

RSA Archer eGRC Suite

RSA Archer Business Continuity Management 4

Installation Guide

RSA Archer eGRC Platform Version 5.3

Revision 1



Contact Information

Go to the RSA corporate web site for regional Customer Support telephone and fax numbers:

<http://www.emc.com/support/rsa/index.htm>.

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Preface

About This Guide

This guide is for RSA[®] Archer[™] eGRC Suite administrators that need to install the RSA Archer Business Continuity Management 4 solution. It is designed to be used with the *RSA Archer eGRC Platform Administrator Guide* portfolio.

This guide assumes that the reader is knowledgeable about the eGRC industry and the RSA Archer eGRC Suite.

RSA Archer eGRC Platform Documentation Set

For information about the RSA Archer eGRC Platform 5.3, see the following documentation:

Guide	Description
Administrator Guide	Provides administrators with a system overview, guidelines for navigating, and detailed instructions for key tasks.
Control Panel Guide	Provides administrators with instructions for completing tasks in the release.
Installation Guide	Provides administrators the details of the steps required to plan for, prepare, install, configure, grant access to, and test the release.
Release Notes	Provides administrators a detailed listing of new features, fixed issues, and known issues at the time of the current release.
User Guide	Provides end users with guidelines for navigating, detailed instructions for key tasks, and information about using communication tools.
Web Services API Reference Guide	Provides IT managers and programmers a list of the available web services for programmatically interfacing with the release. This guide provides formatting guidelines for field results, field inputs, and search inputs, and provides sample code for searching, adding and updating users, and updating assets.

Access the documentation from the Documents page on the RSA Archer Community at https://community.emc.com/community/connect/grc_ecosystem/rsa_archer.

RSA Archer Business Continuity Management Documentation Set

For information about the RSA Archer Business Continuity Management solution, see the following documentation:

Guide	Description
Release Notes	Introduces the RSA Archer Business Continuity Management solution, lists the documentation available, and provides information for obtaining support and service.
Overview Guide	Introduces the RSA Archer Business Continuity Management solution and provides information about the solution, any subsolutions, and the applications.
Installation Guide	Provides administrators with instructions to install the solution.
Practitioner Guide	Provides design information about the solution and a use case highlighting how the solution works.

You can access the RSA Archer Business Continuity Management documentation from the Documents page on the RSA Archer Exchange at https://community.emc.com/community/connect/grc_ecosystem/rsa_archer_exchange.

RSA Archer Business Continuity Management *Data Dictionary*

The RSA Archer Business Continuity Management *Data Dictionary* contains configuration information for the solution, including the user groups and access roles that must be created.

You can obtain the *Data Dictionary* for the solution by contacting your RSA Archer Account Representative or calling **1-888-539-EGRC**.

Support and Service

Customer Support Information	http://www.emc.com/support/rsa/contact/phone-numbers.htm
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Customer Support E-mail archersupport@rsa.com

RSA Archer Community https://community.emc.com/community/connect/grc_ecosystem/rsa_archer

RSA Archer Exchange https://community.emc.com/community/connect/grc_ecosystem/rsa_archer_exchange

The Community enables collaboration among eGRC clients, partners, and product experts. Members actively share ideas, vote for product enhancements, and discuss trends that help guide the RSA Archer product roadmap.

The Exchange is an online marketplace dedicated to supporting eGRC initiatives. The Exchange brings together on-demand applications along with service, content, and integration providers to fuel the success of RSA Archer clients.

Chapter 1: RSA Archer Business Continuity Management 4

Introduction

This chapter contains the following sections:

- [Features of the RSA Archer Business Continuity Management Solution](#)
 - [RSA Archer Business Continuity Management Requirements](#)
 - [RSA Archer Business Continuity Management Installation Files](#)
 - [Prepare to Install RSA Archer Business Continuity Management 4](#)
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Features of the RSA Archer Business Continuity Management Solution

The RSA Archer Business Continuity Management 4 solution allows you to assess the criticality of your business processes and supporting technologies. You can then develop detailed recovery plans using an automated workflow for plan testing and approval. The solution is made up of subsolutions and applications that help you manage plan execution and communication in crisis situations to minimize harm to your employees, customers, reputation, and business operations. The RSA Archer Business Continuity Management 4 solution can help you:

