



Association of Contingency Planners
Dedicated to the Evolution of Business Continuity

Garden State Chapter Newsletter

Similar, yet Different - Backup, replication, DR and Business Continuity

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Backups, Disaster Recovery, and Business Continuity; the words are bandied about with regularity but, as many business owners know, the definition of the terms can vary from publication to publication and IT Service Provider to IT Service Provider.

Members

Like many technical areas, IT has more than enough jargon. Sometimes people use jargon to be deliberately obtuse or perhaps make something simple seem complex. In the case of backup, disaster recovery and business continuity, it is more likely that these phrases get used interchangeably because each term describes a physical process(es) that contains some or all of the features of the other.

Backup – In terms of information technology, backup is the act of copying files and/or programs to a location or device that is physically separate from the original files or programs.

The main goal of a backup is to be able to recover data that has been lost either by accidental deletion, physical disk failure, or some other corruption. Virtually all computer users have lost or deleted files on their personal or work machines at some point.

The secondary reason for a backup is to create an archive copy and thereby be able to restore previous version of a file. The number of versions of a file or the retention time of files is set within the data retention policies configured within the backup application or process. Many organizations have regulatory requirements such as HIPAA, SOX, FDA Title 21 CFR Part 11, etc.

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2013 ACP Garden State Executive Board

- Stan Carlstadt President
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Please visit our Garden State ACP Chapter website:

<http://gardenstate.acp-international.com/index.htm>

Do you have questions regarding our website?
Contact Bernard Jones at:

bernienj@hotmail.com

Looking for a new career opportunity?
Go to our employment webpage to learn more:

<http://gardenstate.acp->

A new section will be coming soon to our Newsletter:

"Vendor Advertising Section"

Look for additional details in an upcoming newsletter!

Business Continuity Awareness Week 2013

BCAW 2013 takes place from March 18th-22nd!

This page provides information about BCAW and a listing of events and webinars.

<http://www.continuitycentral.com/businesscontinuityawarenessweek2013.html>

Emergency Management, Business Continuity, and Disaster Recovery "Tid-Bits"**Sandy Created a Black Hole of Communication**

Familiar issues, including lack of communication, crop up during Sandy and give lessons for the future.

Catastrophic Power Outages Pose Significant Recovery Challenges

Hurricane Sandy knocked out power for weeks, but what if the weeks had turned into months?

Emergency Management Summits bring together the whole community of public and private-sector leaders to help predict, mitigate and better handle crisis situations in order to save lives and property. [See a list of 2013 dates and locations.](#)

Backup and disaster recovery: Storm tips refresher

More than 31,000 Long Island, N.Y., residents lost power on Jan. 31 — many of whom were without during Superstorm Sandy and were reminded of what it was like to be powerless for weeks. While many of these customers were households, businesses were also affected including the clients of managed services providers. If anything was learned from Sandy, a backup plan is needed, and it's important to prepare for any future disasters. [MORE](#)

FEMA Smartphone APP:

The FEMA App (smartphone app for mobile devices) contains disaster safety tips, interactive lists for storing your emergency kit and emergency meeting location information, and a map with open shelters and open FEMA Disaster Recovery Centers (DRCs). The app is free to download through your smartphone provider's app store

- [Android devices](#)
- [Apple devices](#)
- [Blackberry devices](#)

IAEM bulletin call for articles: 'Lessons learned: Natural disasters'**Deadline for Submissions: Feb. 15, 2013**

The IAEM-Global Editorial Work Group is interested in articles about natural disasters that have occurred within the last 12-24 months, especially in articles on mitigation and recovery. Tell us what worked and what did not work, in retrospect what would have worked better, and what you plan to do next time. Please keep your article to no more than 750 words, and read the Author's Guidelines at www.iaem.com before submitting your article to [IAEM Bulletin](#) Editor Karen Thompson no later than Feb. 15, 2013.

ACP Corporate Update:

Webinar Archives are an ACP Member Benefit! Log-in to the Member Library and listen to previous webinars, including the most recent:

January 2013 - ISO's New and Emerging Standards on Societal Security

December 2012 - Six Secrets to Surviving and Thriving with a Mobile Workforce

October 2012 - 2012-2013 Winter Weather Outlook

October 2012 - Tropical Storms, Delegates & Protestors and More - Preparing an EOC for a National Political Convention

[Click here](#) to log in to the Member Library

More BC, EM, and DR "Tid-Bits" will be provided here each month!

Remember to bring your business cards to the chapter meetings to help facilitate your networking and communication beyond the bi-monthly meetings.

