Disaster Recovery Planning

Practical tips from the trenches

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The Reality of DR and BC

Not a revenue generator

Often no regulatory imperative

Not well understood

Can be a major distraction

Difficult to keep on the *bottom* of the list

It can become obsolete quickly

The objective: take action faster and make better decisions

What goes in the plan?

Who gets together under what conditions

Who leads the team, and how it is organized

What the recovery priorities

How communications will work

How to spend money and get stuff

How existing recovery processes are undertaken

Procedures for declarations

Key contacts (internal/external)

Evolution not Revolution

The Practice

We try to boil the ocean

The Reality

You can't so don't try. Boil what you can

Ideas

Adopt your program in 6 months, but set 3 year goals

Year 1 might be "80/20", then add on

Message: "this is a starting point", otherwise people tend to focus on what hasn't been addressed yet

Support

The Practice

We need full executive support now

We'll get it later, its not important now

The Reality

It is important now, but you only need some; people only do what their bosses say is important

Ideas

Executive support…start with the no-brainers; protect their interests, then build

Management & staff support…WIIFY

Use tools they already have

Speak the language they already speak

Simplicity

The Practice

IT is complex, so plans have to be

The Reality

IT is complex, so plans have to be simple

Ideas

Think checklist (not narrative)

Think toolbox – not one big tool

Reference info that exists elsewhere

BIA

The Practice

Not necessary; too difficult; we'll do an "IT BIA"

The Reality

<u>This </u>is where the business and IT align

BIA can be limited scope, adjust later

Ideas

Operational areas should own the BIA

If IT leads it, give business significant voice

Scope it to the perceived critical, then adjust

Simple impact ratings…no black boxes, etc.

IT focus: where's the gap?

Software

The Practice

Lets get it right away because it will make our DR planning so much easier

The Reality

No, it won't, because it doesn't plan…you do.

Now you have to keep everyone trained

You might force others to use the wrong tool

Ideas

Have a working program before looking

Keep in mind evolution; better grow into efficiencies than to force them at the outset

Review software with eye to resource commitment rather than bells/whistles

Focus

The Practice

 It's all about the data and hardware

The Reality

It's all about the people!

Ideas

First plan item – create your DR team

Don't forget the impact assessment process and roles; that'll drive later actions

Create a solid decision-making environment