
Technology Brief

Business Continuity – From Planning to Implementation

Agenda

- Definitions
- Risks to IT Systems
- Risk Assessment & Mitigation
- DR Implementation Scenarios

Definitions

Knowing the Difference

- **Business Continuity**

- Business Continuity Management is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response which safeguards the interests of its key stakeholders, reputation, brand and value creating activities. (*Source: British Standards Institute PAS56*)

- **Disaster Recovery**

- Total loss of a computing environment from supporting the business. Recovery of the computing environment from an error or major site failure. **Subset of Business Continuity.**

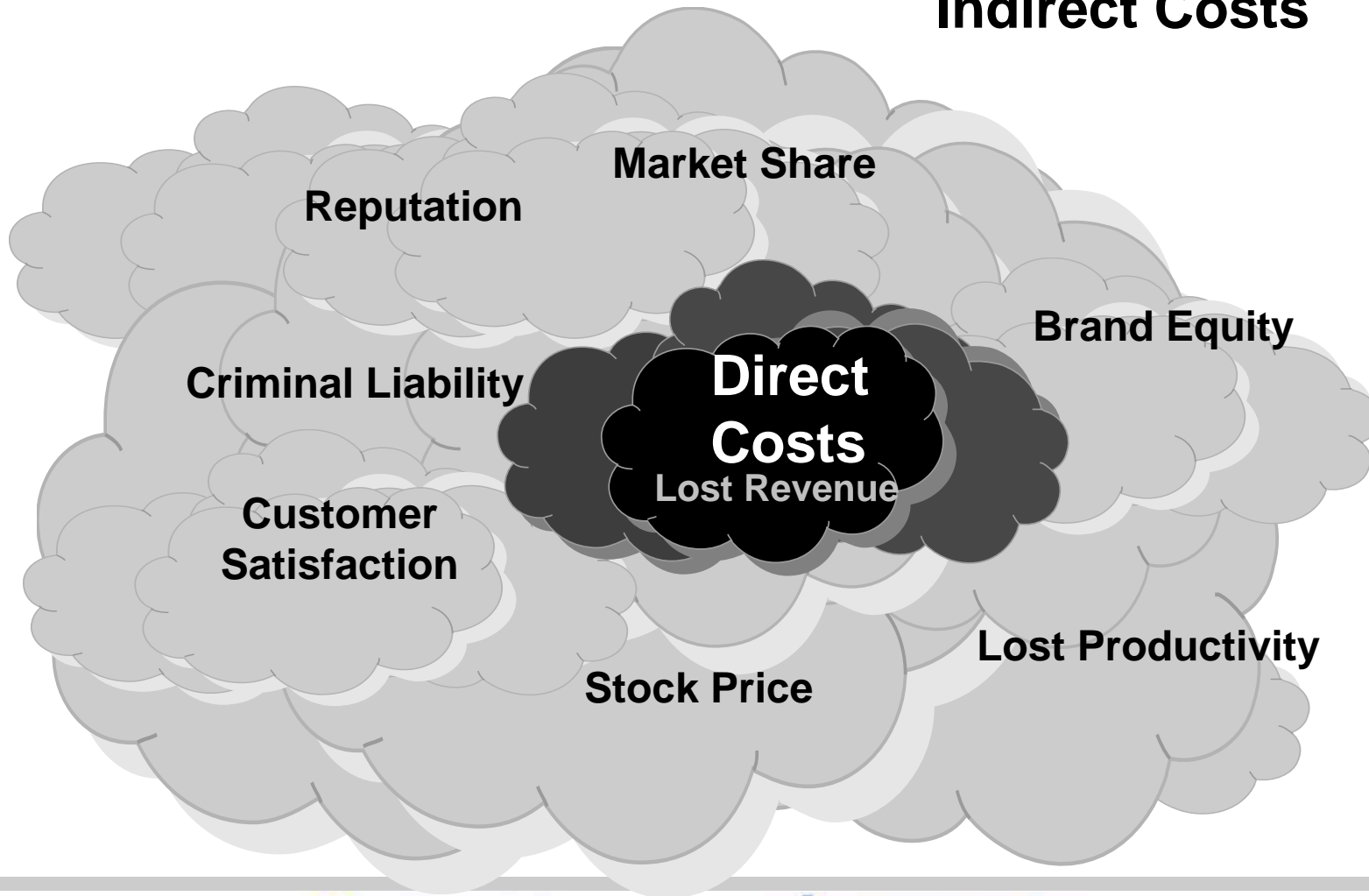
- **High Availability**

- A rapid process to move a business transaction from a failed component to a functioning component with minimal impact to the organisation and environment. **Subset of Disaster Recovery.**

