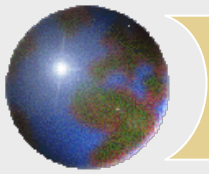


Introduction to Disaster Recovery & Business Continuity

**Aboriginal Financial
Officers Association**

Presented by
Brian P. Miller
President





Presentation Overview

- ✚ Disaster Recovery vs Business Continuity
- ✚ The Four Pillars of Business Continuity
- ✚ Priorities – Priorities – Priorities
- ✚ Continuity Concerns

What is this all about?

- ⊕ Emergencies and disasters interrupt vital service delivery to stakeholders
- ⊕ The resources to support our ability to provide service during a disaster
- ⊕ Resource categories:
 - ⊗ People
 - ⊗ Workplace
 - ⊗ Information
 - ⊗ Technology

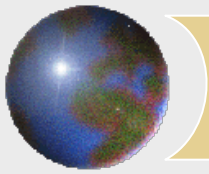
Disaster Recovery or Business Continuity

- ❖ Disaster Recovery Planning is the activity directed to ensuring that computer and data networks will be available when needed. Telecoms is included in DR.
- ❖ Business Continuity Planning is the holistic effort to help ensure continued delivery of time-critical services when an interruption occurs. Business Continuity addresses all infrastructure and resources

Business Continuity Planning and Continuity of Operations Planning

An organization's effort to provide service and support for its stakeholders and to maintain its viability during and after a service interruption event.

Because we cannot do everything as normal during an emergency, all services must be assessed for time-criticality and minimum service level.



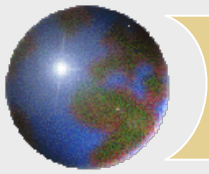
The Four Pillars of BCP/COOP

- ⊕ PEOPLE
- ⊕ INFORMATION
- ⊕ TECHNOLOGY
- ⊕ WORKPLACE

There are many sub-categories

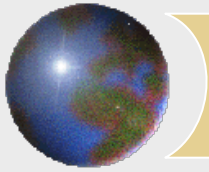
Continuity of Operations Concerns

- ⊕ *When does an interruption become intolerable?*
- ⊕ *What do we do first? (with limited resources)*
- ⊕ *How much will we need?*
- ⊕ *What do we depend upon?*
- ⊕ *Who depends on us?*
- ⊕ *Where will we go?*
- ⊕ *How will we do all this?*

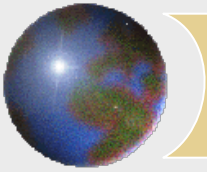


Business Continuity Implementation Phases

- ⊕ Project Initiation
- ⊕ Service Delivery Risk Assessment
- ⊕ Business Impact Assessment
- ⊕ Develop Recovery Methods
- ⊕ Build a Plan Document
- ⊕ Test the Plans and Exercise the People
- ⊕ Transition to a Program
- ⊕ Maintain the Program

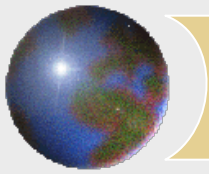


**The difference between a good
Emergency Response Plan
and a competent
Business Continuity Plan
is a comprehensive
Business Impact Assessment
(BIA)**



Products of the BIA

- ✦ Identification of time critical business functionality
- ✦ Understand the effect of a disruption on service delivery and continuity of operations
- ✦ Determine temporary minimum service levels
- ✦ Understand dependencies
- ✦ Prioritize all operations
- ✦ Establish required resources



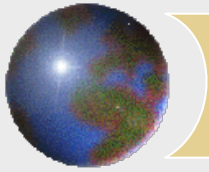
Time Criticality Driving Priorities

Max Downtime

- ⊕ 0-24 hours
- ⊕ 1-5 days
- ⊕ 6-14 days
- ⊕ 15-30 days
- ⊕ > 30 days

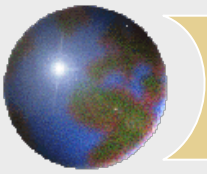
Recovery Priority

- ⊕ 1
- ⊕ 2
- ⊕ 3
- ⊕ 4
- ⊕ 5



Prioritization of Operations

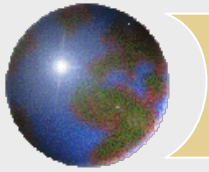
- ⊕ *Initial prioritization is established by the Business Impact Assessment results*
 - ⊞ *All services are assigned a prioritization level;
e.g. Level 1 to 5*
- ⊕ *Level 5 is “Stop for the duration”*
- ⊕ *Level 1 is “Top Recovery Priority” and may include some continuous service requirements.*