- Centrally manage your business continuity program.
 - Perform business impact and risk analysis.
 - Test your plan and facilitate periodic reviews.
 - Track crisis events in real time.
 - Rapidly implement business recovery plans.
 - Report on your business continuity program.
-

RSA Archer Business Continuity Management Requirements

The RSA Archer eGRC Suite must meet the following requirements before installing the upgraded RSA Archer Business Continuity Management:

- RSA Archer eGRC Platform version 5.3 or later
- Valid license for the RSA Archer RSA Archer Business Continuity Management

- A user account on the RSA Archer eGRC Platform with access right to the Data Feed Manager
- A user account on the Archer eGRC Exchange to download the Solution files

RSA Archer Business Continuity Management Files

The RSA Archer Business Continuity Management file, **RSA_Archer_Business_Continuity_Management_4.zip**, includes the following files:

- Solution installation package, **RSA_Archer_Business_Continuity_Management_4_Install_Package.zip**.
- **BCM_Data_Feeds.zip**, which includes the following data feeds:
 - **BCM_Test_Exercise_Activate_Plans.dfx5**.
 - **BCM_Crisis_Activate_Plans.dfx5**.

Prepare to Install RSA Archer Business Continuity Management 4

Procedure

1. Download the following documentation from the Documents page on the RSA Archer Community at https://community.emc.com/community/connect/grc_ecosystem/rsa_archer
 - *RSA Archer eGRC Platform Administrator Guide* portfolio
 - *RSA Archer eGRC Platform Control Panel Guide*
2. Read and understand the Packaging section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.
3. Obtain the *Data Dictionary* for the solution by contacting your RSA Archer Account Representative or calling **1-888-539-EGRC**. The *Data Dictionary* contains the configuration information for the solution.

Chapter 2: Installing RSA Archer Business Continuity Management 4

Install RSA Archer Business Continuity Management 4

Procedure

1. [Download the Solution File from the RSA Archer Exchange](#)
2. [Create Groups and Roles](#)
3. [Import the Solution Install Package](#)
4. [Back Up the Database](#)
5. [Update the License Key](#)
6. [Perform Advanced Package Mapping](#)
7. [Install the Solution Install Package](#)
8. [Review the Package Installation Log](#)
9. [Import the Data Feeds](#)
10. [Schedule a Data Feed](#)
11. [Perform Post-Install Activities](#)
12. [Test the Solution](#)

Download the Solution File from the RSA Archer Exchange

Procedure

Download the RSA Archer Business Continuity Management 4 file, **RSA_Archer_Business_Continuity_Management_4.zip**, from the Applications Exchange page on the RSA Archer Exchange at https://community.emc.com/community/connect/grc_ecosystem/rsa_archer_exchange.

Create Groups and Roles

You must create specific user groups and roles for the RSA Archer Business Continuity Management 4 solution.

Procedure

Create the groups and roles required for the RSA Archer Business Continuity Management 4 solution. For instructions, see "Add an Access Role" and "Add a Group" in the Access Control section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

See the *Data Dictionary* for the list of groups and roles needed for the RSA Archer Business Continuity Management 4 solution.

Import the Solution Install Package

Procedure

Import the solution install package **RSA_Archer_Business_Continuity_Management_4_Install_Package.zip**. For instructions, see "Import a Package" in the Packaging section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

Back Up the Database

After a solution package has been installed, the installation cannot be rolled back (reversed).

RSA recommends that you create a backup of your database before installing the new package in case you need to return to a pre-install state.

Important: You must be a database administrator to perform this task.

Procedure

Back up the database according to your company's standards and procedures.

Update the License Key

Note: You must update the license key if you are updating an existing application or questionnaire. If you are installing a new application or questionnaire after installing the RSA Archer eGRC Platform, you do not need to update the license key.

The administrator (a web or database administrator) on the server on which the Archer Control Panel resides must update the license key in the Archer Control Panel before the application package is imported in order for the new applications and questionnaires to be available for use.