Risks to IT Systems

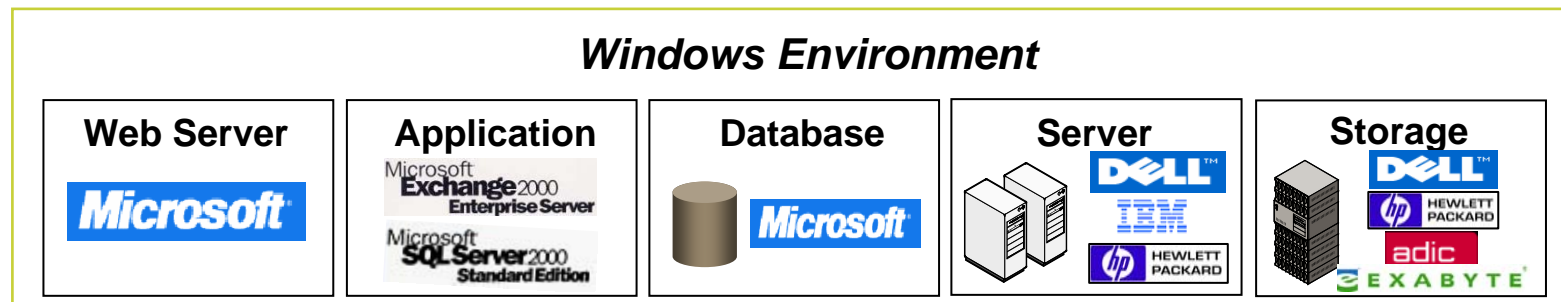
Revenue is the Focus of Disasters

Indirect Costs



Things to Consider

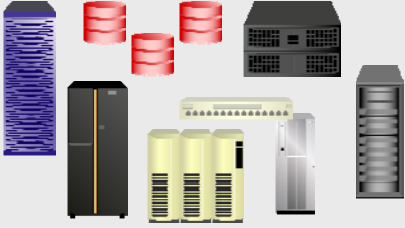
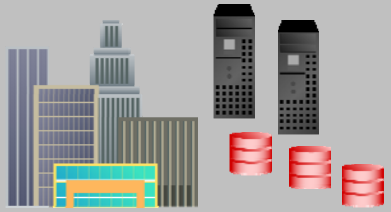
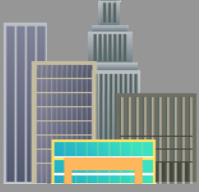
- What is important to any organisation?
 1. People
 2. Data and systems
- Protecting data and systems is difficult
 - Data is growing 50-80% per year (*source: Gartner*)
 - IT infrastructure is complex

