

Filling the Gaps in Your Disaster Recovery Plans



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

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?

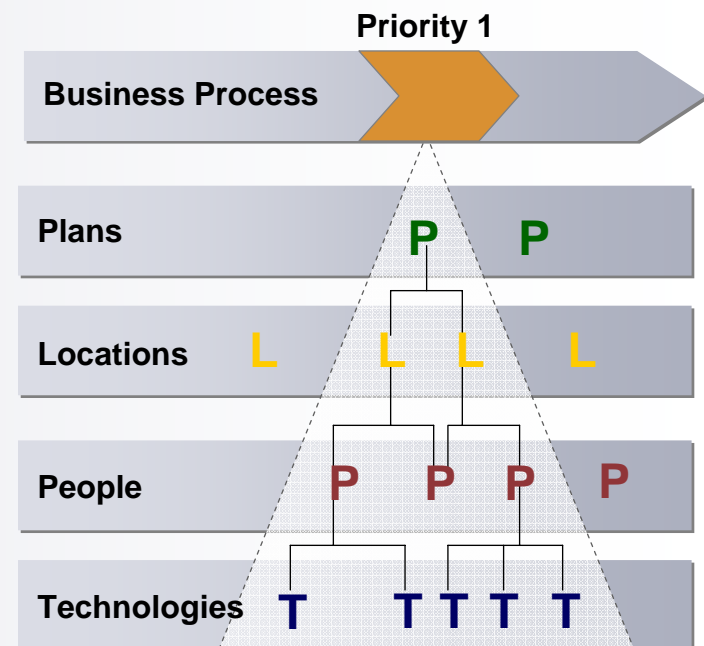
- 22% of plans **did not work** at all when implemented
- 75% of recovery configurations are **"out of sync"** with their production configurations
- 80% of current plans yield a **"strong likelihood"** of lasting adverse impact

Meta Group Research

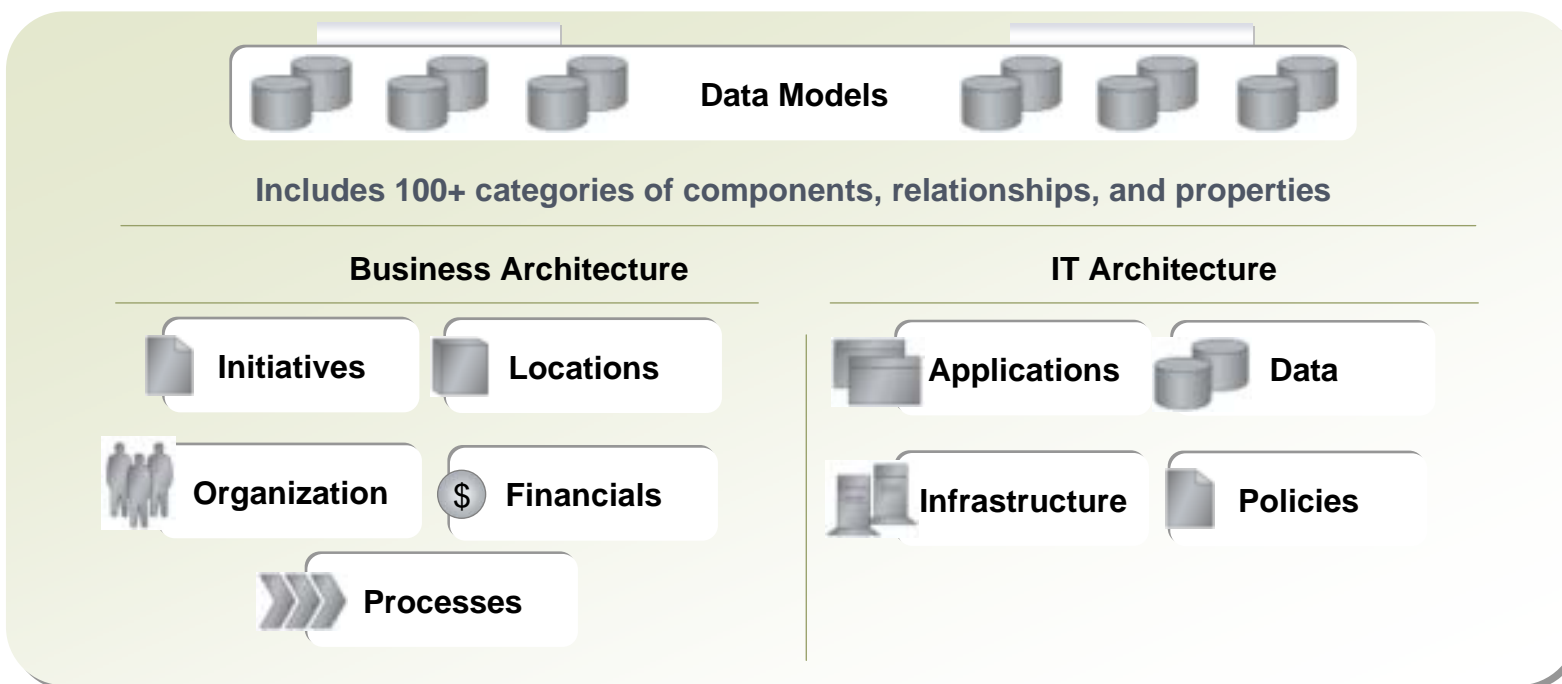
The Overarching Problem is two-fold:

- 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**



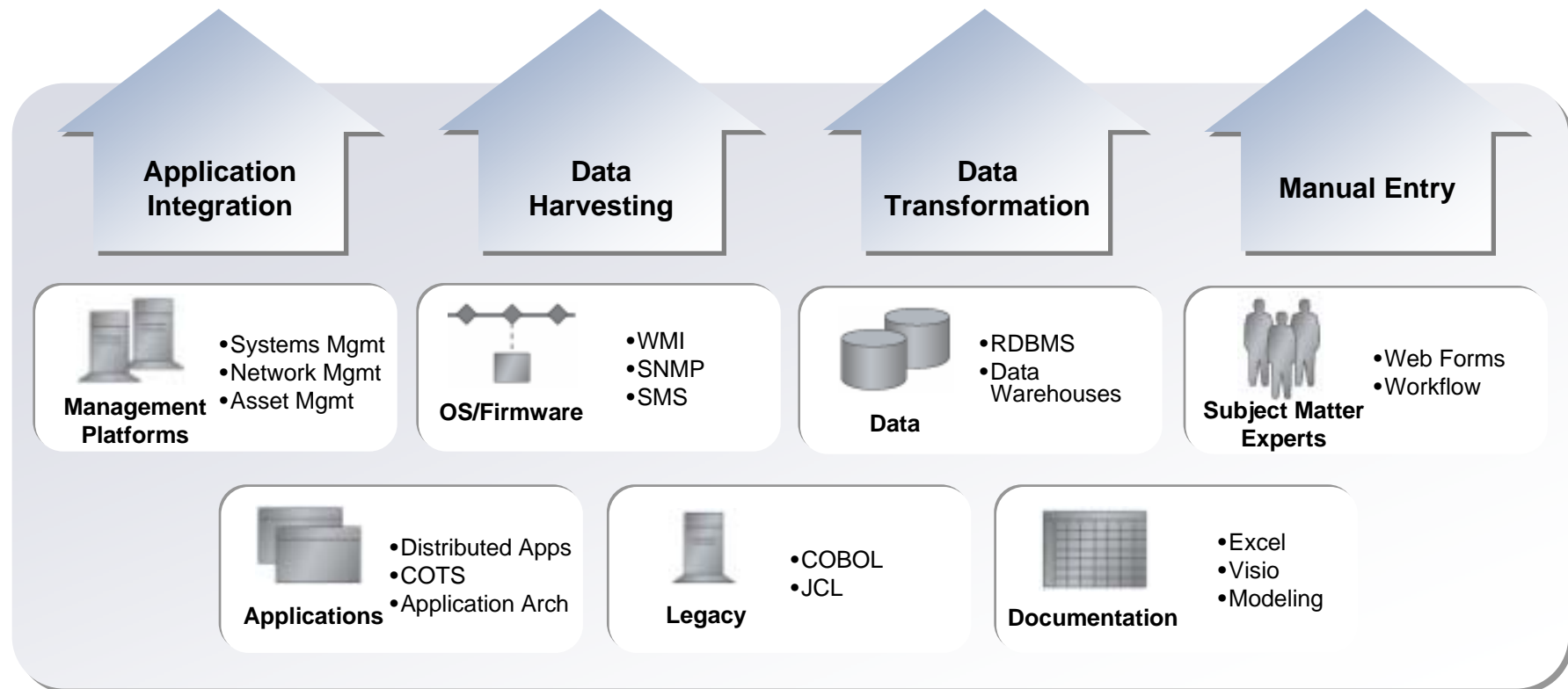
The Right Information Requires the Right Model