Procedure

Update the license key. For instructions, see "Update a License Key" in the RSA Archer eGRC Platform Control Panel Help and the *RSA Archer eGRC Platform Control Panel Guide*. The instructions are the same in both locations.

Perform Advanced Package Mapping

Advanced Package Mapping enables you to review and modify how the system IDs of objects in a package map from the source to the target instance. Using this feature, you can change the system ID of objects in the target instance to match the system IDs of objects in the source package.

You must perform Advanced Package Mapping to avoid creating duplicate objects when installing the latest solution package.

To perform this task, you must be a user with an access role that has rights to install a package. For information about access roles, see "Access Roles" in the Access Control section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

Procedure

Perform Advanced Package Mapping. For information, see "Advanced Package Mapping" in the Packaging section of the *RSA Archer eGRC Administrator Guide*.

Install the Solution Install Package

Procedure

1. For each application, questionnaire, and sub-form, determine if you want to keep any of your current configurations or if you want to override the existing configuration. This choice determines the install method and layout option that you select for each application, questionnaire, and sub-form.
2. Install the solution install package **RSA_Archer_Business_Continuity_Management_4_Install_Package.zip**. For instructions, see "Install a Package" in the Packaging section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

During the install, you can select specific options for each application, questionnaire, and sub-form.

- **Create New Only.** Only creates new objects that do not currently exist in the instance. Does not update existing objects.
- **Create New and Update.** Creates new objects and updates existing objects that match objects in the package.

- **Override Layout.** Replaces the existing layout with the layout in the package. Moves fields that were previously on the layout that are not on the package layout to the **Available Fields** list.
- **Do Not Override Layout.** No changes are made to the existing layout.

Make sure that you select all applications and questionnaires for installation. The system only selects new applications by default, so you must select all the other applications and questionnaires as needed.

3. If you selected **Create New Only** for the **Install Method** field in step 2, manually update any existing items that you want to change. See the *Data Dictionary* for field information.

Review the Package Installation Log

Procedure

Review the Package Installation Log to determine if you need to take specific action to resolve issues. For more information on the log messages, see "Package Installation Log Messages" in the Packaging section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

For example, you may need to install specific dependent solutions or applications. For information on the dependencies for each solution, see the *Data Dictionary*.

For additional examples and remediation information for common Package Installation Log messages, see [Packager Installation Log Message Examples](#).

Install RSA Archer Enterprise Management 4

The RSA Archer RSA Archer Business Continuity Management 4 solution references the RSA Archer Enterprise Management 4 solution, which is packaged separately. It is available for download from the Applications Exchange page on the RSA Archer Exchange at https://community.emc.com/community/connect/grc/ecosystem/rsa_archer_exchange.

Procedure

Install the RSA Archer Enterprise Management 4 solution, **RSA Archer Enterprise Management 4.zip**. For instructions, see the *RSA Archer Enterprise Management 4 Installation Guide*.

Create a User Account for the RSA Archer Web Service Client

You must create a user account with System Administrator rights that uses the web service client to transfer data into the RSA Archer Platform.

Procedure

1. Click **Administration > Access Control > Manage Users > New**.
2. In the **Full Name** fields, enter a first and last name.
3. In the **Email** field, enter an email address to be associated with this new user account.
4. Click the **Roles** tab, and from the **Available Roles** list, select **System Administrator**.
5. From the **Selected Roles** list, remove **General User**, and click **Save**.
6. Click the user account that you just created, and click the **Account Maintenance** tab.
7. In the **Password** field, click **Change Password** and enter a new password for the new user account.
8. If you are prompted for password security validation, you can change the security parameters by following these steps:
 - a. Click **Administration > Manage Security Parameters > General User**.
 - b. Click **Continue**. Note the user name shown for the new user account that you created.
 - c. Ensure that **Force Password Change On Next Sign-In** is not selected.
 - d. Click **Save**.