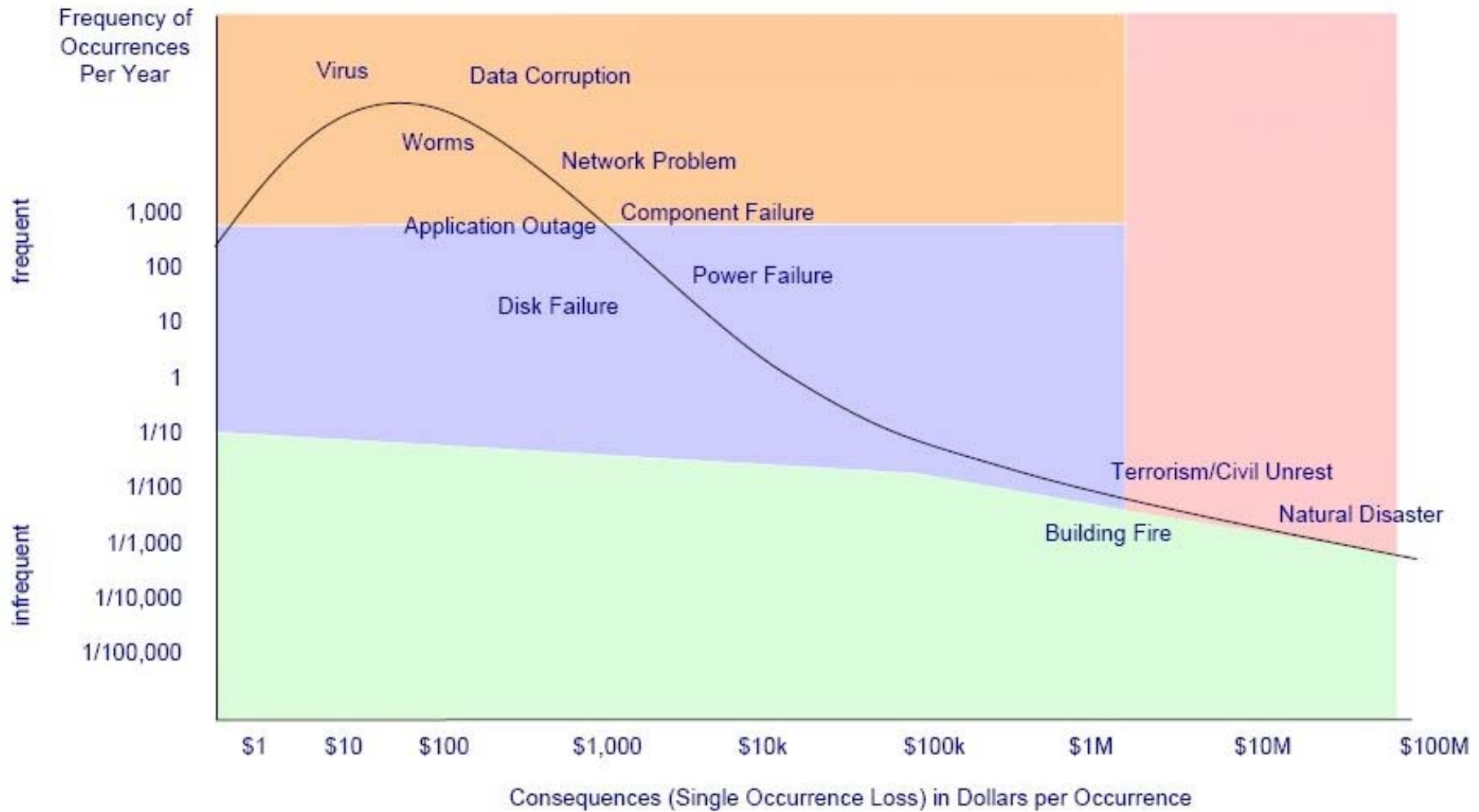


Risk Assessment

What Can Happen?

Threats to Availability of Data and Systems

<p>Logical Outages</p>		<p>Software bug Virus Data corruption</p>	<p>Accidental delete Dropped table D.o.S. Attack</p>
<p>Component Outages</p>		<p>CPU fault Disk failure Array failure</p>	<p>Host Bus Adapter Network Card Software</p>
<p>Site Outages</p>		<p>Flooding Storms Hurricane</p>	<p>Fire Power Outage Terrorism/War</p>



Are You Protected?

Ask Yourself These Questions

- **Have you ever lost data?**
 - Gartner estimates that 40% of businesses that lose ALL their data go out of business within 5 years.**
- **How much would 1 hour of downtime cost you?**
 - 74% of all organisations have not calculated the cost of downtime.*
- **Do you test your disaster recovery plan regularly?**
 - New studies say that up to 66% don't.*