Industry-leading capabilities

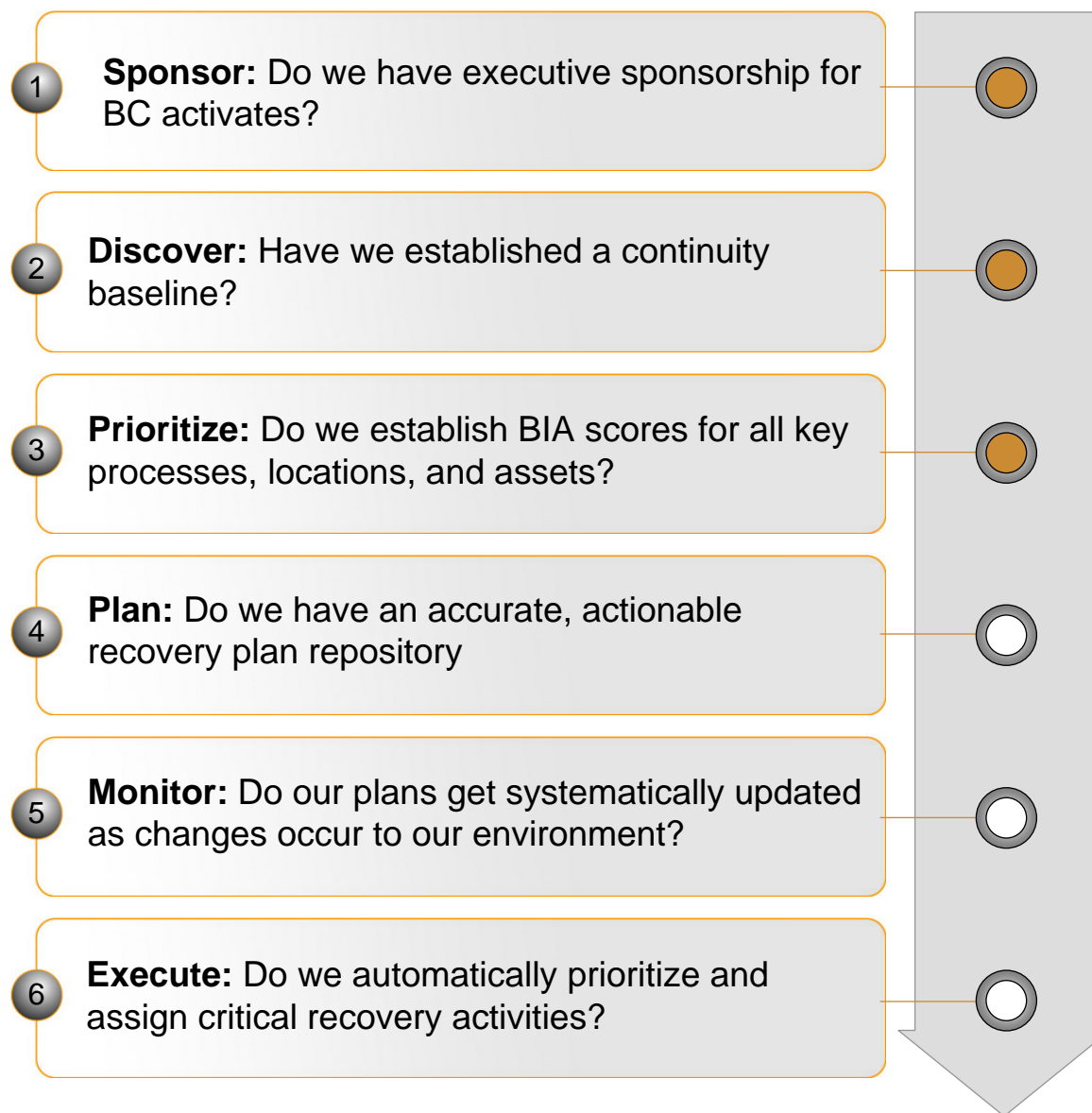
- Managed with formal specifications
- Object-oriented, enterprise-class entity relationship schema
- Quickly adapts to 3rd-party frameworks such as Zachman, TOGAF, FEA

