

IBM Business Recovery Consulting Methodology



Protecting Data, Protecting Applications,
Protecting Your Business

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Agenda



- Overview of Successful Disaster Recovery
- Disasters and outages
- IBM Business Consultancy Methodology
- Steps towards solution design
- IBM Global Services and Disaster Recovery

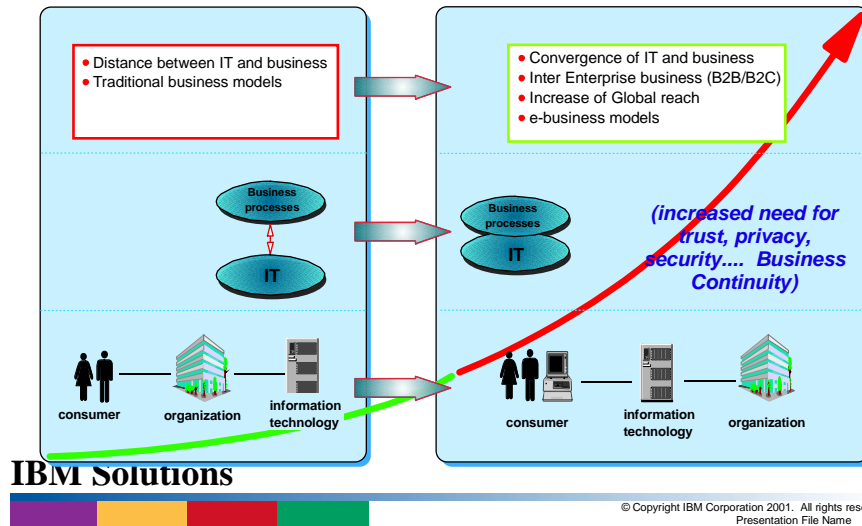
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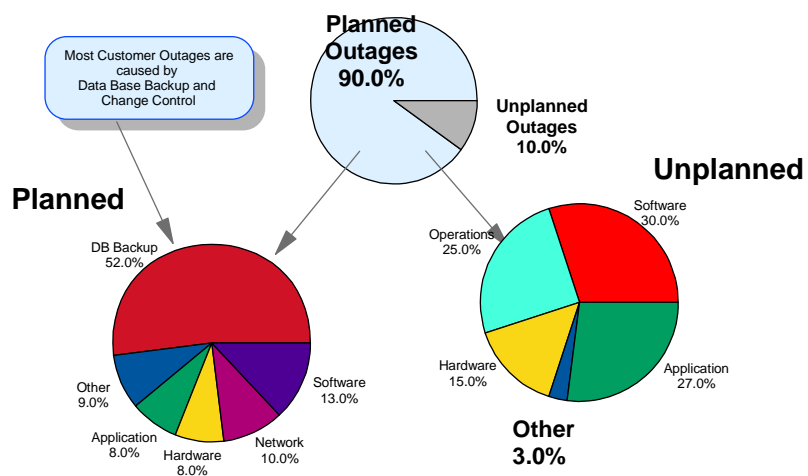


New business model

IT & business process are converging while consumers are interacting directly with IT... this leads to increased needs for IT availability to support Business Continuity requirements.

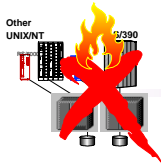


Planned vs. Unplanned Outages



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Many types of disasters



- | | | | |
|--------------------|-----------------|-------------------|---------------------|
| A/C Failure | Evacuation | Low Voltage | Sprinkler Discharge |
| Acid Leak | Explosion | Microwave Fade | Static Electricity |
| Asbestos | Fire | Network Failure | Strike Action |
| Bomb Threat | Flood | PCB Contamination | S/W Error |
| Bomb Blast | Fraud | Plane Crash | S/W Ransom |
| Brown Out | Frozen Pipes | Power Outage | Terrorism |
| Burst Pipe | Hacker | Power Spike | Theft |
| Cable Cut | Hail Storm | Power Surge | Toilet Overflow |
| Chemical Spill | Halon Discharge | Programmer Error | Tornado |
| CO Fire | Human Error | Raw Sewage | Train Derailment |
| Condensation | Humidity | Relocation Delay | Transformer File |
| Construction | Hurricane | Rodents | UPS Failure |
| Coolant Leak | HVAC Failure | Roof Cave In | Vandalism |
| Cooling Tower Leak | H/W Error | Sabotage | Vehicle Crash |
| Corrupted Data | Ice Storm | Shotgun Blast | Virus |
| Diesel Generator | Insects | Shredded Data | Water (Various) |
| Earthquake | Lighting | Sick building | Wind Storm |
| Electrical Short | Logic Bomb | Smoke Damage | Volcano |
| Epidemic | Lost Data | Snow Storm | |