Import the Data Feeds

The RSA Archer Business Continuity Management 4 solution includes the following data feed files:

- BCM_Test_Exercise_Activate_Plans.dfx5
- BCM_Crisis_Activate_Plans.dfx5

Procedure

1. Click **Administration > Integration > Manage Data Feeds**.
2. In the **Manage Data Feeds** section, click **Import**.
3. Locate and select the **.dfx5** file for the data feed.
4. On the **General** tab, in the **General Information** section, in the **Status** field, select **Active**.
5. Click the **Transport** tab. Complete the fields in the **Transport Configuration** section as follows:
 - a. In the **URL** field, type: [YourServerName]/[VirtualDirectoryName]/ws/search.asmx
 - b. In the **User Name** and **Password** fields, type the username and password of a Platform user that has API access and access to all of the records on the Platform instance (from which the data feed is coming). For instructions on creating a user account, see [Create a User Account for the RSA Archer Web Service Client](#).
 - c. In the **Instance** field, type the name of the Platform instance from which the data feed is coming (this is the instance name as you enter it on the Login window).
6. Verify that key field values are not missing from the data feed setup window.
7. Click **Save**.
8. Schedule the data feed. For instructions, see [Schedule a Data Feed](#).

Schedule a Data Feed

To schedule a data feed, follow these steps:

Procedure

1. Open the data feed (**BCM Crisis Activate Plans** or **BCM Test Exercise Activate Plans**), and go to the **Schedule** tab.
2. Set the frequency to **Minutely**, and in the **Every** field, insert a numeric value.
3. To launch your data feed, set the **Start Time** and **Start Date**.
4. Click **Save**.

Perform Post-Install Activities

The package installation does not update some attributes of objects, or delete obsolete objects that are not included in the current solution. For complete information, see "Packaging Rules" in the Packaging section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

RSA recommends that you compare the objects in your database with the information in the *Data Dictionary* to determine which objects are obsolete or have been updated.

Procedure

1. Packaging does not delete obsolete objects. RSA recommends that you delete these objects. If you do not delete these objects, it may affect how the applications function.
 - a. If you selected **Override Layout** during the installation, the Packager moved old fields off the layout. Delete the old fields.
 - b. Evaluate data driven events (DDE), pre-existing rules, and actions that were not updated through Packaging to determine if they are still needed. If not, delete the old rules and actions.
 - c. Verify the DDE order and update it if necessary.
 - d. Evaluate pre-existing notifications and reports that Packaging did not update. Delete obsolete notifications and reports.
2. Validate formulas and calculation order.
 - a. Packaging logs an error if a formula does not validate. This error may be caused by a formula that references applications or fields that do not exist in the instance and that were not part of the package (for example, fields in applications that are part of a different core solution). Review those fields to determine if they are needed. If a field is not needed, delete the field or remove it from the layout. If the field is not deleted, removing the formula prevents errors from being written in the log files when records are saved.
 - b. Verify the order of calculations for each application and sub-form in the solution. See the *Data Dictionary*, for calculation orders for each individual application or sub-form.
 - c. Update the order of calculations as needed for each application and sub-form in the solution.
3. Packaging does not change key fields. To verify the key fields in each application, see the RSA Archer Business Continuity Management *Data Dictionary*.

Test the Solution

Procedure

Test the RSA Archer Business Continuity Management 4 solution according to your company standards and procedures, to ensure that the solution works with your existing processes. Some of the items that you may want to include in your testing are:

- Customized objects and fields
- Notifications - ensure that notifications are firing
- Calculations - ensure that calculations are functioning
- Workflows - ensure that workflows are correct

Appendix A: Package Installation Log Message Examples

For more information on the Package Installation Log messages, see "Package Installation Log Messages" in the Packaging section of the *RSA Archer eGRC Platform Administrator Guide* portfolio.

For information on the dependencies for each solution, see the *Data Dictionary*.