Similar, yet Different - Backup, replication, DR and Business Continuity

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Keep in mind this, often overlooked, fact: The backup software and tape drive you use today need to be available and functional for as long as you plan to keep your data, should you ever need to actually restore your data. Without the software and a functional tape drive, your valuable data cannot be restored.

Backup data can be stored on tape, disk, at an off-site location, or in the cloud.

The main concept to remember when considering backup is that backup solutions are about data - not systems. After a disk crash, system failure or physical disaster, all systems will need to be rebuilt and configured from scratch and only then can the data be loaded onto the systems.

Replication – Within IT, and especially when discussing Disaster Recovery and Business Continuity, replication refers to the act of sending an exact copy of live data to another system or location.

Replication can be synchronous or asynchronous – With synchronous replication, the data is sent to the other system or location in real time and the other system acknowledges the receipt of each piece of data. This is used only in very high capacity systems (credit card processing, stock market etc), has distance limitations (~60 miles) and will rarely be encountered at the customers we usually deal with.

When the replication method is asynchronous, there is a delay (typically seconds to minutes) from when the data is written on the originating system until it is sent to the secondary system and no acknowledgement of receipt of the data by the secondary system is required. Distance limitations and not a concern for asynchronous replication and it can be performed over a VPN connection on the public Internet as well as MPLS and Point-to-Point connections.

Replication can be used to send backup data or live system data to a secondary failover location. The key to understanding where replication fits in your DR or BC plan is that replication is a (more or less) live copy of the original data, so when the original file or folder is deleted or corrupted, that deletion or corruption is also replicated to the failover system. Therefore, replication is NOT a replacement for regular backups, but simply a tool for getting data from the production site to the failover site in near-real time so that the failover site is up-to-date when the disaster happens.

Disaster Recovery - While backup and replication can be thought of as simple forms of disaster recovery and are components of any good disaster recovery plan, they are not, in and of themselves, disaster recovery.

In Information technology, the term Disaster Recovery is used to describe how the IT portion of a business can recover their physical systems, applications, and data in the event of a disaster to the physical infrastructure such as fire, flood, earthquake, etc.

The Disaster Recovery Plan is built around two pre-determined parameters:

- (1) How long is an acceptable recovery period for this particular organization and their budget parameters?
This is also known as the Recovery Time Objective or RTO – in other words, “how long can you afford to be down?”
- (2) What is an acceptable recovery point for this particular organization and their budget parameters?
This is also known as the Recovery Point Objective or RPO – in other words, “how much data can you afford to lose?”

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Typical Disaster Recovery strategies employ a variety of Data Backup, replication and equipment availability solutions such as:

- Replication of data to a second site where failover hardware is available. The secondary site may need to be started up before internal and external customers can connect to the recovery systems, or it may be deployed in a High Availability configuration and failover can be near immediate.
- Subscription-based disaster recovery agreements
- Disaster Recovery-as-a-Service (DRaaS) agreements
- Bare Metal Restores to new hardware (BMR allows for an image of one machine to be overlaid onto a physically different machine).

The main concept to remember is that Disaster Recovery is about both data and systems. The goal of Disaster Recovery is to get the IT assets of an organization up and running within a specified time parameter and with a specified limit to the amount of data lost.

Business Continuity – While Disaster Recovery aims to allow an organization to recover its IT systems and data within a specified time frame that may be hours, days or even weeks, Business Continuity encompasses much more than just IT. The goal of Business Continuity is the **continual availability of critical business functions** to customers and suppliers, and this goal is met by implementing standards, programs, and policies that are implemented on a day-to-day basis to maintain service, consistency, and recoverability.

A Business Continuity Plan (BCP) is usually developed from a Business Impact Analysis (BIA) that, depending on the size and complexity of the business, may take weeks and months to complete. Often a BCP professional consultant is brought in to manage the BIA and develop the BCP.

DR is an important subset of BC, but DR is event-based and IT specific, whereas BC is a **continual, ongoing process** that encompasses people, buildings, supply chain, crisis communications, transportation, security, public relations, etc., etc. An organizations reaction to events we would not associate with DR, such as BP's oil spill in the Gulf, the Bhopal accident in India, or a plane crash that takes the life of the CEO are covered by implementation of a proper BC plan.

Summary:

- Backup is an archive copy of your data
- Replication is a live copy of your data and applications
- Disaster Recovery is IT-centric and event-based
- Business Continuity is a mindset and process that covers the entire organization, not just IT

Each concept listed above has its benefits and drawbacks. Each organization needs to look at its budget, how much lost data and downtime that it can realistically afford and make its decision accordingly.

Thank you Richard and Morten for this timely article!

Look for a second article from Morten included in our April Newsletter entitled:

“What does an Apartment complex have to do with Cloud Computing?”

