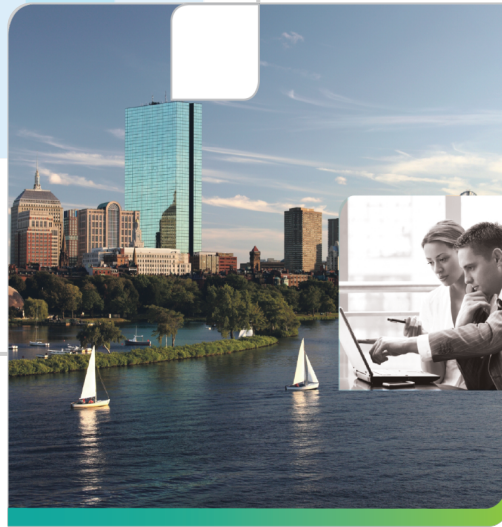SEPTEMBER 4, 2014

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Best Practices for Business Continuity and Disaster Recovery

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SENIOR SOLUTIONS ARCHITECT
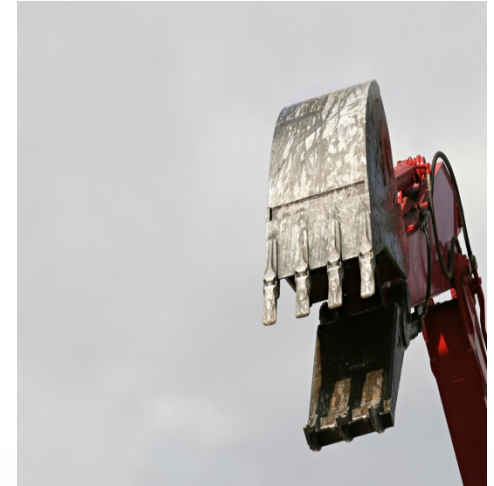NAVISITE, WESTERN REGION

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Agenda

Business Continuity/Disaster Recovery

- ❖ Definitions
- ❖ Considerations
- ❖ Key Elements
- ❖ Customer Scenarios
- ❖ NaviSite BC/DR
- ❖ Golden Nuggets

Disaster Recovery ≠ Business Continuity

- **Disaster Recovery – business resumption after impact**
  - Catastrophic environmental events – Natural disasters, facilities damage
  - Unintended consequences – Release to production/patch impact, fiber cut, malware event
  - 80% impact from planned changes
  - Probability is higher than plans reflect
  - Most organizations are not prepared for catastrophic or consequential impacts

Compare with…

Business Continuity comprehensively addresses mitigation of potential business impacting events to reduce risks to profitability.

Source: CSO Magazine

80% Factoids

- 80% of companies do not have BC/DR plan

- 80% of BC/DR plans address only DR

- 80% of BC/DR plans are static and untested

- 80% of BC/DR plans address only data protection

- 80% of Y2K Contingency Plans are out of date

- 80% of IT labor and capital expenses across sectors provide the same "utility" services

Sources: Forrester, Gartner, Yankee Group (various)

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What is the Value Proposition?

Answer…

Value Proposition, determined by Executive Management, is typically a direct correlation of potential revenue loss, both direct and indirect, resulting from scope of service level impact.

BC/DR Planning – Key Elements

- ## Reference Business Impact Analysis (BIA) – financial
  - Quantify IT vulnerabilities to business profitability
  - Establish required Recovery Time Objective (RTO) and Recovery Point Objective (RPO)

- ## Adopt service provider utility computing solutions

- ## Virtualize communications

- ## Know where data is and where the data needs to be
  - Replicate data
  - Replicate processing systems

- ## Operationalize the plan

- ## Periodically review and test plan

Customer – BC/DR; Financial Services Software as a Service

- ## Core Requirements:
  - Ensure continuity of operations and disaster recovery RTO/RPO commitments

- ## NaviSite Solutions:
  - Primary Infrastructure as a Service (IaaS), BC/DR replication, Collaboration & Unified Communication Services, Desktop as a Service (DaaS)

- ## Products included in this Solution:
  - Managed Exchange Hosting
  - NaviCloud IaaS and Replication Service
  - NaviCloud DaaS (cloud-based "VDI")
  - NaviCloud storage and managed dedicated storage and database services

- ## Major Benefit:
  - Mitigation of operational risk to always-on core services while cost-effectively ensuring timely resumption of elective informational services.

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Customer - Replication – Global Electronics Retail

- ## Core Requirements:
  - Non-stop Internet presence and Enterprise Resource Planning (ERP) with integrated Supply Chain Management (SCM) application portal

- ## NaviSite Solutions:
  - Primary Infrastructure as a Service (IaaS)
  - BC/DR replication

- ## Products included in this Solution:
  - NaviCloud Director (multi-node)
  - NaviCloud Replication Services
  - NaviSite Vault data protection service

- ## Major Benefit:
  - Brand image reliability and mitigation of operational risk

NaviSite delivers BC/DR through IT-as-a-Service

- Managed Cloud Service – NaviCloud Sphere

- Self-Managed Cloud Service – NaviCloud Director

- Managed Application Services

- Managed Hosting Services

- Desktop-as-a-Service

- Enterprise Mobility Management

- Remote Storage Services

- NaviCloud Replication Services

- Managed Communications & Collaboration Services

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Take-aways: Golden Nuggets of Wisdom

- Know the business costs of IT service issues
- BC/DR plan must be operationalized, tested, optimized and revised to accommodate changes and priorities
- The plan must support the business by providing for:
  - Always-on services for employees to remain productive
  - Safeguarding/restoring data
  - On-demand computing assets
  - Customer/client/patient needs support

Succeed by…

Seeking best practice guidance from trusted colleagues and knowledgeable providers who have operationalized BC/DR services themselves and for other organizations.

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Questions?

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Thank you!

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