Warning Message	Explanation	Remediation
<Object Name> Alias was changed from <Original Alias> to <New Alias>	<p>This message is an informational warning indicating that the Alias was updated on the object. There are two reasons for an alias in the Target Instance to have been updated:</p> <ul style="list-style-type: none"> • Update was in the Source Package. • Alias has to be unique in the Target Instance. If the alias already exists in Target, packaging adds a unique identifier to the end. 	<p>This message is only potentially an issue if the change occurs on a field that is utilized in a Mail Merge Template or Data Publication Service. In that scenario, update the DPS or the mail merge template with the new alias.</p>
<Field Name> in the application <Application Name> cannot be changed from a private field to a public field.	<p>This message is an informational warning notifying you that packaging does not change a private field in the target instance to a public field.</p>	<p>Change the field to public manually (optional).</p>

Warning Message	Explanation	Remediation
Field <Field Name> could not be saved due to inability to identify the related module.	This message is seen when a cross-reference or related record field could not be created because the related application does not exist in the target instance. This message usually occurs because the field is part of a related core solution that has not been updated in the target instance.	<ol style="list-style-type: none"> 1. Install the package for the solution containing the related application. You must have a license for the related application. 2. Reapply the original package to resolve the warning. See the <i>Data Dictionary</i> .
The calculated field <Field Name> in the application <Application Name> cannot be verified.	The formula in the calculated field is incorrect. Most often, this message occurs when the formula references a field in a related application and either the field or the application does not exist in the target instance. This may be because the application is in a related core solution that has not been updated.	<ol style="list-style-type: none"> 1. Install the package for the solution containing the related application. You must have a license for the related application. 2. Reapply the original package to resolve the warning. See the <i>Data Dictionary</i> .
Field <Field Name> was not found and removed from a collection.	This warning may be seen on Inherited Record Permission fields, cross-reference/related record fields (record lookup and grid display), or as a display field in a report. The warning means that the field could not be found in the target instance and was not included in the package. This is usually because the field is part of an application in a related core solution that has not been updated in the target instance.	<ol style="list-style-type: none"> 1. Install the package for the solution containing the related application (to obtain the missing field). You must have a license for the related application. 2. Reapply the original package to resolve the warning. See the <i>Data Dictionary</i> .

Note: If you do not have a license for the related application, you may ignore this message, and the field remains omitted from the object.

Appendix B: BCM Mobile Application Fields

You can use the BCM Mobile application in conjunction with the RSA Archer Business Continuity Management 4 solution. To ensure that the application functions properly, you must not modify the following fields in the BCM solution.

Application	Field Name	Field Type	GUID
BC/DR Plans	Plan Name	Text	55266B19-E895-4EC7-9F7C-A69E88269C0C
BC/DR Plans	Plan Owner	Record Permission	0B563569-A4CD-41AF-83E8-F2CAA7767283
BC/DR Plans	Plan Target	MRDC	FA6AC64D-EBA3-49D6-93F3-668F594A076E
BC/DR Plans	Currently Activated	Values List	38A33DB5-6FDD-4BD5-BD5E-5D0A8576A8D5
BC/DR Plans	Purpose	Text Area	0419E21B-0A7D-4E46-B37D-0A987FE3F538
BC/DR Plans	Call Tree	Related Record	DD70E74B-AB35-4C34-A152-1FF723E712A0
Recovery Strategies	Strategy Name	Text	1D9E0C56-F184-497B-B538-E8CF303BC9DF
Recovery Strategies	Strategy Description	Text Area	5F26C59C-6814-4189-BFFA-1CAC3EB7490B
Recovery Strategies	Estimated Duration	Numeric (calculated)	E5478933-8810-4FCB-AB06-0C56CF31877A
Recovery Strategies	Loss Type	Values List	08F00206-5258-4F5F-9C42-AD8AF537C855
Recovery Strategies	Recovery Tasks	Cross-Reference	A5DDC5EA-81A0-47E0-8D1C-68C7019ECB0B
Recovery Tasks	Task Order Number	Numeric	892E237B-91FD-4B58-8D4F-F595DD2970EE
Recovery Tasks	Recovery Task Overview	Text	F2324D23-7DC2-42F6-9143-DCDDF9814400
Recovery Tasks	Task ID	Text (calculated)	7F83EA86-4693-4C13-A31D-C4A62E69002A