Sustaining Normality

(or a reasonable facsimile thereof)

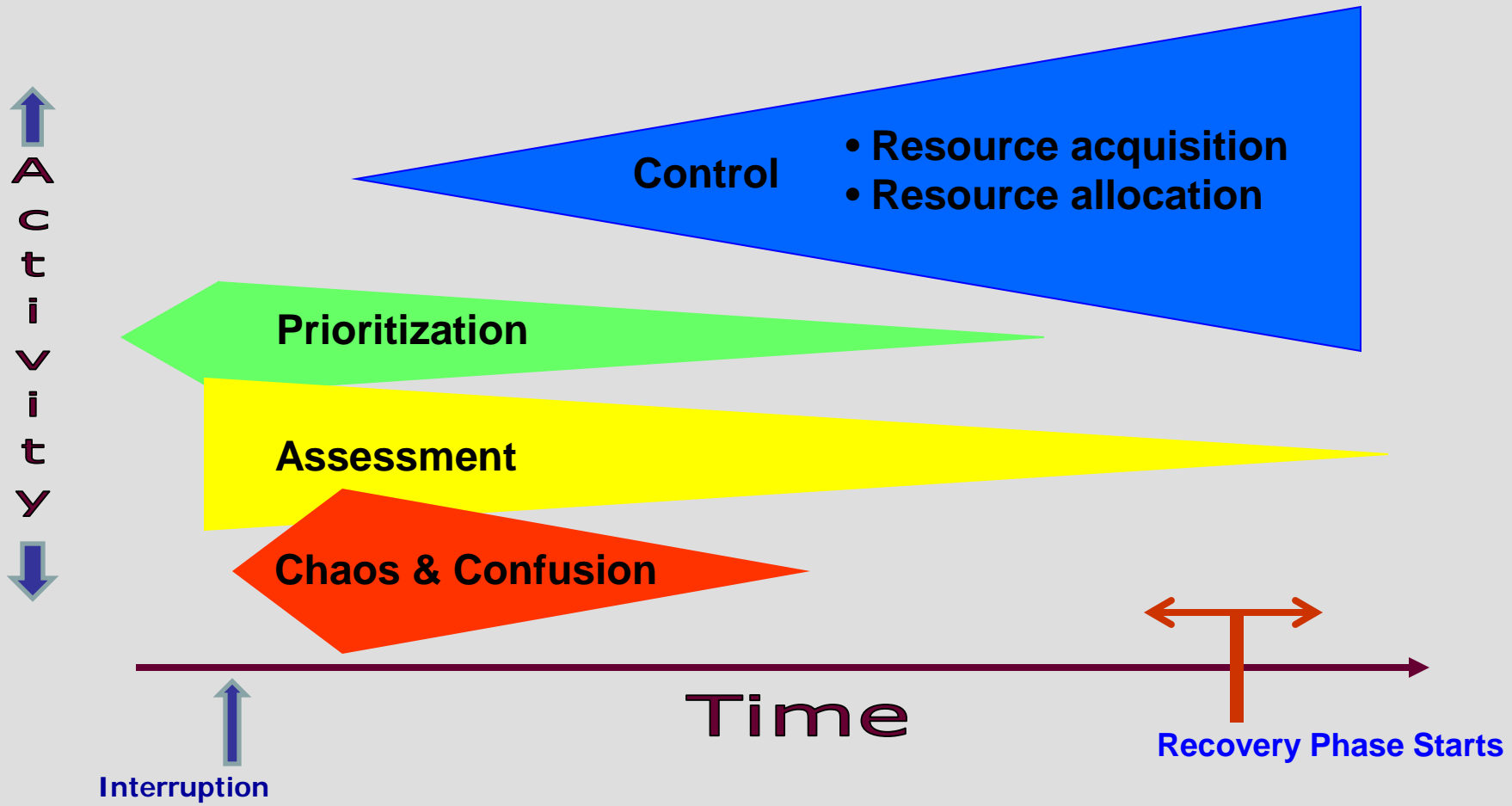
- ⊕ *Level 5 supports Level 1 to 4, etc.*
- ⊕ *Level 4 supports Level 1 to 3, etc.*
- ⊕ *Monitor at all times for effectiveness*
- ⊕ *Adjust as required to meet service delivery*
- ⊕ *Requires pre-planning based on BIA results*
 - ❏ *i.e. The Recovery Strategy*