**Source: VERITAS Disaster Recovery Research*

***Source: Gartner*

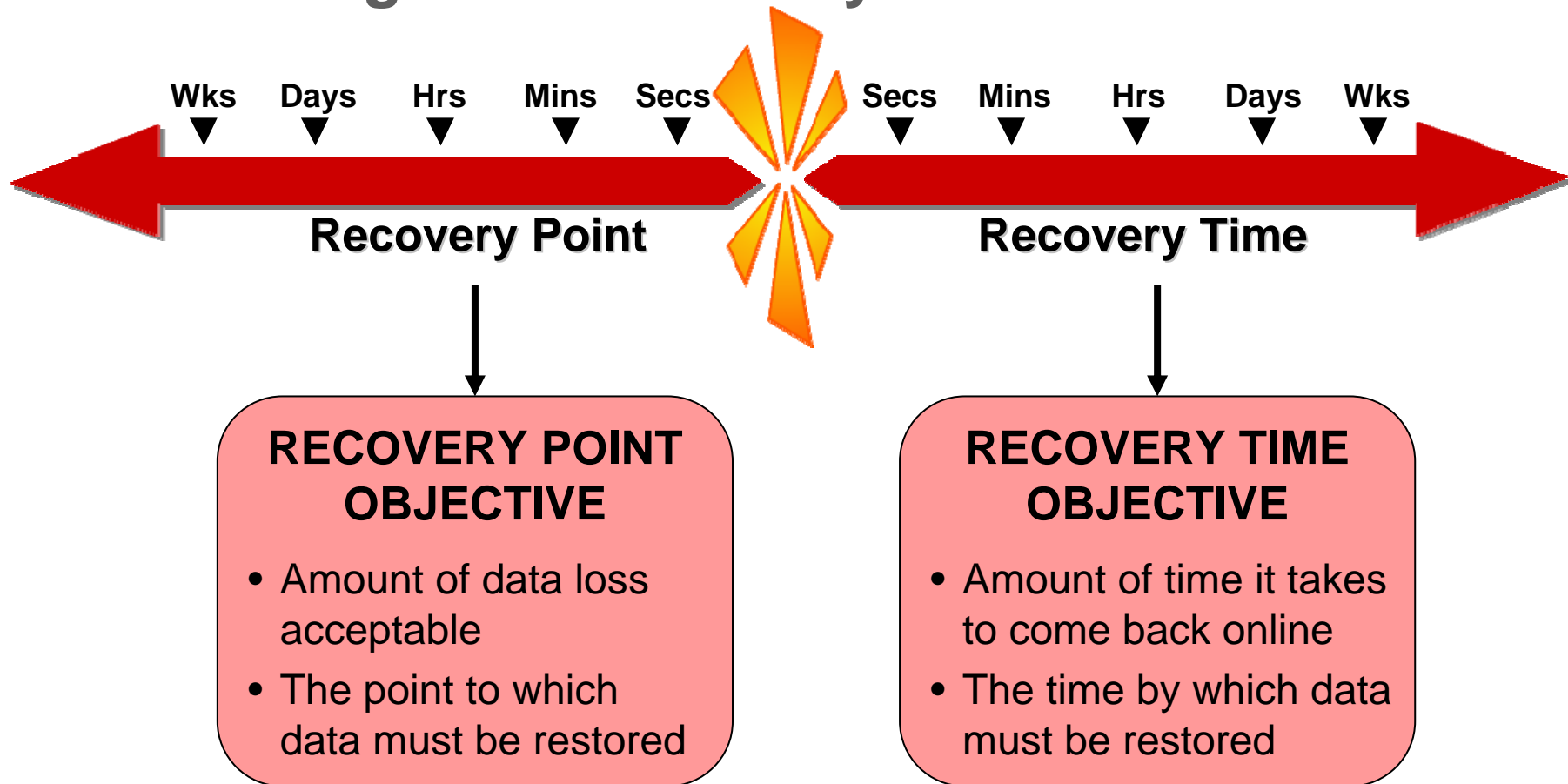
Disaster Recovery

How Prepared Are Some Organisations?

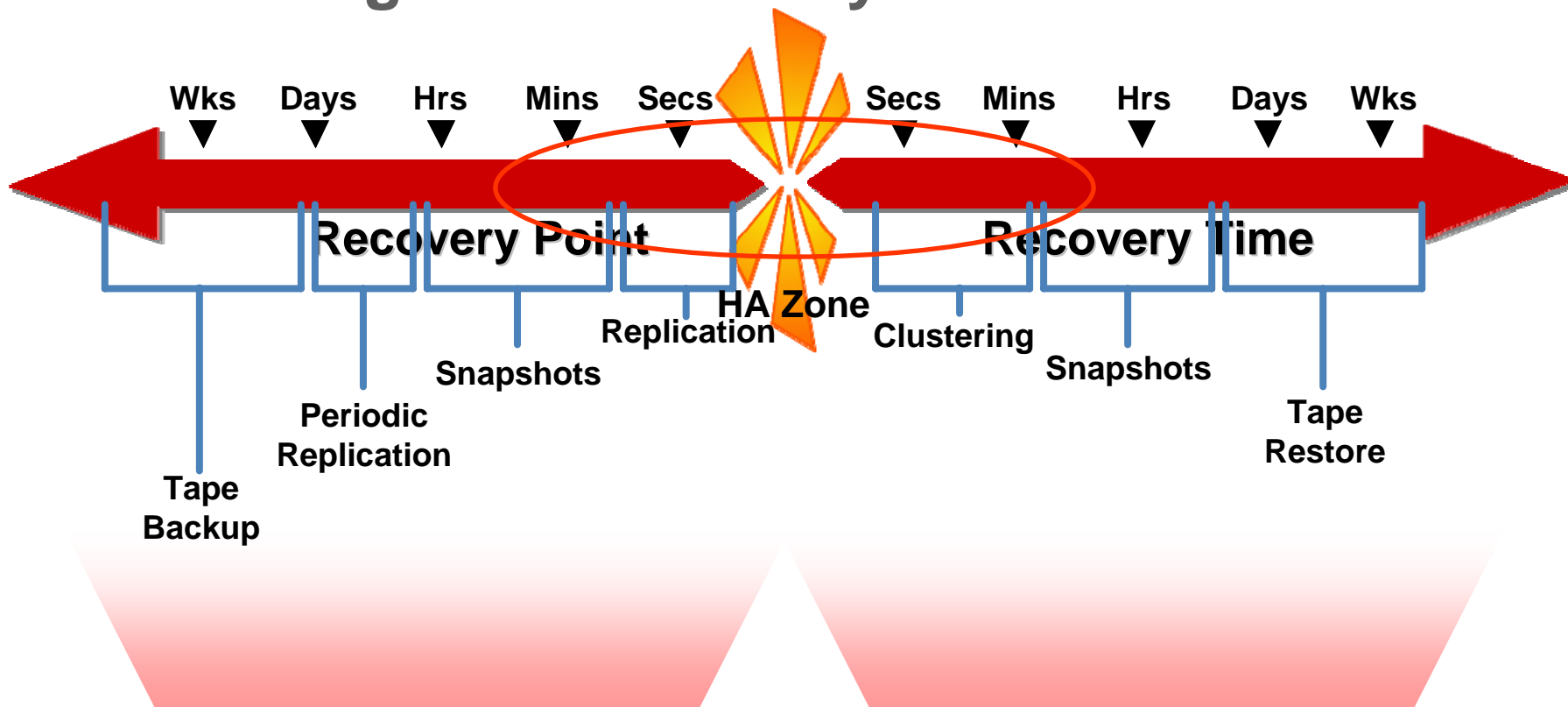
- 73% of organisations do not know how long it would take to recover from a fire disaster
 - Average recovery time of organisations that **do know** is **3.23 days**
 - Only **3%** said they could carry on with business as usual if a disaster happened
- Top 4 consequences of disasters:
 1. Decreased employee productivity
 2. Loss of business critical information
 3. Reduction in revenue and profits
 4. Damage to customer relationships