Sample IT Baseline Data for BCP / DR

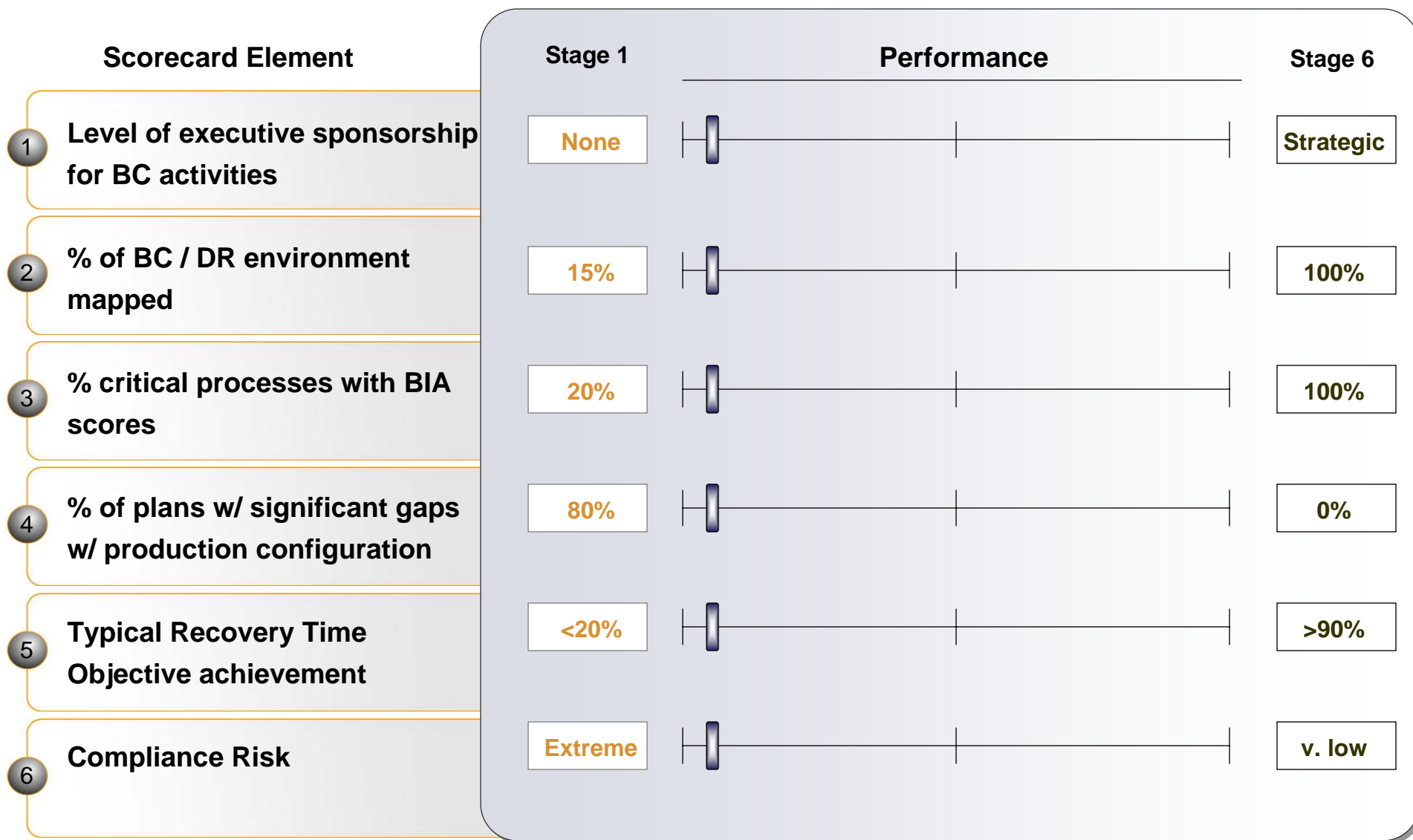


- Automated and continuous collection of key IT environment information: business processes, applications, and infrastructure
- Includes tools & processes to identify and map the entire IT environment
- Agent-less and non-invasive operation
- Currently deployed to many common sources

A Proposed Process for DR Management Success



Business Continuity Excellence– A Best Practices Scorecard



Troux Case Study: *Establishing Sponsorship*

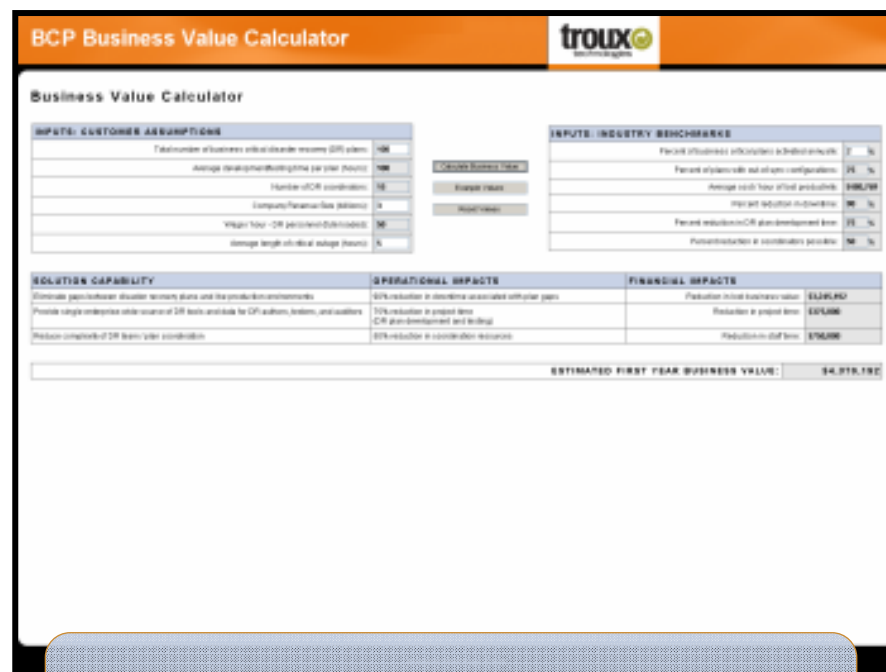
The customer is a F500 high-technology hardware manufacturer headquartered in Silicon Valley.

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



BCP Business Value Calculator

Business Value Calculator

INPUT: CUSTOMER ASSUMPTIONS

Take number of business critical assets recovery (RTO) value	100
Average development/throughput per year (hours)	100
Number of DR coordinators	10
Company financial loss per hour	1
Major loss (DR period) (billions)	10
Damage length critical stage (hours)	1

INPUT: INDUSTRY BENCHMARKS

Percent of business critical assets in critical assets	75 %
Percent of assets with out of sync configurations	25 %
Average cost of hour of lost productivity	\$100/hr
Major loss reduction (billions)	10 %
Percent reduction in DR period	25 %
Percent reduction in coordinator position	10 %

OPERATIONAL IMPACTS

Estimate per/interim disaster recovery plans and the production environments	67% reduction in downtime associated with prior plans
Provide single enterprise wide source of DR tools, standards for DR actions, system, and activities	77% reduction in project time
Reduce complexity of DR team site coordination	67% reduction in coordination resources

FINANCIAL IMPACTS

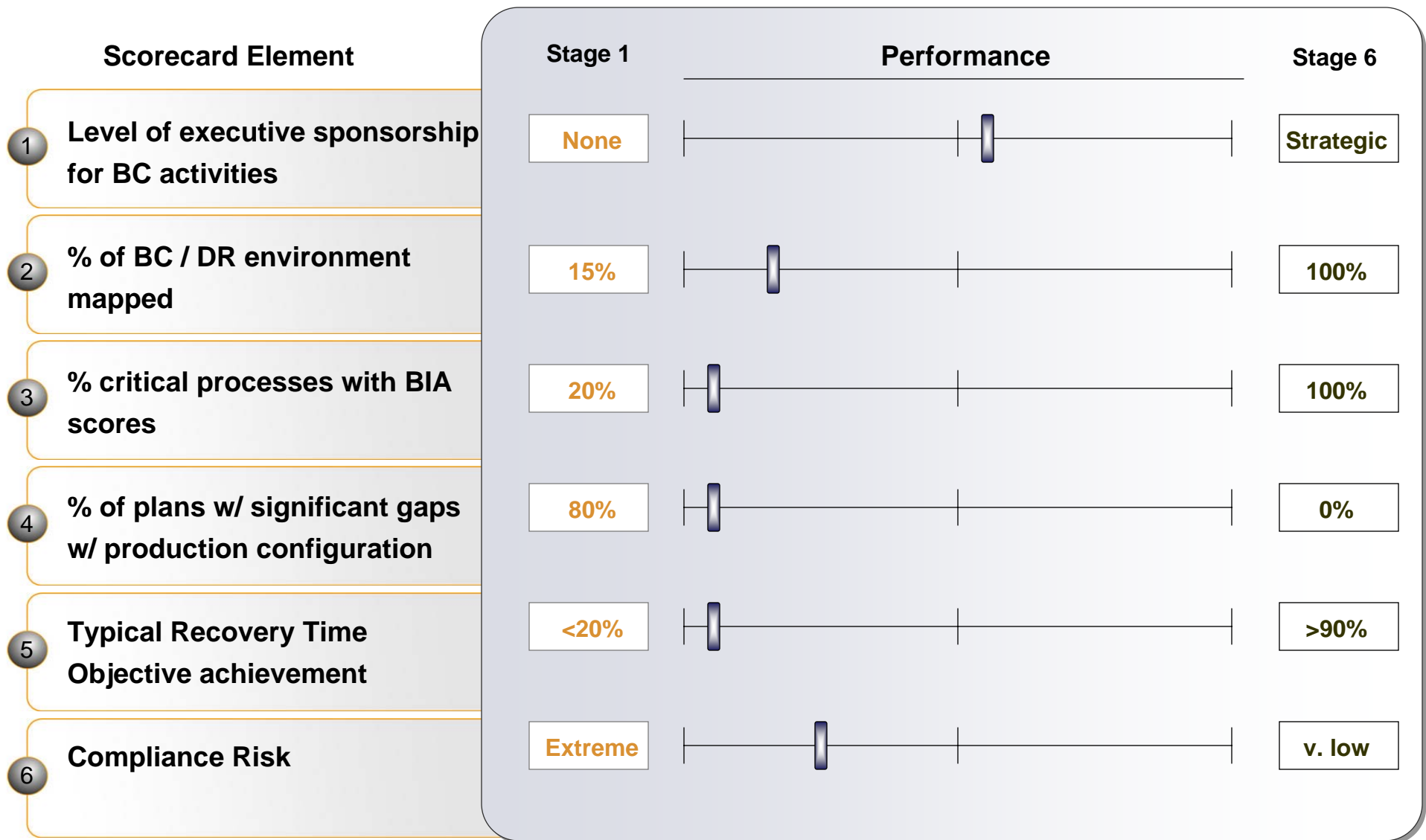
Production initial business value	\$10,000
Reduction in project time	\$2,000
Reduction in DR time	\$7,000

