

## Disaster Recovery Planning: Ensuring Business Continuity - 4 Days

### Course 289 Overview

- You Will Learn How To**
- Create, document and test continuity arrangements for your organisation
  - Perform a risk assessment and Business Impact Assessment (BIA) to identify vulnerabilities
  - Select and deploy an alternate site for continuity of mission-critical activities
  - Identify appropriate strategies to recover the infrastructure and processes
  - Organise and manage recovery teams
  - Test and maintain an effective recovery plan in a rapidly changing technology environment

**Course Benefits** A major disaster could cripple your organisation, suspending mission-critical processes and disrupting service to your customers. In this course, you learn to identify vulnerabilities and implement appropriate countermeasures to prevent and mitigate threats to your mission-critical processes. You learn techniques for creating a business continuity plan (BCP) and the methodology for building an infrastructure that supports its effective implementation.

**Who Should Attend** Anyone responsible for ensuring the continuity of an organisation's critical systems or processes, including project and business managers, help desk personnel and human resources professionals.

**Workshop Course** Through a series of interactive small-group workshops and an evolving case study, you design and develop a disaster recovery plan. Workshops include:

- Assessing threats
- Avoiding disasters
- Identifying the impact on critical business functions
- Recognising alternatives for continuing business functions
- Planning your continuity project
- Organising team structures for use in an emergency
- Creating a recovery plan from the response to a disaster

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### Course 289 Outline

#### Introduction and Overview

- Business continuity vs. disaster recovery
- Why a recovery plan is a crucial asset
- Sources of threat
- Codes of practice and legislative requirements

#### Measuring Risk and Avoiding Disaster Assessing risk in the enterprise

- Choosing the assessment method
- The five-step risk process
- Matching the response to the threat

#### Identifying mission-critical continuity needs

- Evaluating which functions are critical
- Setting priorities based on time horizons
- Prioritising processes and applications

#### Implementing disaster avoidance

- Avoiding disasters by taking effective preventive actions
- Creating contingency plans for unavoidable threats

#### The four-step Business Impact Assessment (BIA)

- Identifying the threat
- Assessing the risk to the enterprise
- Identifying business-critical activities
- Specifying required IT support from technical staff

#### Designing Recovery Solutions

##### Establishing a disaster recovery site

- Site choices: configuration and acquisition
- Choosing suppliers: in-house vs. third-party
- Specifying equipment

##### Selecting backup and restore strategies

- Matching strategy to operational constraints
- Meeting the organisation's storage requirements for vital records

##### Restoring communications and recovering users

- Determining vital users with the BIA
- Rerouting voice, mail, goods delivery
- Eliminating network single points of failure
- Connecting end users
- Meeting varied user-recovery needs

#### Implementing a Project Management Approach

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#### Managing and documenting the planning project

- Identifying stakeholders
- Analysing stakeholder needs
- Obtaining the funding commitments
- Defining clear goals at the start

#### Running the project

- Controlling the project via tracking
- Managing risks and issues
- Testing deliverables

#### Responding to Disaster

##### Creating the recovery plan

- Capturing the planning output
- Creating recovery-team charters
- Defining roles and responsibilities
- Responding to recovery scenarios
- Information directories and equipment inventories

##### Directing the disaster recovery teams

- Planning and conducting Crisis Communications
- Connecting with emergency services
- Team actions following a disaster

#### Assuring the Plan and Applying Document Management

##### Rehearsing the business continuity plan

- The reasons for testing the plan
- Considering the impact on the organisation's activities
- Using a step-by-step process to test the plan
- Developing test scenarios and using test results effectively

##### Maintaining the business continuity plan

- Applying change control: why and how
- Ensuring normal developments are accounted for in the plan
- Scheduling regular reviews
- Applying document management discipline to the plan