Source: VERITAS Disaster Recovery Research

Determining Your Recovery Needs



Determining Your Recovery Needs



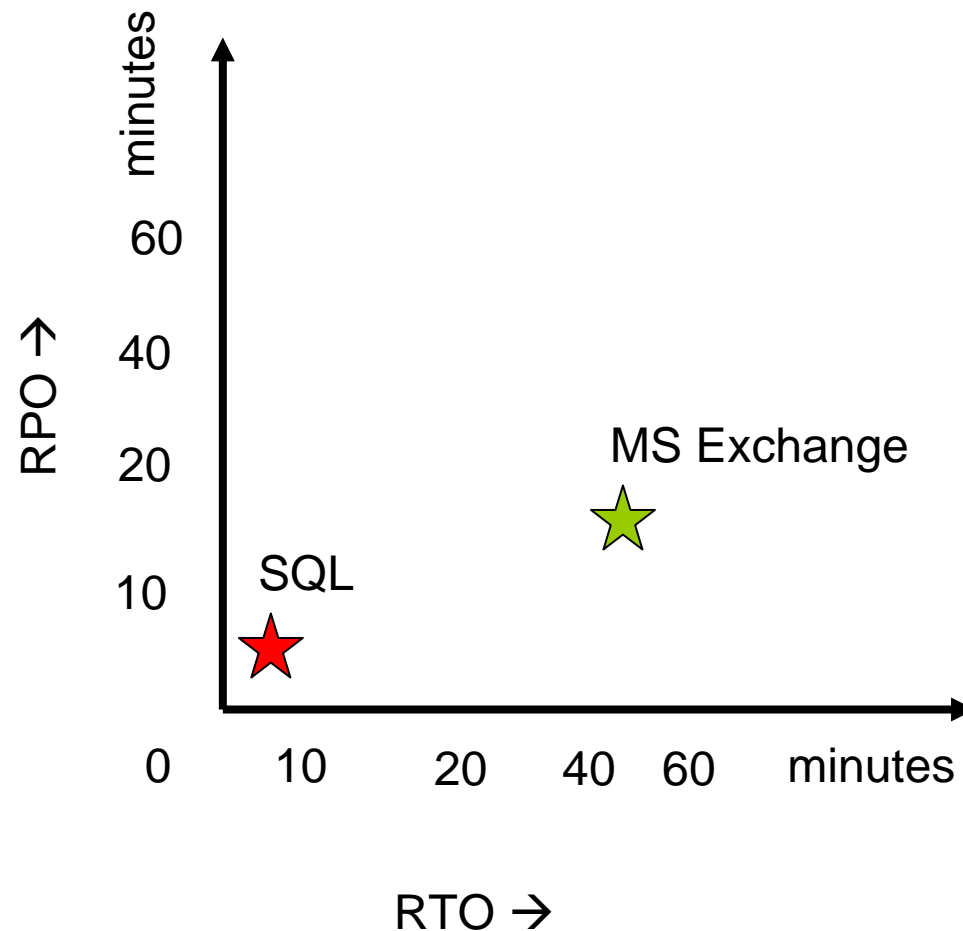
Are You Protected?

Ask Yourself These Questions

- **How often do you backup your data?**
 - Backup is the foundation of any good DR strategy as it is a point-in-time snapshot of data. The more often you backup the safer you are.
- **How much data loss can you afford? (RPO)**
 - Data is the lifeblood of most organisations and must be protected at all costs. New laws and regulations also dictate requirements for acceptable data loss.
 - Not all data is created equal, and because there's a high cost associated with safeguarding data, pick and choose what to protect.
- **How much downtime can you afford? (RTO)**
 - The more critical the system the higher the need for automation