ESTIMATED FIRST YEAR BUSINESS VALUE: \$4,519,192

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



Troux Case Study: *Establishing a Continuity Baseline*

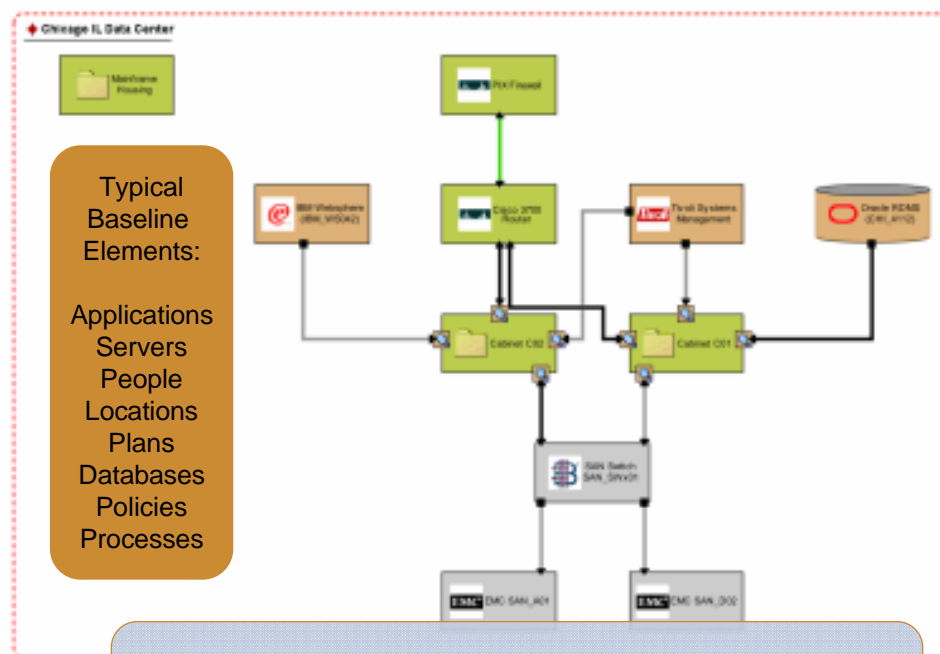
The customer is a privately owned, global, billion dollar book publisher with 10 business units.

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

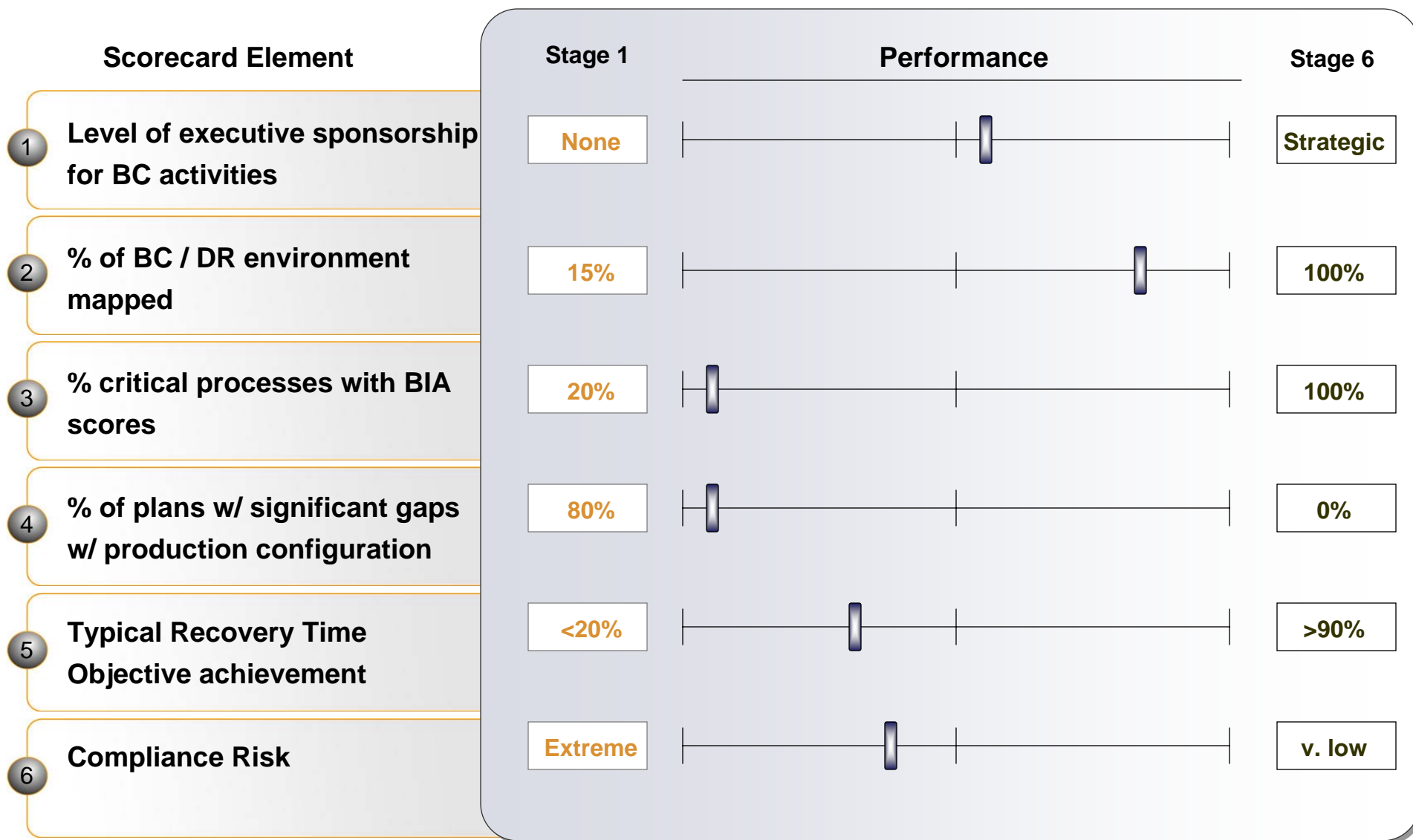
- Data Analytics workshop
- Troux Collector Framework
- Troux Reference Model
- Troux Reporting System



RESULT:

- ~28,000 elements collected from 12 primary sources.
- Offset over \$1M in customer planned manual effort

Business Continuity Excellence– A Best Practices Scorecard



Troux Case Study: *Determine Process and Asset Criticality with BIA*

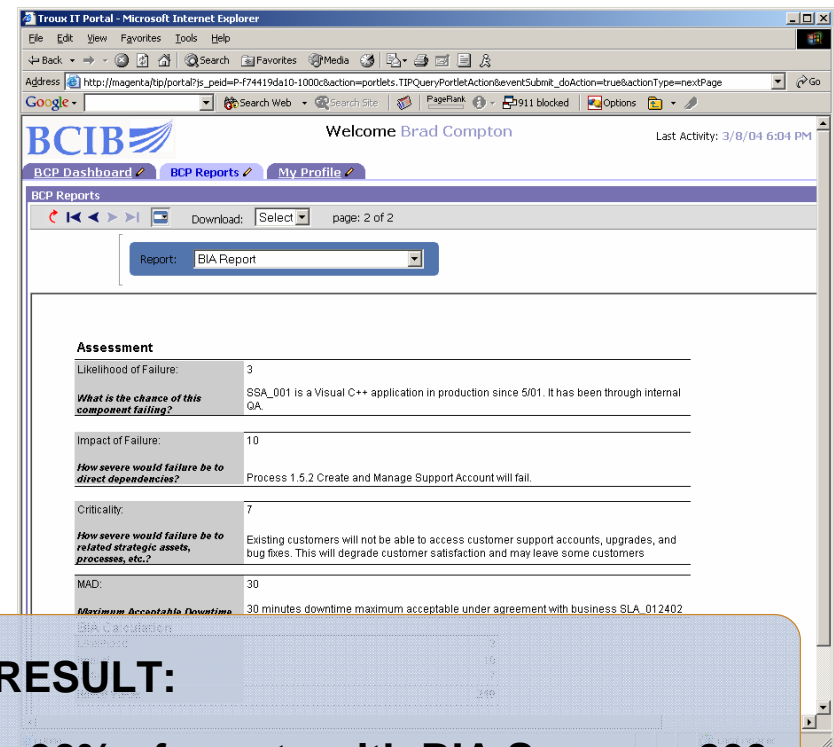
A customer is a healthcare insurance provider representing nearly 3 million subscribers.

