Filling the Gaps in Your Disaster Recovery Plans

Business Continuity Planning Presentation
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Business Continuity Activities are in Today’s Headlines

Meta Group Research

Lessons from Blackout 2003

DB2 Failure Prompts Bank To Set Up Extra Disaster Recovery

IT spending shifts to business continuity

How has 9/11 affected Business Continuity thinking and outlook?

- 22% of plans did not work at all when implemented
- 75% of recovery configurations are “out of sync” with their production configurations
- 80% of current plans yield a “strong likelihood” of lasting adverse impact
The Overarching Problem is two-fold:

1) Having the right information

2) Having the right process

- Most Recovery Plans are organized horizontally
- IT Complexity necessitates constant understanding of the relationships between and among the business architecture and IT architecture
The Right Information Requires the Right Model

Industry-leading capabilities
- Managed with formal specifications
- Object-oriented, enterprise-class entity relationship schema
- Quickly adapts to 3rd-party frameworks such as Zachman, TOGAF, FEA
Sample IT Baseline Data for BCP / DR

- Automated and continuous collection of key IT environment information: business processes, applications, and infrastructure
- Includes tools & processes to identify and map the entire IT environment
- Agent-less and non-invasive operation
- Currently deployed to many common sources
A Proposed Process for DR Management Success

1. **Sponsor:** Do we have executive sponsorship for BC activates?
2. **Discover:** Have we established a continuity baseline?
3. **Prioritize:** Do we establish BIA scores for all key processes, locations, and assets?
4. **Plan:** Do we have an accurate, actionable recovery plan repository
5. **Monitor:** Do our plans get systematically updated as changes occur to our environment?
6. **Execute:** Do we automatically prioritize and assign critical recovery activities?
## Business Continuity Excellence – A Best Practices Scorecard

<table>
<thead>
<tr>
<th>Scorecard Element</th>
<th>Stage 1</th>
<th>Performance</th>
<th>Stage 6</th>
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<tbody>
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Troux Case Study: Establishing Sponsorship

The customer is a F500 high-technology hardware manufacturer headquartered in Silicon Valley.

PROBLEM:

- Rapid growth made continuity strategy obsolete
- Lack of a clear perspective on IT risk
- Trouble quantifying the value of BCP/DR

SOLUTION: Troux Risk Assessment

- 30-day technology risk and policy gap analysis engagement
- Identified risk areas, policy gaps
- Generated a BCP business value calculator
- Secured executive support for initiative

RESULT:

$4.5 M in measurable first year business value enabled by moving forward with a BC initiative.
Business Continuity Excellence – A Best Practices Scorecard

Scorecard Element | Stage 1 | Performance | Stage 6
--- | --- | --- | ---
Level of executive sponsorship for BC activities | None | | Strategic
% of BC / DR environment mapped | 15% | | 100%
% critical processes with BIA scores | 20% | | 100%
% of plans w/ significant gaps w/ production configuration | 80% | | 0%
Typical Recovery Time Objective achievement | <20% | | >90%
Compliance Risk | Extreme | | v. low

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Troux Case Study: *Establishing a Continuity Baseline*

The customer is a privately owned, global, billion dollar book publisher with 10 business units.

**PROBLEM:**
- Had a disaster that resulted in the loss of critical data in their royalty payment application
- Backup systems did not function as expected
- Could not identify gaps in their backup processes

**SOLUTION: Troux Continuity Baseline**
- Data Analytics workshop
- Troux Collector Framework
- Troux Reference Model
- Troux Reporting System

**RESULT:**
- ~28,000 elements collected from 12 primary sources.
- Offset over $1M in customer planned manual effort
Business Continuity Excellence – A Best Practices Scorecard

Scorecard Element

1. Level of executive sponsorship for BC activities
   - Stage 1: None
   - Performance: None
   - Stage 6: Strategic

2. % of BC / DR environment mapped
   - Stage 1: 15%
   - Performance: 15%
   - Stage 6: 100%

3. % critical processes with BIA scores
   - Stage 1: 20%
   - Performance: 20%
   - Stage 6: 100%

4. % of plans w/ significant gaps w/ production configuration
   - Stage 1: 80%
   - Performance: 80%
   - Stage 6: 0%

5. Typical Recovery Time Objective achievement
   - Stage 1: <20%
   - Performance: <20%
   - Stage 6: >90%

6. Compliance Risk
   - Stage 1: Extreme
   - Performance: Extreme
   - Stage 6: v. low
Troux Case Study: *Determine Process and Asset Criticality with BIA*

A customer is a healthcare insurance provider representing nearly 3 million subscribers.