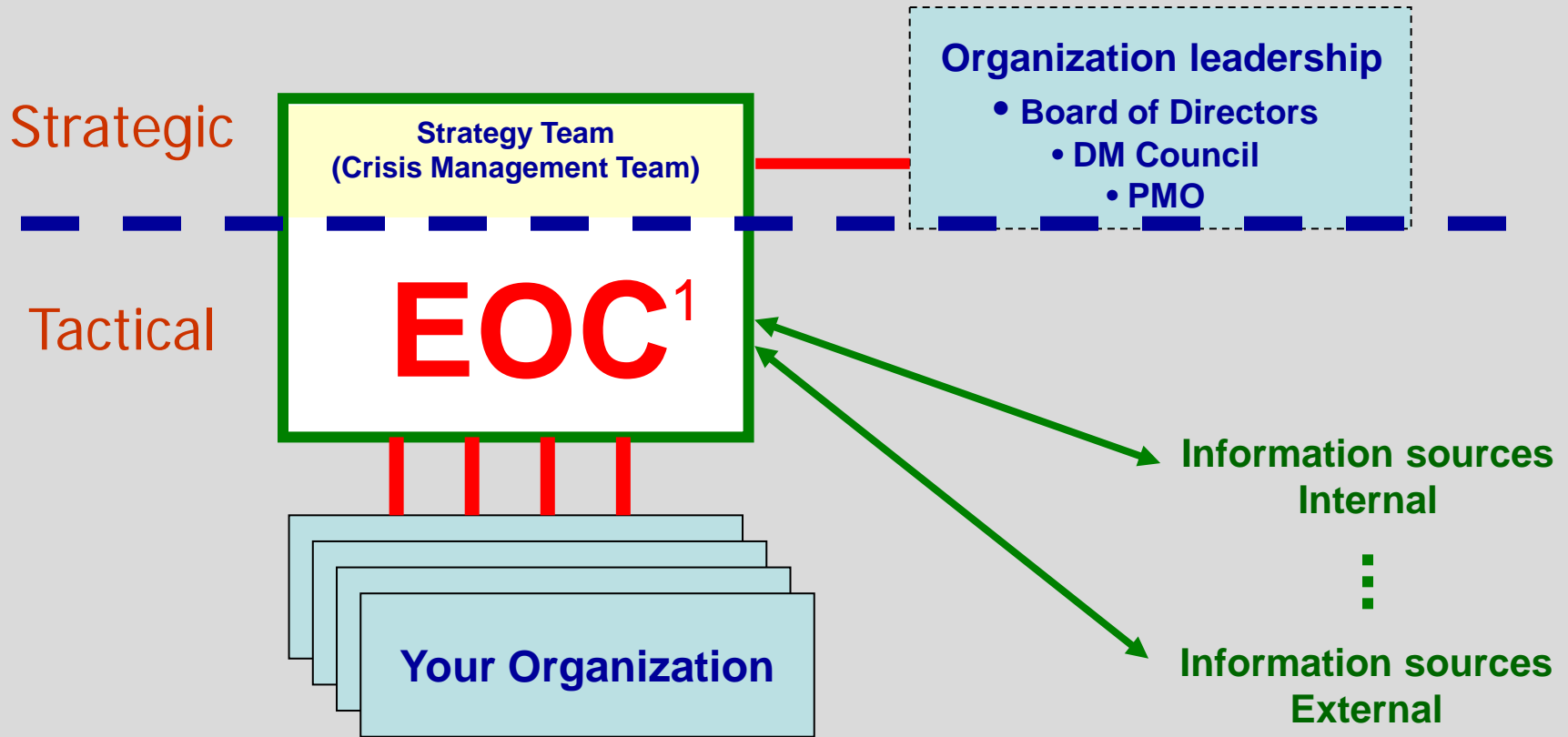
Phases of a Business Emergency

- ⊕ Situational awareness
- ⊕ Respond
- ⊕ Recover

Potential Response Model



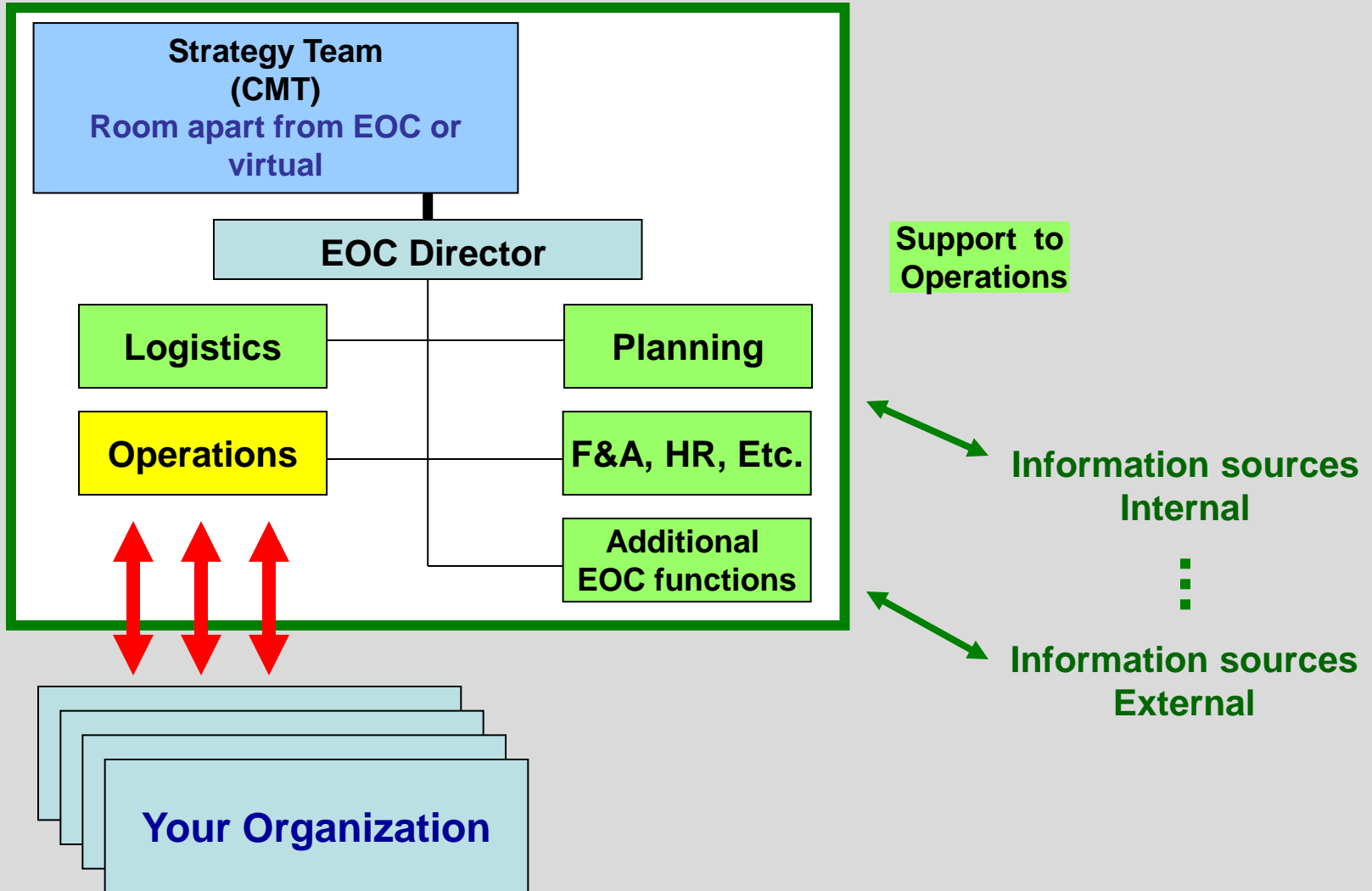
Manage & Control Structure

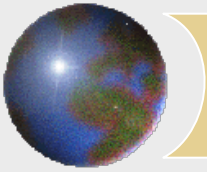


1 Emergency Operations Centre

Command & Control Links

EOC Structure

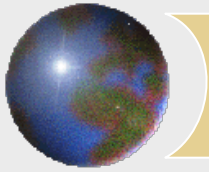




Recovery Activities

- ⊕ Who
- ⊕ What
- ⊕ When
- ⊕ Where
- ⊕ How

Documented in detail in a plan



Summary

- ⊕ A Management and Control structure is mandatory
- ⊕ Continuous Assessment and Prioritization
- ⊕ A thorough BIA will prove invaluable

Plan for the worst, then hope for the best.

Thank You!



www.dri.ca

Brian Miller
President
DRI CANADA
Brian.miller@dri.ca
613-859-8110