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

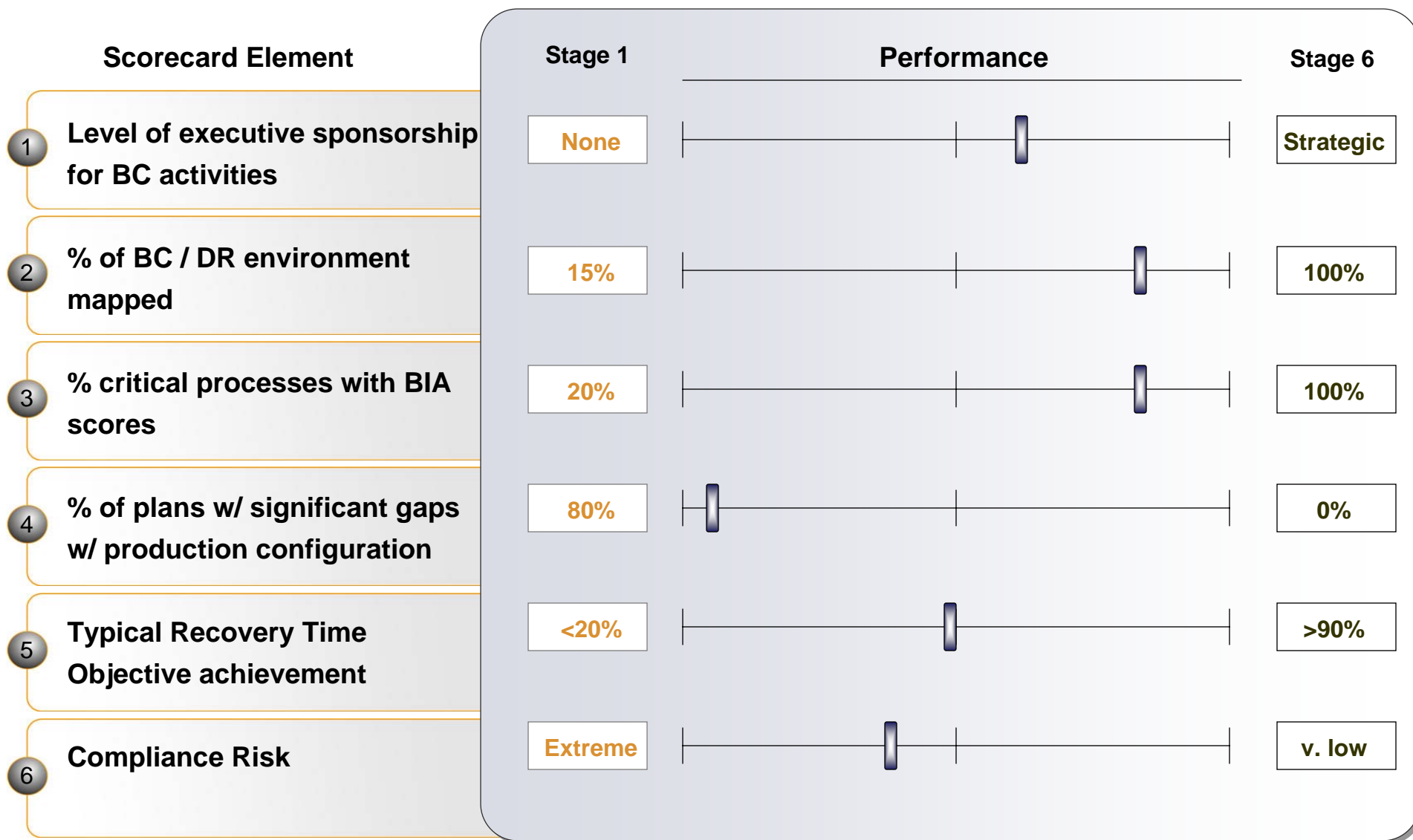
- Automatically generated BIA scores for:
 - Business Processes
 - Locations
 - Specified hardware and software



RESULT:

- **30% of assets with BIA Scores > 200 were found to lack recovery plans.**
- **Failure yields in excess of \$7MM / day in lost business**

Business Continuity Excellence– A Best Practices Scorecard



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

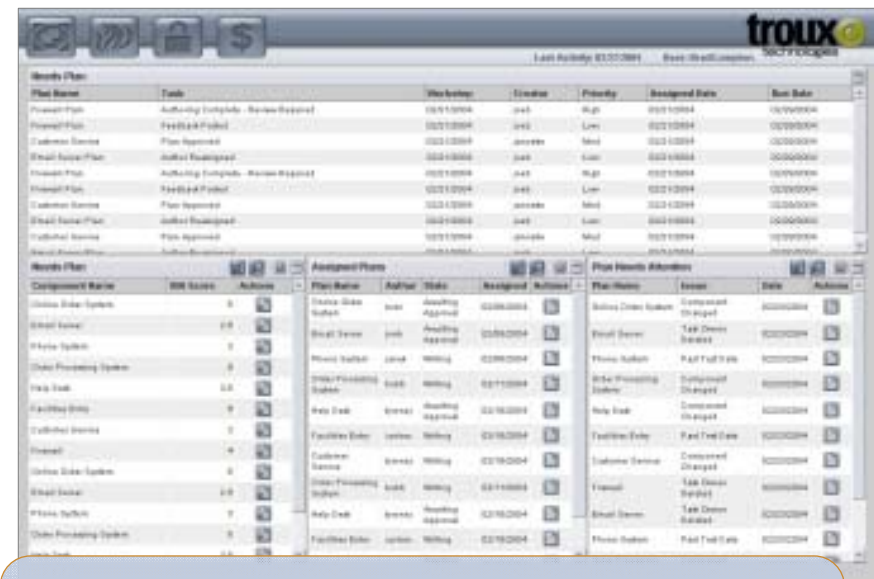
PROBLEM:

- 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



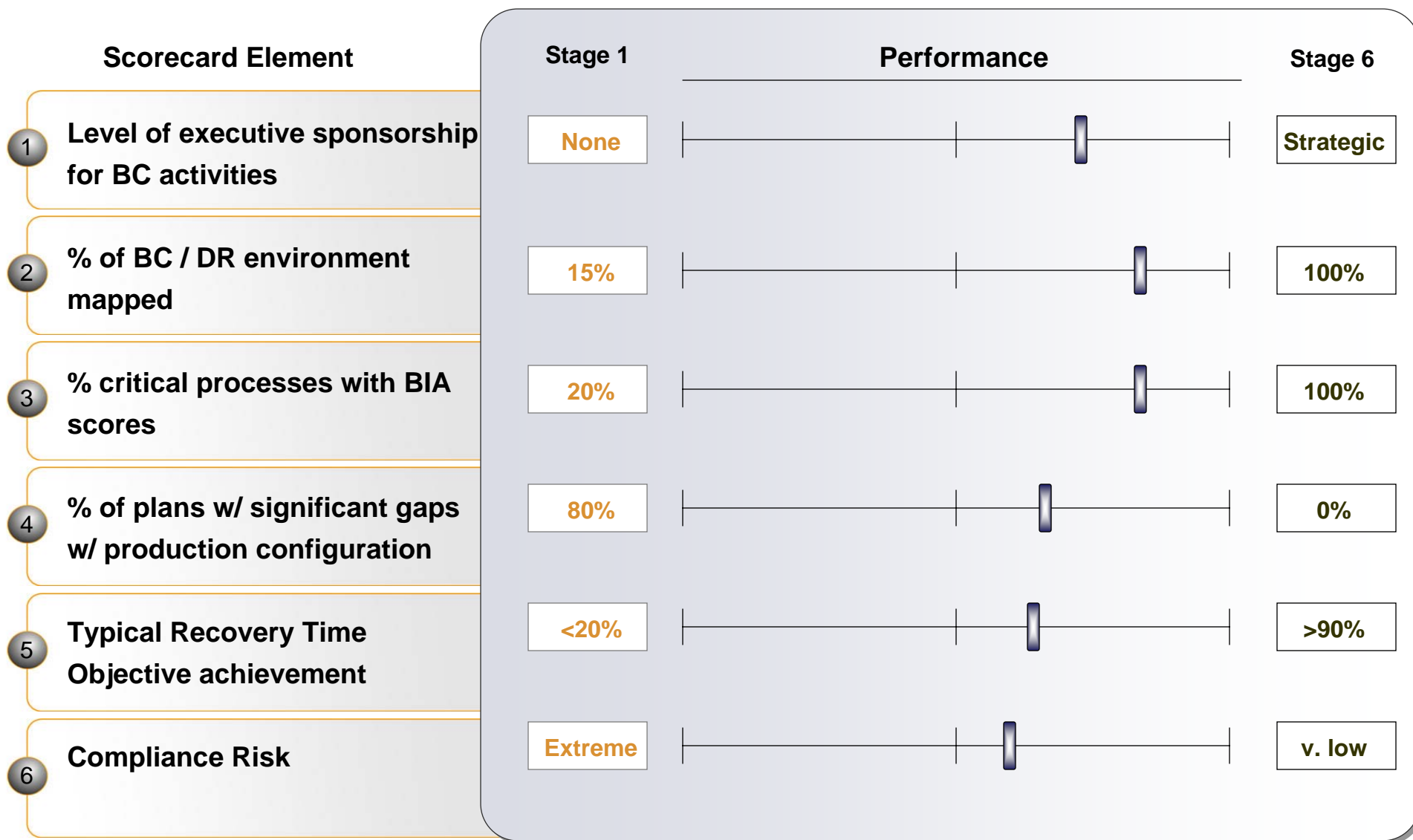
Plan Name	Task	Workflow	Created	Priority	Assigned Date	Run Date
Process Plan	Authoring Complete - Review Request		02/11/2004	High	02/11/2004	02/11/2004
Process Plan	Final Review		02/11/2004	High	02/11/2004	02/11/2004
Customer Service	Plan Approved		02/11/2004	Medium	02/11/2004	02/11/2004
Small Office Plan	Authoring Complete		02/11/2004	High	02/11/2004	02/11/2004
Process Plan	Authoring Complete - Review Request		02/11/2004	High	02/11/2004	02/11/2004
Process Plan	Final Review		02/11/2004	High	02/11/2004	02/11/2004
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Customer Service	Plan Approved		02/11/2004	Medium	02/11/2004	02/11/2004
Small Office Plan	Authoring Complete		02/11/2004	High	02/11/2004	02/11/2004

Assignment Name	BIA Score	Actions	Plan Name	Author	Status	Assigned	Author	Plan Name	Status	Date	Actions
Online Data System	5		Online Data System	John	Approved	02/08/2004		Online Data System	Completed	02/08/2004	
Small Office	5.5		Small Office	John	Approved	02/08/2004		Small Office	Tag Down	02/08/2004	
Phone System	5		Phone System	John	Approved	02/08/2004		Phone System	Tag Down	02/08/2004	
Data Processing System	5		Data Processing System	John	Approved	02/08/2004		Data Processing System	Tag Down	02/08/2004	
Help Desk	5.5		Help Desk	John	Approved	02/08/2004		Help Desk	Tag Down	02/08/2004	
Facilities Data	5		Facilities Data	John	Approved	02/08/2004		Facilities Data	Tag Down	02/08/2004	
Customer Service	5		Customer Service	John	Approved	02/08/2004		Customer Service	Tag Down	02/08/2004	
Online Data System	5		Online Data System	John	Approved	02/08/2004		Online Data System	Tag Down	02/08/2004	
Small Office	5.5		Small Office	John	Approved	02/08/2004		Small Office	Tag Down	02/08/2004	
Phone System	5		Phone System	John	Approved	02/08/2004		Phone System	Tag Down	02/08/2004	
Data Processing System	5		Data Processing System	John	Approved	02/08/2004		Data Processing System	Tag Down	02/08/2004	

RESULT:

The Plan Repository currently holds 23 Business Unit resumption plans, 12 location recovery plans, and 78 critical software and hardware recovery plans

Business Continuity Excellence– A Best Practices Scorecard



Troux Case Study: Automate Test and Audit Processes

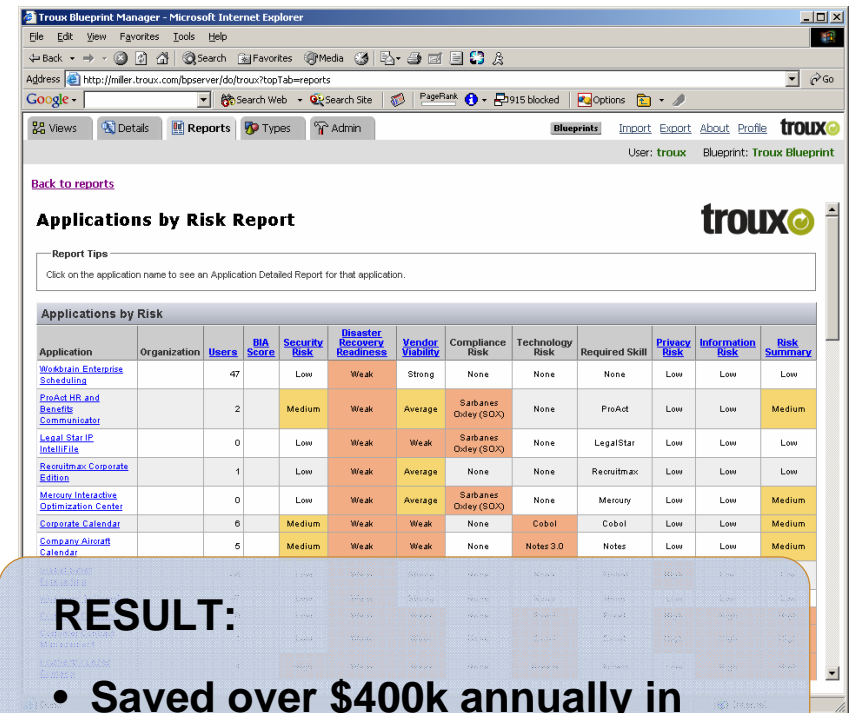
The customer is one of the 20 largest money management firms with over \$200B under management