Are you interested in hosting a Chapter meeting at your facility?

Contact your ACP Garden State Chapter Program Director: Michael Beninato at michael.beninato@bankofamerica.com for a complete list of 2013 available dates

Our Next Chapter Meeting Info:

Next Garden State Chapter meeting is **May 7 at Princeton University**, 10am - 1pm.

Robert Mattes will speak about Notification Systems & best practices, and Frank Leonetti, ACP Corporate Board of Directors will speak on Corporate News for 2013.

Additional information regarding the meeting is forthcoming!!

Our Newsletter Needs Your Story!

Whether you are a Garden State ACP member or a vendor to our ACP Garden State community, we are looking for your input. If you have experiences, lessons learned, or have been through a DR/BC situation and have a story to tell, please share it with the rest of us. Even if you are not the greatest writer in the world, don't fret; the newsletter editorial staff will gladly massage your missive into something memorable. Photos are welcome too.

Don't be shy – it's your newsletter – and it's a great way to participate in our Chapter. And best of all – you qualify for continuing education points for your certification requirements

Email all items to Bernard Jones: bernienj@hotmail.com

Welcome, New and Renewing Members!

Please join us in extending a hearty welcome to new and renewing members!

Let's extend a big "shout-out" to the following new or renewing members for their continuing commitment to our stellar network of continuity professionals here in the Garden State:

Adrienne Taub, Joseph Calafiore, Michael Pursell

Renewals may be performed via the corporate website: <https://www.acp-international.com/renew.taf>

5 Questions

Each month a member of our Garden State Chapter will have an opportunity to answer 5 questions about our profession. Our hope is that the questions and answers will stimulate further discussion among our chapter members on various DR/BCP/EM "topics of the day".

This month's chapter member: **Lori Kennan**

Question #1: "Lori, what is the most challenging part of your everyday BCP work?"

"Receiving BCP documentation whether system application test scripts and results or an application technology recovery plan in a timely fashion. They look at you like your kidding them!"

Question #2: "Lori, how did you first get started in the BCP field?"

"Having no BCP background whatsoever, I was asked by a Senior Technology Manager to pull together quickly BC plans for a very large technology division."

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Question #3: "Lori, based on your BCP experience, any words of wisdom you would not mind sharing with the chapter?"

"Don't assume that everyone knows their roles and responsibilities during an actual business interruption. Education should be continuous. Test, test, test..."

Question #4: "As a long time ACP Chapter board member, what do you like most about your work on the board?"

"I have been a board member for the last 7 years and have met a lot of really great people. It's really great to find others in your field that are as passionate about BCP as I am."

Question #5: "Final question Lori, and it's always a fun question...."If Lori was not working within the BCP field, she would be.....?"

"A night shift security guard!"

Lori, please expand on your answer.

"Once everyone went home for the day, I would check in at my guard station and kick back for the night. There would be no stress on this job!"

Each month we will feature a different chapter member answering a new set of "5 Questions"!

Thank you Lori, for your candid answers to our March edition of "5 Questions"!

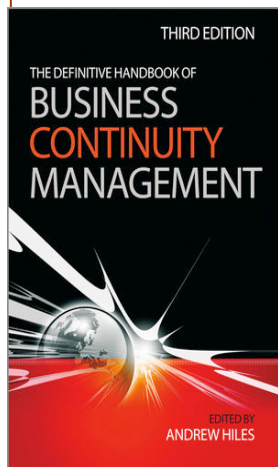
Hey, if any of you would like to volunteer for one of our upcoming newsletters, please contact

Bernard Jones – Publications Director: bernienj@hotmail.com

Book of the Month

Each month we plan to feature a book/publication within the field of Disaster Recovery, Business Continuity, or Emergency Management.

If you would like to offer suggestions for an upcoming book to feature, please contact Bernard Jones – Publications Director: bernienj@hotmail.com



Title: The Definitive Handbook of Business Continuity Management, 3rd Edition

Written by: Andrew Hiles, **ISBN:** ISBN: 978-0-470-67014-9

With a pedigree going back over ten years, The Definitive Handbook of Business Continuity Management can rightly claim to be a classic guide to business risk management and contingency planning, with a style that makes it accessible to all business managers. Some of the original underlying principles remain the same – but much has changed. This is reflected in this radically updated third edition, with exciting and helpful new content from new and innovative contributors and new case studies bringing the book right up to the minute.

This book combines over 500 years of experience from leading Business Continuity experts of many countries. It is presented in an easy-to-follow format, explaining in detail the core BC activities incorporated in BS 25999, Business Continuity Guidelines, BS 25777 IT Disaster Recovery and other standards and in the body of knowledge common to the key business