Risk Mitigation & DR Implementation Scenarios

Scenario 1 – RPO & RTO



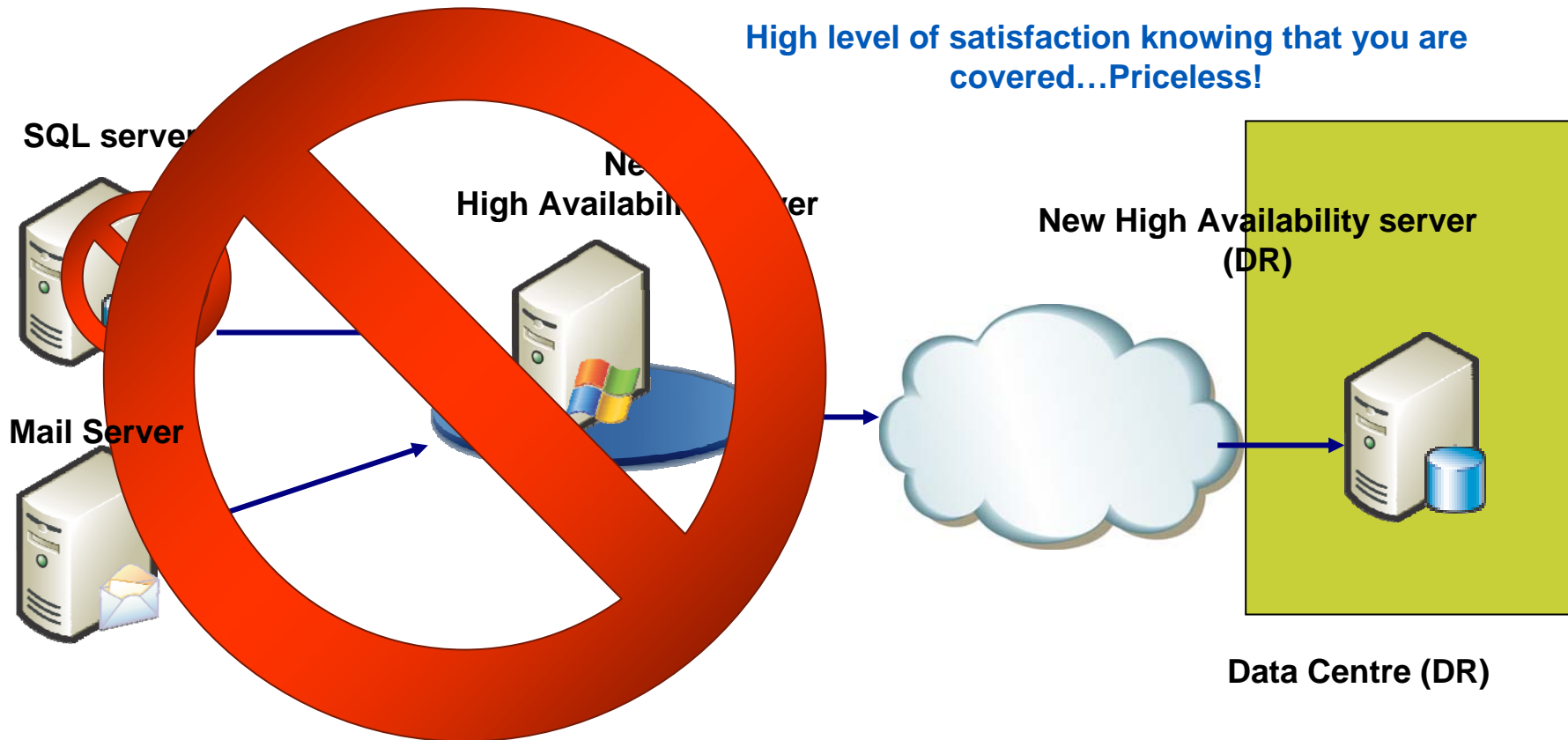
- ACME Ltd. – national distributor of electrical appliances
- 300 staff
- Offices in NSW, VIC, SA, WA, New Zealand
- Applications considered
 - Supply Chain (SQL)
 - Appx 220 staff use the Supply chain software = \$ 1.5 Million worth business per day
 - Email (MS Exchange)