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

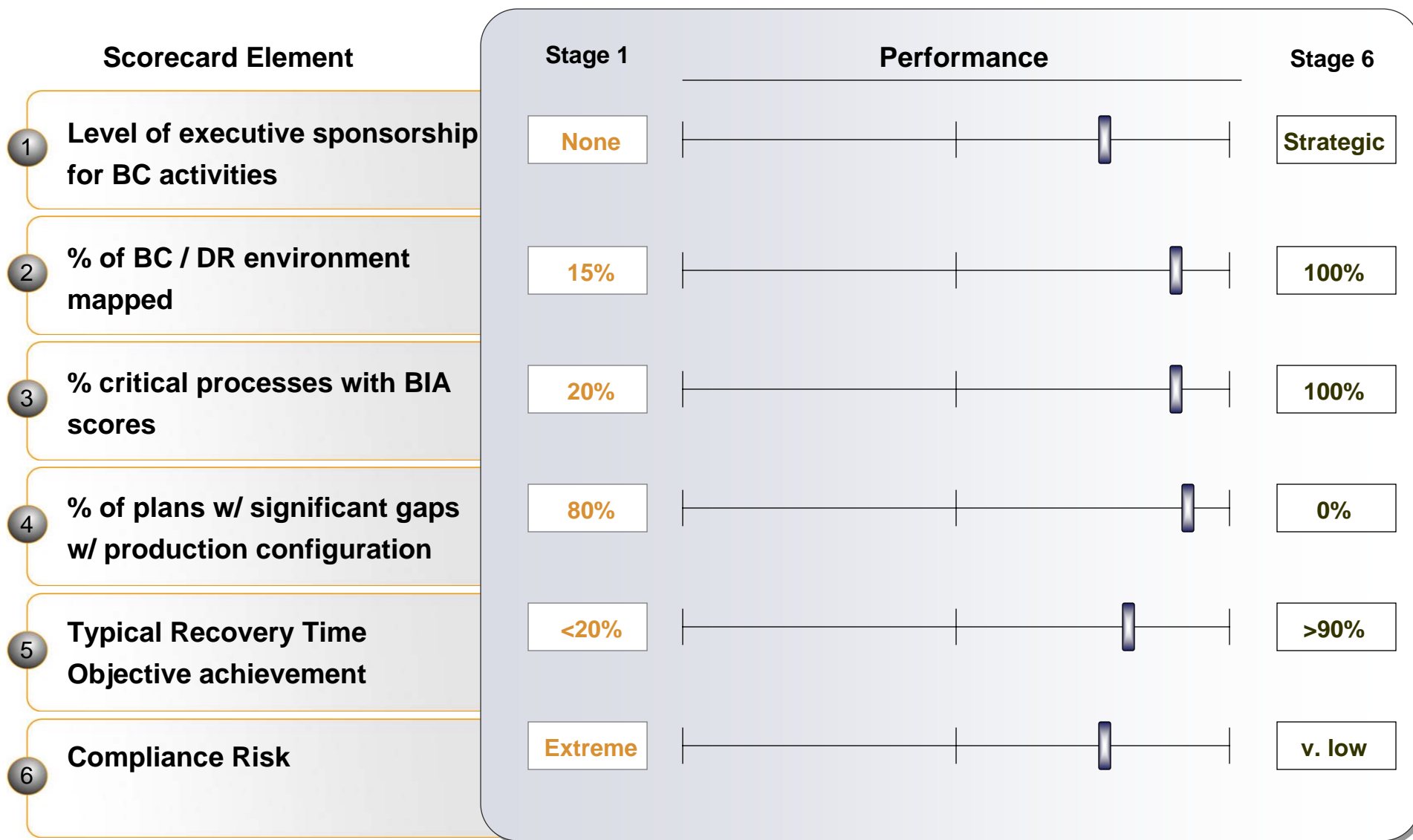
- Automatically identifies changes in the IT Environment that relate to recovery plans.
- Changes propagated into the plans
- Issue alerts to Plan authors and DR coordinators



RESULT:

- Saved over \$400k annually in test / audit activities
- Company meets RTO objectives worth millions in risk reduction value

Business Continuity Excellence– A Best Practices Scorecard



Troux Case Study: *Implement a Recovery Excellence Solution*

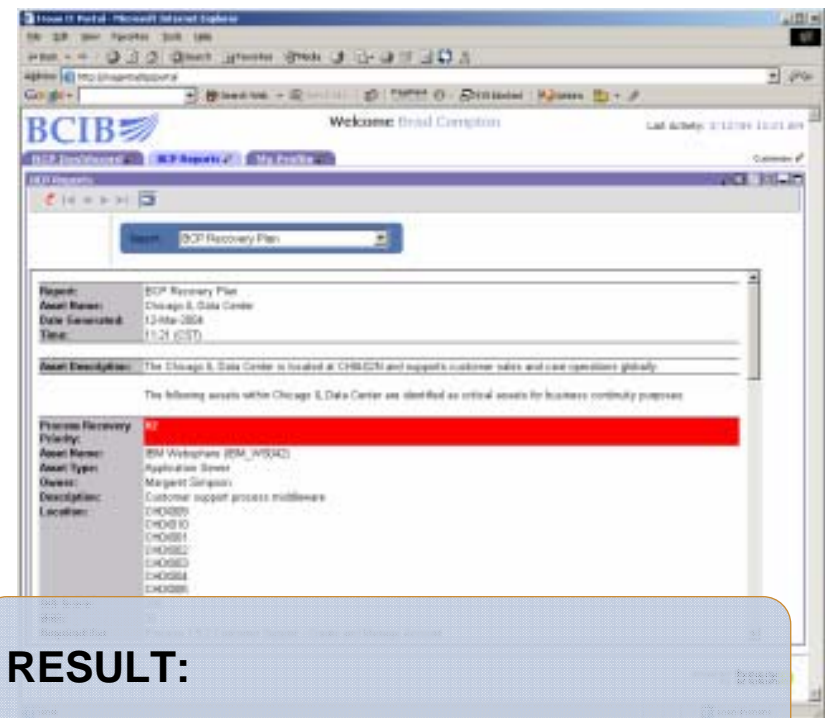
The customer is a \$15B international pharmaceutical development and manufacturing company

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

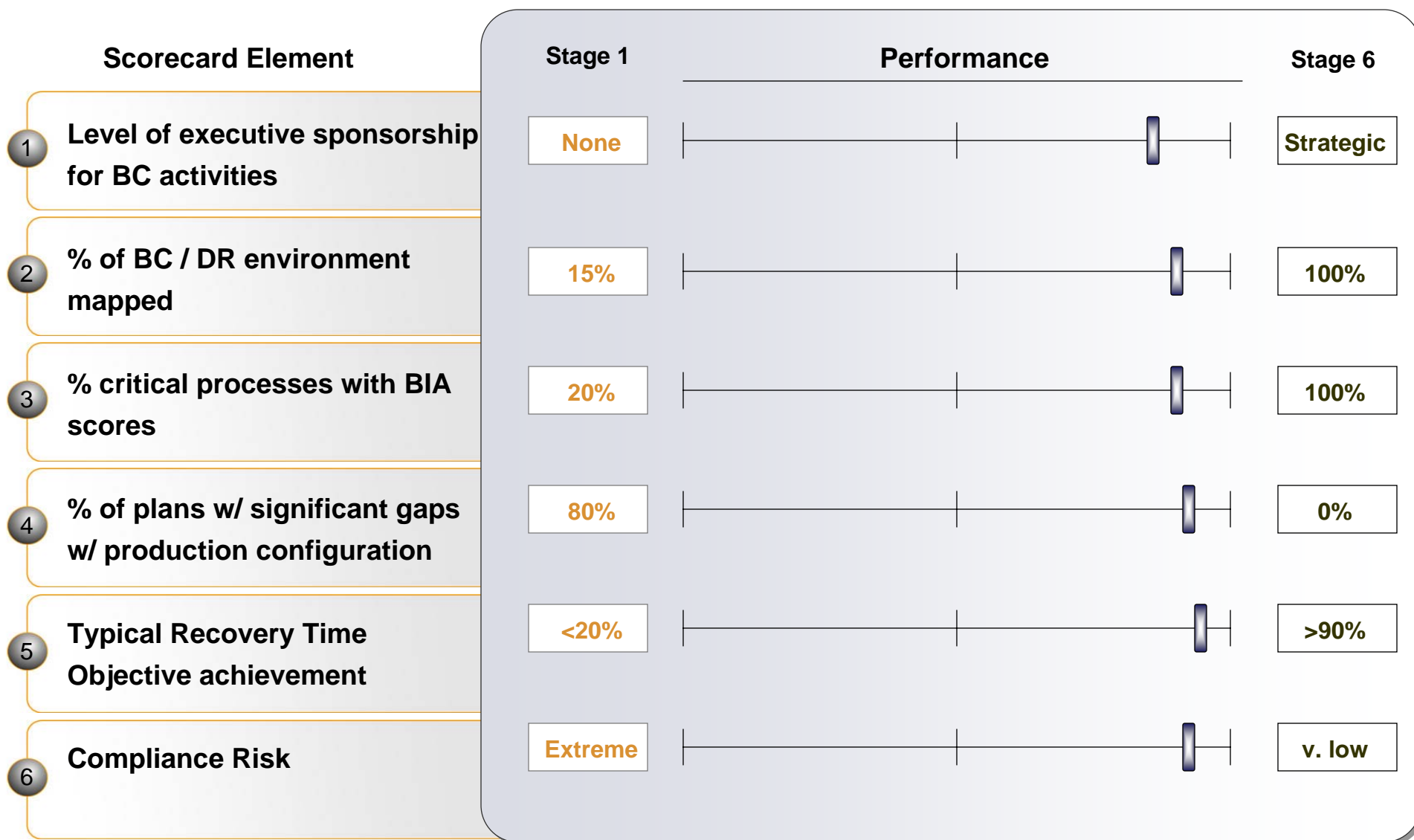
- Creates a shared Recovery Portal for each disaster as it unfolds
- Centralizes all action plans, call trees, contact information, and recovery documents
- Shared across the web



