Insert description of the scope of this Software Disaster Recovery Plan. Describe whether this covers the entire company or a specific business unit or department, and whether this plan shall be governed by or supersedes other policy documents that may already be in place. >>

1.2.1 Scope Constraints

<< Insert constraints, such as schedules, costs, interactions, overview, or any other information relevant to the Software Disaster Recovery Plan. >>

1.3 Goals of this Plan

<< Insert an overview or brief description of the product, software, or other desired end result that is included in this Software Disaster Recovery Plan. >>

1.4 Business Context

<< Insert an overview of the business or organizations impacted by this Software Disaster Recovery Plan. Include the business or organization's

critical components and reliance on Software. Note: This section will be primarily used to set priorities and identify and classify risk to the Company as it pertains to recovery from a Disaster Event. >>

1.5 Goals Defined

The Overall Goals of the SDRP are to provide easy and accessible methods for <<Company>> to recover from any of the following events or occurrences:

- ◆ Loss of installed software and applications
- ◆ Loss of updates, patches, fixes or other required upgrades
- ◆ Loss of installation disks, packages or other media
- ◆ Loss of software proof of license or ownership
- ◆ Loss of software inventory, software inventory data or other DRM (Digital Rights Management) information

1.6 References and Reference Material

<< Insert a list of all reference documents and other materials related to the Software Disaster Recovery Plan. References will often include, but are not limited to: >>

- ◆ Company Business Continuation Plan (BCP)
- ◆ Company Disaster Recovery Plan (DRP)
- ◆ Company Recovery Point Objectives (RPO)
- ◆ Company Recovery Time Objectives (RTO)
- ◆ Company Computer Use Policies
- ◆ Software Acquisition Plan(s)
- ◆ Software Management Plan(s)

1.7 Documentation Items

<< Insert references to documentation, including but not limited to: >>

- ◆ Software Requirements Specification (SRS)
- ◆ Software Design Specification (SDS)
- ◆ Software Development Plan (SDP)
- ◆ Software Installation Guides
- ◆ Software User Guides
- ◆ Software Features Guides
- ◆ Software Bug, Error Correction, or Defect Removal Guides

2. Plan Components

2.1 Inventory Catalog and Control

A centralized Software Database and Control System (SDCS) for inventory shall be maintained for all software licensed by the Company. Before new software can be put into service, it must be entered into the SDCS by the IT department. Regular audits of employee computers will be performed to ensure compliance. A complete copy of all SDCS data shall be maintained off Company property and updated on a regular basis.

2.1.1 Check-in Procedures

Software shall undergo a check-in procedure, including all downloadable, virtual, online, ASP or hosted-application forms. All software, regardless of its form or the media on which it is delivered, shall be entered in the SDCS. This procedure is subject to change based on the individual software licensing requirements; however, all software shall have a record of entry in the SDCS regardless of its physical form.

Check-in shall include, but is not limited to:

- ◆ Providing proof of purchase.
- ◆ Providing proof of license.
- ◆ Providing proof of Company license and not individual license.
- ◆ Providing all installation disks, media, manuals and collateral materials.
- ◆ Directing IT staff to any online manuals and documentation.
- ◆ Providing original downloads and installation files for all software and licenses delivered virtually.
- ◆ Providing copies of all licenses, serial numbers, activation keys, IDs, passwords, logins or other information required to run the software or application.

Submitting a complete set of information concerning the software you want to license and install will ensure a faster entry into the SDCS and approval for the use of the software.

<< Insert additional descriptions of the tasks to be performed. >>

2.2 Inventory Audits

Company shall conduct periodic audits of all software licenses to ensure compliance and integrity of our software inventory data. Regular checks of employee software and license counts may be conducted on a random basis. The Company will also conduct a complete Software and License Audit annually and compare it to the SDCS.

<< Insert additional descriptions of the tasks to be performed. >>

2.3 Off-site Storage

Off-site storage of all information contained in the SDCS shall be facilitated by the IT Department. This includes (whenever possible) copies of all installation media, documentation, licenses, serial numbers and other relevant information. In the case where multiple copies of the same software are being utilized, it is only necessary to store a single copy of each version off-site. Data will be updated on a regular basis and more than one member of the Incident Response Team shall have access to this storage at all times.

<< Insert additional descriptions of the tasks to be performed. >>

2.4 Proof of Ownership

All original supporting Proof of Ownership documents shall be retained off-site while the Company shall retain copies of Proof of Ownership onsite for auditing purposes.

<< Insert additional descriptions of the tasks to be performed. >>

2.5 Documentation

Whenever possible, photocopies or reproductions of all documentation

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should be made for employee use, while the originals are stored off-site.

<< Insert additional descriptions of the tasks to be performed. >>

2.6 Plan Objectives

This Software Disaster Recovery Plan may be superseded by actions required by the Company Disaster Recovery Plan (DRP) and is a part of the Company's Business Continuity Plan (BCP). The following shall be considered to be objectives of the Software Disaster Recovery Plan:

- ◆ Company Recovery Point Objective (RPO) - The Company Recovery Point Objective (RPO) shall be considered a point in time at which data must be restored in order to be acceptable to Company within the context of the following:
 1. The difference in time between a back-up resource or asset and the disruptive event that could occur.
 2. The Company's tolerance for loss of data and continued operations.
 3. The Company's tolerance for risk and exposure to risk during a disaster event.
 4. The Company's exposure to cost and financial loss due to restoration of data and/or time spent recovering or re-entering data.

- ◆ Company Recovery Time Objective (RTO) – The Company Recovery Time Objective (RTO) shall be the acceptable boundary of time in which recovery efforts must be accomplished in order to meet the expectations the Company has determined critical when a disaster event or business interruption occurs.

- ◆ An individual RTO may be established for each process covered under this recovery plan as established during the Company Business Impact Analysis (BIA) for each department. An RTO may encompass a series of processes as well. All RTOs are to be determined by Senior Management and/or the Executive Team.

DEMO CONTRACT

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