**PROBLEM:**
- Plans were developed based on best guesses and old information.
- Disaster simulations revealed substantial failures
- Conformance to HIPAA regulations requires comprehensive BIA

**SOLUTION: Troux BIA Calculator**
- Automatically generated BIA scores for:
  - Business Processes
  - Locations
  - Specified hardware and software

**RESULT:**
- 30% of assets with BIA Scores > 200 were found to lack recovery plans.
- Failure yields in excess of $7MM / day in lost business
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Troux Case Study: Author and Manage Recovery Plans

The customer is a one of the 10 largest insurance companies in the US with over 70 million policies and 75,000 employees

PROBLEM:
- Depended on 20 key asset recovery plans managed in a Microsoft Word template
- Required to adopt a formalized process for plan authorship and management due to SOX

SOLUTION:
Troux Recovery Plan Repository
- Data driven, template based, workflow controlled plan creation and management
- Processes with high BIA scores are flagged for plan creation
- Automatically associates supporting infrastructure to each created plan

RESULT:
The Plan Repository currently holds 23 Business Unit resumption plans, 12 location recovery plans, and 78 critical software and hardware recovery plans
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Troux Case Study: Automate Test and Audit Processes

The customer is one of the 20 largest money management firms with over $200B under management

**PROBLEM:**
- Maintained 150+ technical recovery plans in a document repository system
- Organized quarterly table-top audits for high criticality plans
- Audits yielded significant gaps in the plans

**SOLUTION:** Troux Recovery Plan Auditor
- Automatically identifies changes in the IT Environment that relate to recovery plans.
- Changes propagated into the plans
- Issue alerts to Plan authors and DR coordinators

**RESULT:**
- Saved over $400k annually in test / audit activities
- Company meets RTO objectives worth millions in risk reduction value
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Troux Case Study: *Implement a Recovery Excellence Solution*

The customer is a $15B international pharmaceutical development and manufacturing company

**PROBLEM:**
- Did not meet RPO and RTO objectives in a series of minor events
- Wanted real-time step-by-step recovery plan based on specific assets and BIA

**SOLUTION: Troux Recovery Excellence**
- Creates a shared Recovery Portal for each disaster as it unfolds
- Centralizes all action plans, call trees, contact information, and recovery documents
- Shared across the web

**RESULT:**
- 50% improvement in RTO and RPO performance.
- Dramatic reduction in likelihood of a lasting adverse impact
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Business Continuity Planning Product – Business Impact

**Business Value Drivers**

- Reduce the time and resources necessary to build and maintain a world-class BCP / DR program
- Reduce corporate risk by decreasing the number and severity of downtime incidents

**Operational Impact**

- 75% reduction in recovery plan effort
- 50% reduction in coordination resources
- 50% improvement in RTO / RPO attainment
- 30% reduction in unplanned downtime

**Financial Impact**

- $225k reduction in overall staffing costs
- $7.2 M reduction in lost business value annually

- $7.4 M typical overall business value

**Assumptions:**
- Annual Rev - $ 9B
- IT Budget - $360M
- # DR Plans – 100
- # DR Staff – 15 FTE
Executive Dashboard

Enterprise Architecture Management
- Portfolio Analysis
- Scenario Modeling and Planning
- Impact Analysis
- EA Standards Governance

Business Services Management
- Service Modeling
- Service Catalog
- Service Impact Analysis
- TCO Management
- SLA/Service Plan Scorecards

IT Financial Management
- TCO Analysis
- Financial Scenario Modeling
- Charge-back Management
- Budgeting and Planning
- Outlook / Forecasting
- Vendor Analysis

Regulatory Compliance
- SOX Compliance
- HIPAA Compliance
- Security Management
- Privacy Management
- Policy Management
- Compliance Reporting
- Compliance Auditor

Business Continuity Planning
- Continuity Baseline
- BIA Calculator
- Recover Plan Repository
- Recovery Plan Auditor

Troux IT Baseline
- Initiatives
- Locations
- Organization
- Processes
- Financials
- Applications
- Infrastructure
- Policies
- Data

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Recap: Troux provides solutions for BC Excellence

**Steps to Business Continuity Excellence**

### Process

**Obtain Executive Support**
- Troux Risk Assessment
- Policy Gap Analysis
- Business Value Justification

**Establish a Continuity Baseline**
- Data Analytics Workshop
- Process Capture Workshop
- Troux Baseline consulting

**Determine Criticality by BIA**
- BIA Template development

**Develop Recovery Plans**
- Recovery Plan Template development

**Automate Testing and Audit**
- Audit Control Point configuration

**Implement Dynamic Recovery**
- Recovery Portal Workflow configuration

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**Troux Services**

- Troux Risk Assessment
- Policy Gap Analysis
- Business Value Justification

**Troux Software**

- Troux Business Continuity Application
- Troux 4 Platform: Troux Reference Model, Troux Collector Framework, Troux Reporting System

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Follow Up

- For questions or comments on Troux:

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