RESULT:

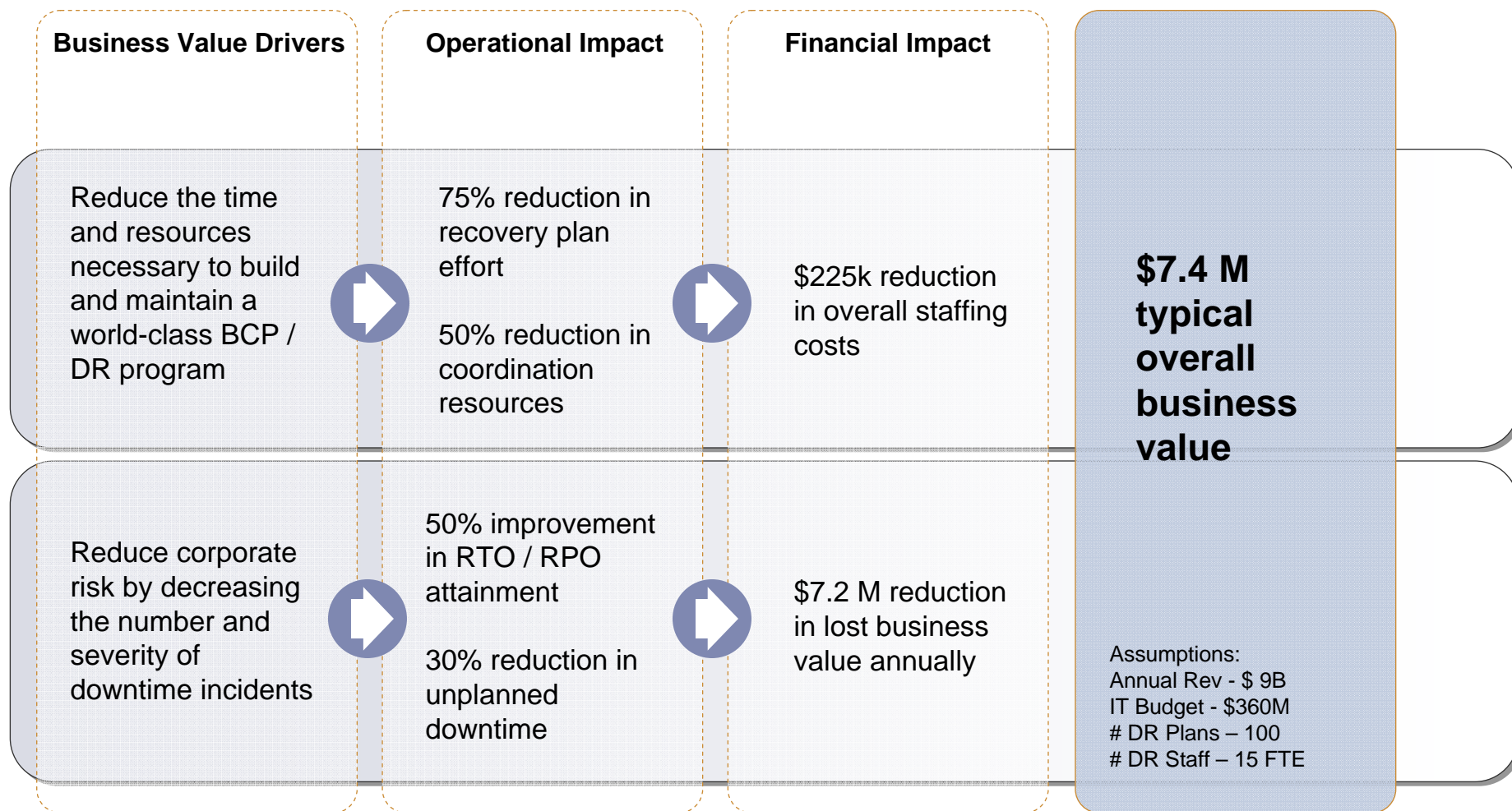
- **50% improvement in RTO and RPO performance.**
- **Dramatic reduction in likelihood of a lasting adverse impact**

Business Continuity Excellence– A Best Practices Scorecard



Business Continuity Planning Product – Business Impact

Trox Capabilities



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



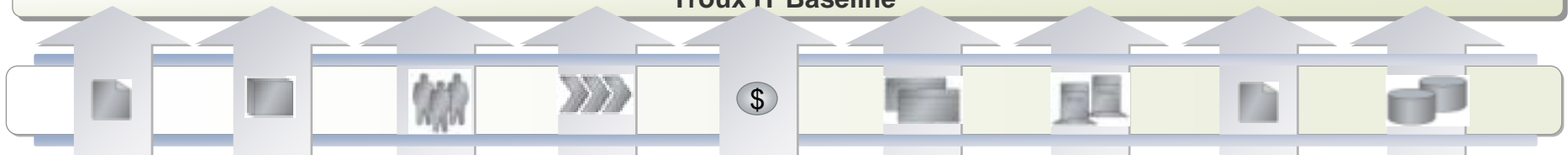
- SOX Compliance
- HIPAA Compliance
- Security Management
- Privacy Management
- Policy Management
- Compliance Reporting
- Compliance Auditor

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

Recap: Troux provides solutions for BC Excellence

Steps to Business Continuity Excellence

Process

Obtain Executive Support

Establish a Continuity Baseline

Determine Criticality by BIA

Develop Recovery Plans

Automate Testing and Audit

Implement Dynamic Recovery

Troux Services

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

- Data Analytics Workshop
- Process Capture Workshop
- Troux Baseline consulting

- BIA Template development

BIA Calculator

- Recovery Plan Template development

Recovery Plan Repository

- Audit Control Point configuration

Recovery Plan Auditor

- Recovery Portal Workflow configuration

Recovery Excellence

Troux Business Continuity Application

Troux Software

Troux 4 Platform: Troux Reference Model, Troux Collector Framework, Troux Reporting System

Follow Up

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