Scenario – 1 Solution

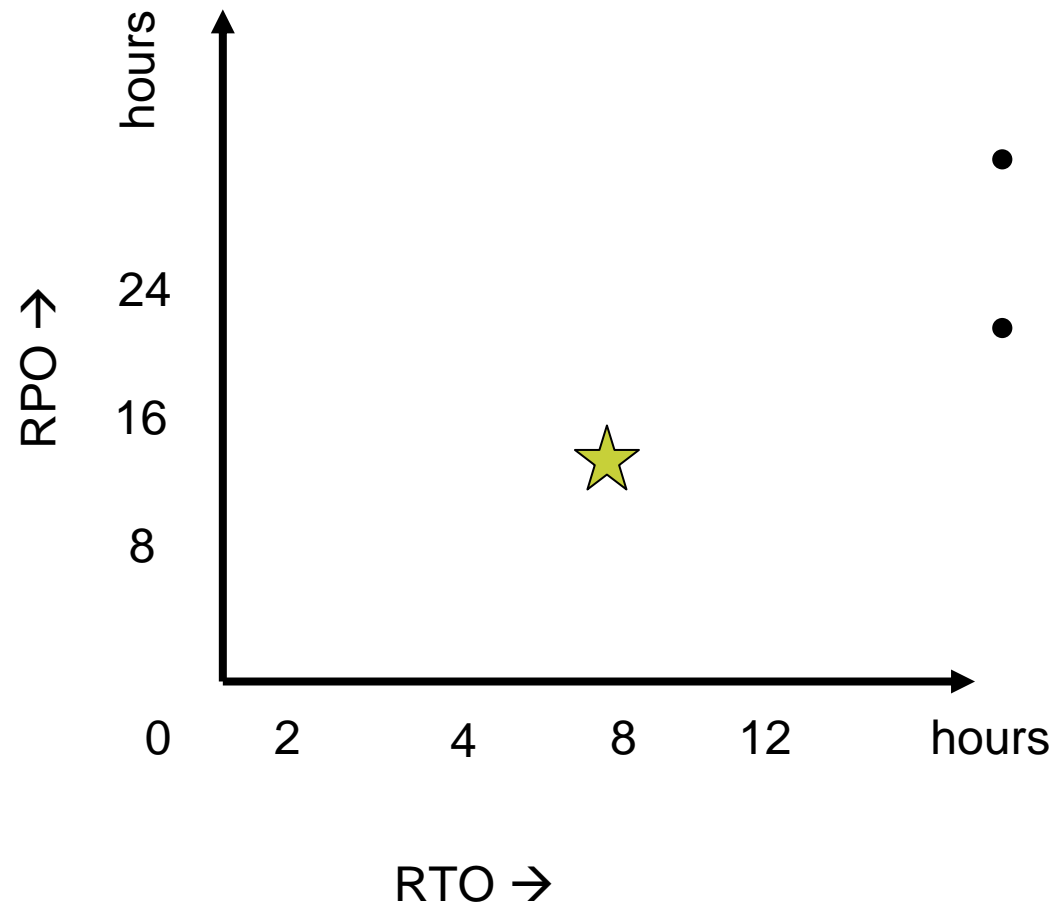
High-Availability Environment \$30,000

High-Speed Private WAN (monthly) \$4,600

High level of satisfaction knowing that you are covered...Priceless!



Scenario 2 – RPO & RTO



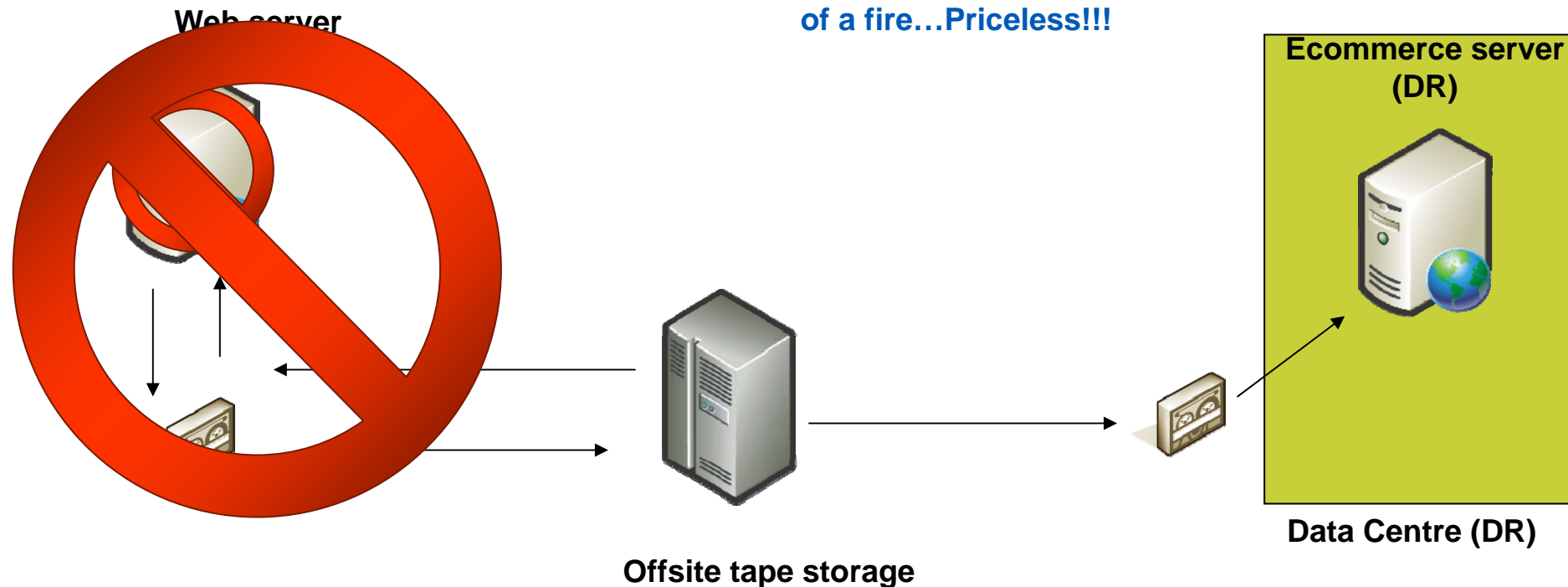
- Guns n Roses Ltd. – Importer of musical instruments & flowers
- 120 staff in NSW, VIC and WA
- Applications considered
 - Web Server (Ecommerce)
 - 2 transactions via web in a day
 - Existing relationship with the customers allow orders to be placed by alternative methods

Scenario 2 – Solution

Offsite Tape Storage (in a secure facility monthly) \$500

Access to Infrastructure to enable recovery (monthly) \$500

Having the last laugh when you save the company in the event of a fire...Priceless!!!



