



Welcome

NASCIO's Disaster Recovery Webinar Series

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NASCIO Communications Coordinator**



Asking Questions

- Please use the Question & Answer feature to ask questions at any time
- All questions will be addressed at the end of the presentation
- Responses to any questions not answered on the call will be distributed to all participants via email after the event



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What Is New and What Still Holds True: Current Trends in Business Continuity

Courtenay Enright, CBCP

May 2007

- 1 What Is New and What Still Holds True
- 2 Current Trends in Business Continuity/Disaster Recovery
- 3 Real World Examples of Best Practices Results

- **BC/DR planning for multiple, localized incidents**
- **The backup/DR data center**
- **Central-independent, dispersed flexible facilities**
- **Workforce continuity and remote workforce capability**

- The need for private and public sector joint planning
- Incident Command System strategic and tactical functionality
- If you can't measure it, you can't mitigate it
- Iterative behavior modification
- Increased dependence on resilient technology
- Money talks – tie your program to the revenue stream

- Traditional BC/DR planning not adequate for current scenarios

“Vice president and research fellow Ken McGee said standard BC plans apply to only geographically specific disasters, such as floods, earthquakes and localized man-made disasters.

However, when a pandemic does happen, experts predict it will spread across the globe quickly and create simultaneous worldwide business disruptions. For instance, relying on a backup data center in India won't help a U.S. company stay in business. The Indians who run that backup data center will be just as sick as the company's U.S.-based employees.”

Gartner: Existing Business Continuity Plans Will Fail in a Pandemic”, CIO.com, November 29, 2006

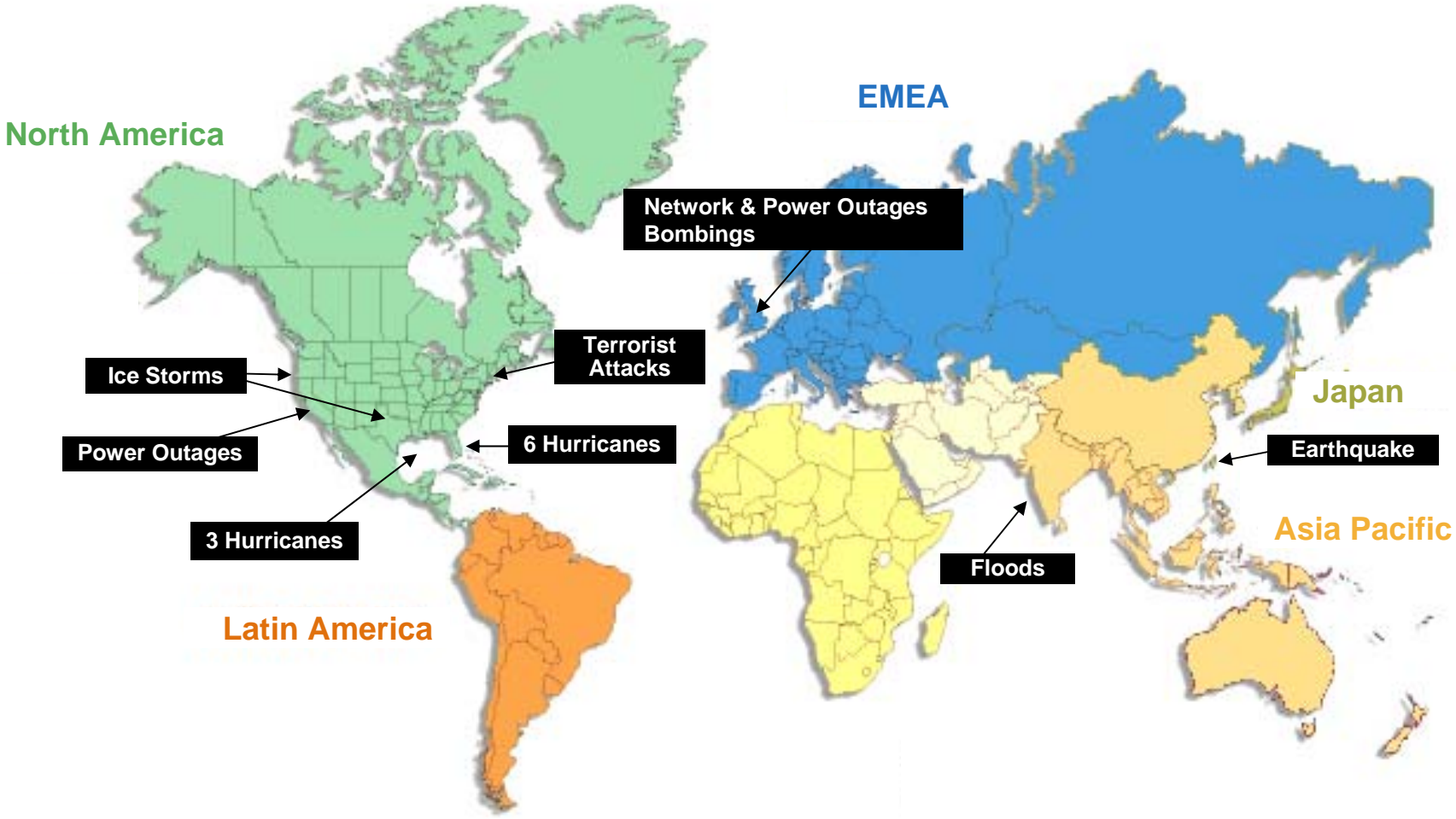
- “Siloed” BC/DR planning is no longer sufficient