Application	Field Name	Field Type	GUID
Recovery Tasks	Estimated Duration	Numeric	F22F2B7D-76E5-4C6B-989D-FA7E6EDB4912
Recovery Tasks	Performed By	Cross-Reference	6BA501B8-A752-4301-BBA7-94D5DAD96C6A
Recovery Tasks	Recovery Task Script	Text Area	4357A612-F7DA-4444-8245-374EB444B5B0
Emergency Notifications and Call Trees	Notification Title	Text	0B0B548A-F9B1-48D9-A511-3D4CA3A79E76
Emergency Notifications and Call Trees	Call Recipients	Cross-Reference	13C669A7-C01E-41C3-8DA3-2AFA5005F3B8
Contacts	Last Name	Text	4A61D741-CFE3-40E3-9248-F72558A3D77C
Contacts	First Name	Text	A8A3AEAA-BE9B-475B-AC1A-3974214E2F2E
Contacts	Phone (Mobile)	Text	81923F12-3088-4B8F-B0D2-B18EAA1B1AE2
Contacts	Phone (Business Direct)	Text	A44CA8E4-2977-4F44-B7E1-90EDC0A2416D
Contacts	Phone (Home)	Text	8DEFDEF3-E7ED-477C-B958-3AA7959A31C2
Contacts	Phone (Other)	Text	63876EAB-EB3F-420C-8260-B38DA91E93C4
Contacts	Email (Business)	Text	B9EE3D0A-7085-4628-AB61-BCA4438B1E53
Contacts	Email (Personal)	Text	DF8F3D0F-377D-4E32-98C0-547CFB5D856B
Requirements	Requirement ID	Tracking ID	773B332C-E7B7-45F4-A262-B3AEF17C8634
Requirements	Requirement Name	Text	5681506A-A67D-4B6D-B335-436CAA7F1421
Requirements	Requirement Type	Values List	63C63F12-274C-4BAC-ACFC-24F86624A711
Requirements	Description	Text Area	14AF8293-7C1A-4D55-A2D5-2556D2EC12F2
BC/DR Plans	Plan ID	Text (Calculated)	8A5F0682-DC03-4797-A648-18DD5E56FDF4

Application	Field Name	Field Type	GUID
BC/DR Plans	Last Updated	Last Updated Date	68C4E721-859A-408C-A882-8677EEB1C340
BC/DR Plans	Tracking ID	Tracking ID	A8B40A0D-3B38-4143-9067-F4F359F196A2
BC/DR Plans	Recovery Strategies	Related Records	433B1103-1F09-4C16-8458-77DC67BFA4FB
BC/DR Plans	Requirements	Cross-Reference	D61B027C-F741-4906-AA36-6AE73B22910F
Recovery Strategies	Last Updated	Last Updated Date	70FB9410-7D79-4FA1-8ECD-2F8A0BA3D191
Recovery Strategies	Tracking ID	Tracking ID	EB38D4D1-96D0-4626-BFF9-52DD78993DC5
Recovery Tasks	Last Updated	Last Updated Date	2061FCEE-EE7A-4B40-A08A-70036E4AC34F
Recovery Tasks	Tracking ID	Tracking ID	1A021DCD-BA4F-4937-A8EA-E4388669C58A
Recovery Tasks	Task ID	Text (Calculated)	7F83EA86-4693-4C13-A31D-C4A62E69002A
Emergency Notifications and Call Trees	Last Updated	Last Updated Date	99259E55-93BD-4F56-8822-DF346A7BF324
Emergency Notifications and Call Trees	Associated BC/DR Plans	Cross-Reference	D8B65BC5-3BF4-4F79-BEF3-D5A82CBB2D1A
Emergency Notifications and Call Trees	Tracking ID	Tracking ID	A4593ACA-C76C-47CB-908A-0A626C87F005
Contacts	Last Updated	Last Updated Date	02C5D3C7-68C3-4692-8520-E034F27398E2
Contacts	Tracking ID	Tracking ID	77FC2291-351F-41A7-9115-88DD90E9C5FC
Requirements	Last Updated	Last Updated Date	82AF4105-CF2B-446F-A245-86DF8C554836