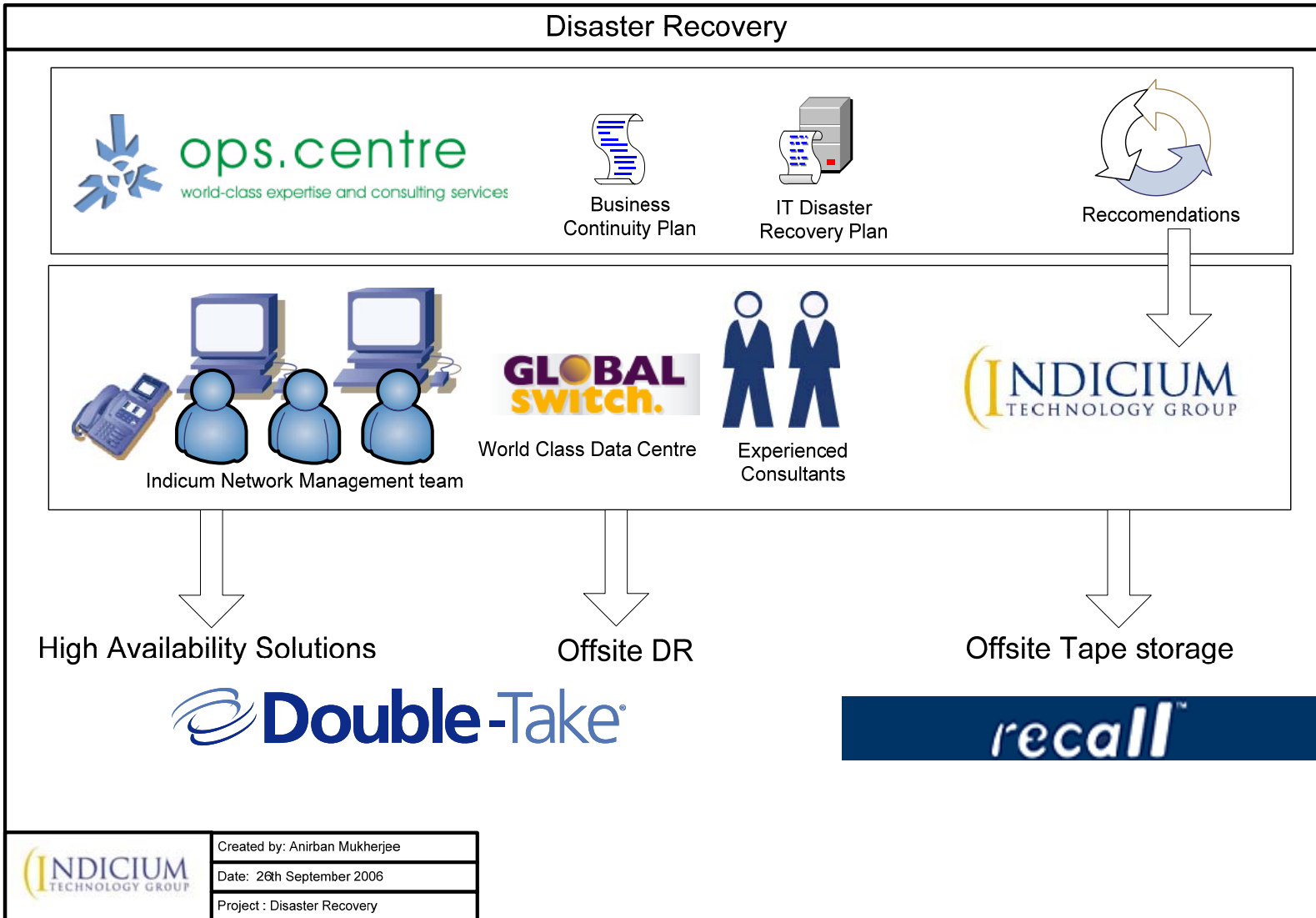
Recall – Offsite Tape Storage services

- Data Protection Centres in all major Australian and New Zealand cities Consulting services
- Environmentally controlled, secure vaults and transportation
- Inventory reports / auditing processes
- Archiving
- Items Labeled and bar coded
- Procurement
 - Hardware and software required for DR solutions
- Management and monitoring

Indicium – Disaster Recovery Solutions

- Data Centre
 - For hosting IT equipment
 - Access to Indicium DR equipment
- Consulting services
 - DR solution design, planning and Implementation
 - DR testing
- Procurement
 - Hardware and software required for DR solutions
- Management and monitoring

Disaster Recovery



Created by: Anirban Mukherjee
Date: 26th September 2006
Project : Disaster Recovery