“After the September 11th attacks, and more recently hurricanes Katrina and Rita, companies such as Deutsche Bank have been able to bounce back because they planned for the unthinkable. Yossi Sheffi, director of MIT's Center for Transportation and Logistics, calls these organizations "resilient."

The more you can tie redundancy to the regular business, the more chance you will get money for it. By building flexibility into any operation, you can respond better to market changes. The best way to do this is to build in redundancy that can help the business even before disaster strikes.”

MIT Logistics Expert Talks Disaster Recovery CIO.com, March 1, 2006

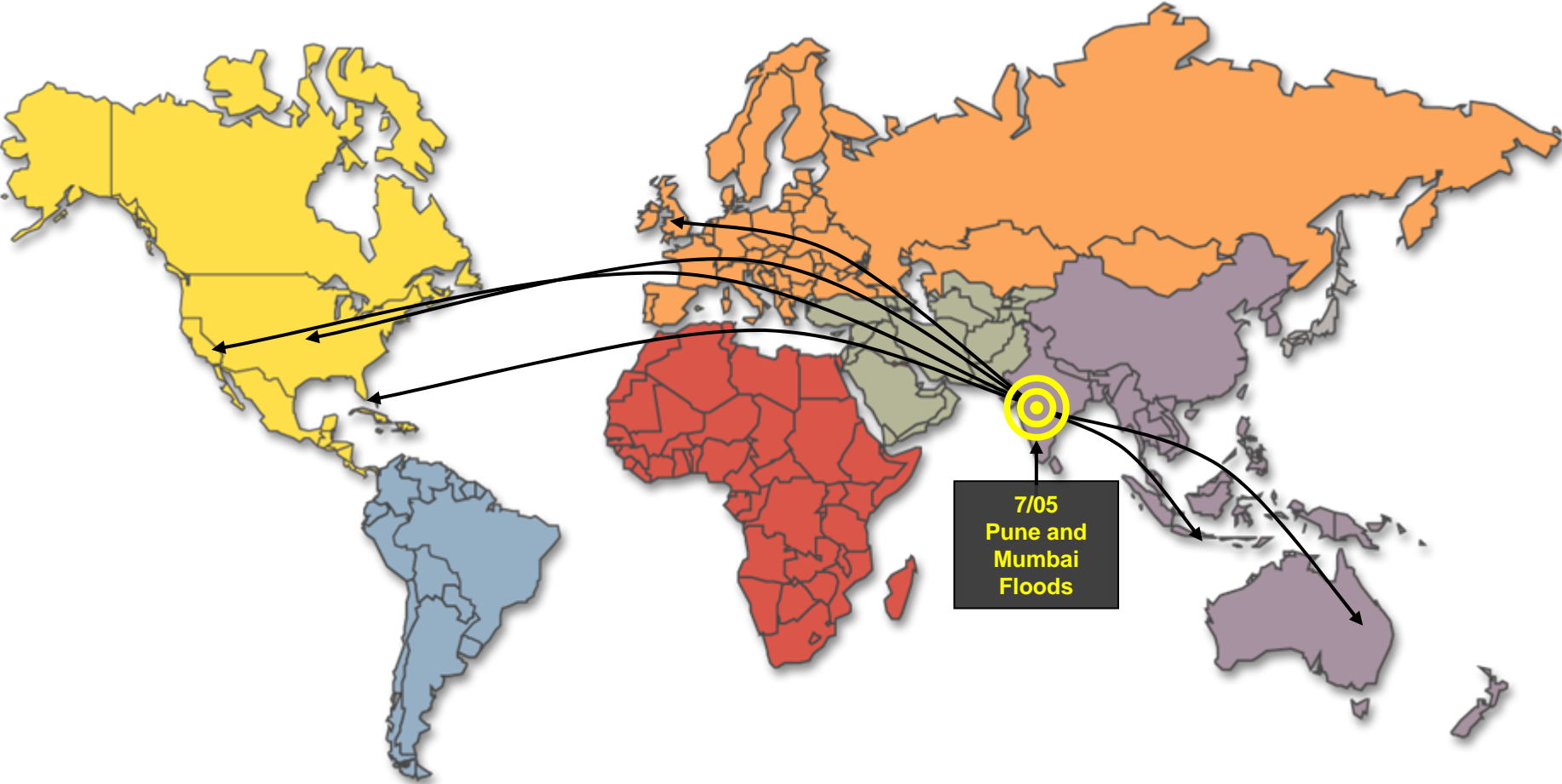
Building BC/DR Into Normal Operations



Floods in India



Immediate Geographic Region Workload Shift



Success Factors of Our Program



- Seasoned CBCP resources
- Using principles and tenants of Incident Command System (ICS)
- Granularity of work on the Business Impact Analysis (BIA)
- Leveraging technology (our own software and other products)
- Participation in the NIAC and other private/public sector initiatives such as Project Impact
- Building a solution to be flexible for growth in emerging markets and acquisition – the next company or market becomes another contingency source in a global model and ensures continuity of workforce
- Using smaller incidents as training and exercise opportunities
- Augmenting existing vehicles/programs in the company to layer budgeting horizontally instead of as a vertical initiative
- Multiple partnerships that provide tools and information sources
- Lessons learned from actual incidents

Incident Command System (ICS) Methodology



29 CFR 1910.120 and GISO 5192

- Manages day-to-day operations as well as unplanned incidents
- More effective private response creates a more effective public response
 - Leverage public sector relationships and resources
- Meets compliance/regulatory requirements
 - Helps ensure we meet customer SLAs and their recovery requirements
 - National Homeland Security Strategy Compliance
- Improves ability to respond successfully
 - 82% of companies surveyed who have used ICS during an actual emergency reported their experience as more positive and successful
- Minimizes confusion and conflict by using a “Chain of Command” system

- Common terminology
- Manageable span-of-control
- Objectives-driven response
- Incident action plans
- Comprehensive resource management
- Pre-designated incident facilities
- Integrated communications

Criteria for prioritization of processes:

- Customer facing
- Revenue generating
- Revenue enabling

Criteria for budget allocation:

- 24 hours or less has geoflex solution
- ATOD resources for 5 day RTO and later

Designing the recovery strategy:

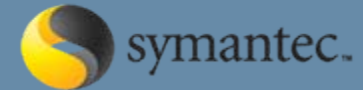
- Short-term workarounds
- Longer-term interruptions

Response and recovery resources:

- Global single point of contact for lines of business
- BC/DR planning coordination contact by site
- Senior executive by site
- BC/DR Team Leads by site
- Local, regional and corporate IMT layers

- Mir3 in ENTERPRISE for automated emergency communications and geo-tracking
- Configuration Manager to determine where apps and data sit
- Provisioning Manager for the provisioning
 - Export/import for OS/application images from production to QA for every new image; this reduces the network utilization
- Volume Replicator for the replication of the data
- Cluster Server and Global Cluster Option for the management of the services
- Volume Manager for the mirroring and space optimized snapshots for backup snaps
- CC:Service for workflow automation and reporting and CC:Storage for storage provisioning/management
- Net Backup for back-ups and archiving on SATA
 - BackUp Exec and Kvault for windows backup and archiving respectively
- Titan and Apropos replicated nine ways at Tier 1 facilities for uninterrupted work-load shift
- Sygate On-Demand Protection agent for securing unmanaged devices
- Cisco CIPC software for remote telecommunications capability (voice over IP)
- Citrix Go To My PC reduces VPN use
- FireDrill to test applications without interrupting production

Why We Did It in the First Place



Least Manual Method = Most Protection

- Decreasing these costs is the biggest impact to your bottom line
 - 60% of 5 year total cost of ownership for IT systems are staff costs
 - Soft 'costs savings' of re-deploying staff to revenue generating activities
- HA architecture provides savings comprised of a 30% improvement in server administration & 50% improvement in hardware costs
- Large companies realize average cost savings of \$30,000 an hour by avoiding planned and unplanned downtime, using HA solutions
- This solution tests your DR capability every time you failover to the next location
- Creates flexible model for growth in emerging markets and acquisitions

Clustered = Best Practice

- Incorporate previous equipment investments in storage and networks
- Can achieve a 20%–30% reduction in annual total cost of IT operations by consolidating servers, decreasing administration costs
- Ability to rollout repeatable HA environments quickly and effectively, improving service levels, reducing support and implementation costs
- Standard methods for monitoring the health and status of the clusters
- Integrated set of management tools and guidance equal improved network and application up-time.
- Clustered failover and load balancing eliminates the majority percentage of short-term production outages

Source: IDC 2003

- If the unthinkable happens, you can protect your total environment by establishing availability of data and resources at a remote site. You have two tools at your disposal to accomplish this: replication and clustering.
- If you have a complete outage, a single button-click will restore service at your back-up environments. That is the highest level of availability you can achieve.
- The combination of these technologies provides 24x7 availability, offers significant cost-savings and impressive ROI for IT.
- You can add clustering and high availability to your environment without buying more hardware. Enables you to use existing resources, maximizing your hardware investment.

Matt Fairbanks, "Debunking Common Myths of High Availability", Disaster Recovery Journal Fall 2005

Clients who request that we certify our recovery capability:

- Nike
- Bank of America
- Citizens Bank
- Depository Trust Clearing
- Federal Reserve
- US Bank
- Chubb
- British Sky Broadcasting Group PLC
- JP Morgan Chase
- KFH
- La Société Générale
- Lehman Brothers
- MetLife
- Washington Mutual
- Wells Fargo
- Aetna
- Canadian Blood Services
- Capital Corporation
- Capital Group Companies, Inc.
- GE Consumer Finance
- Lloyds TSB
- Northern Trust
- PepsiCo
- Prudential
- Regions Bank
- Roche Pharmaceuticals
- State Street Corp
- Schering
- Shell
- State of Kentucky
- Unum Providence



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Thank You!

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