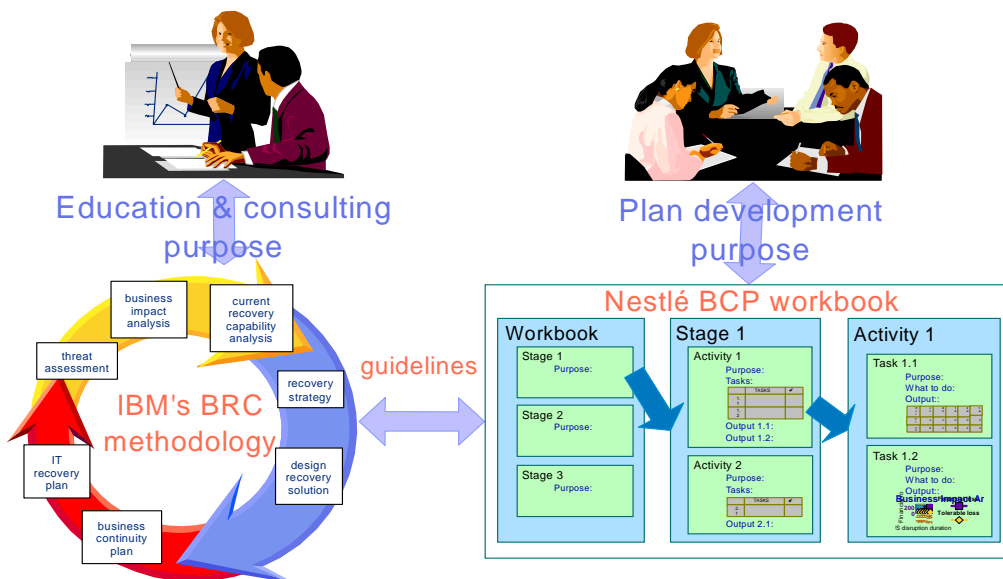
Source: Contingency Planning Research, Inc., 1/30/95

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IBM BRC (Business Recovery Consulting) methodology

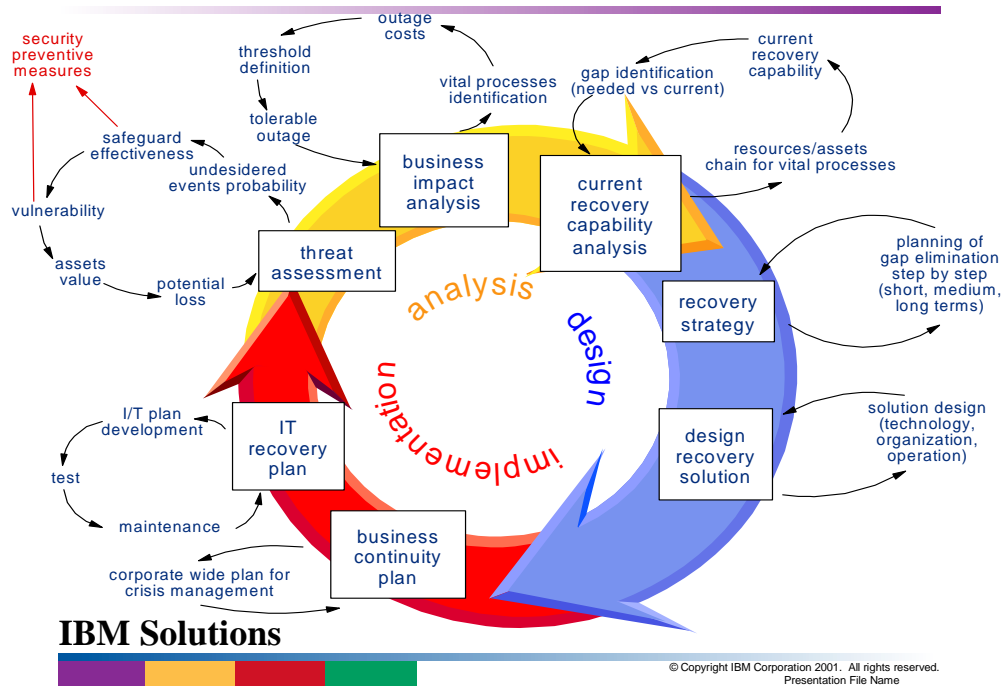


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IBM BRC (Business Recovery Consulting) methodology



IBM BRC (Business Recovery Consulting) methodology - the Stages

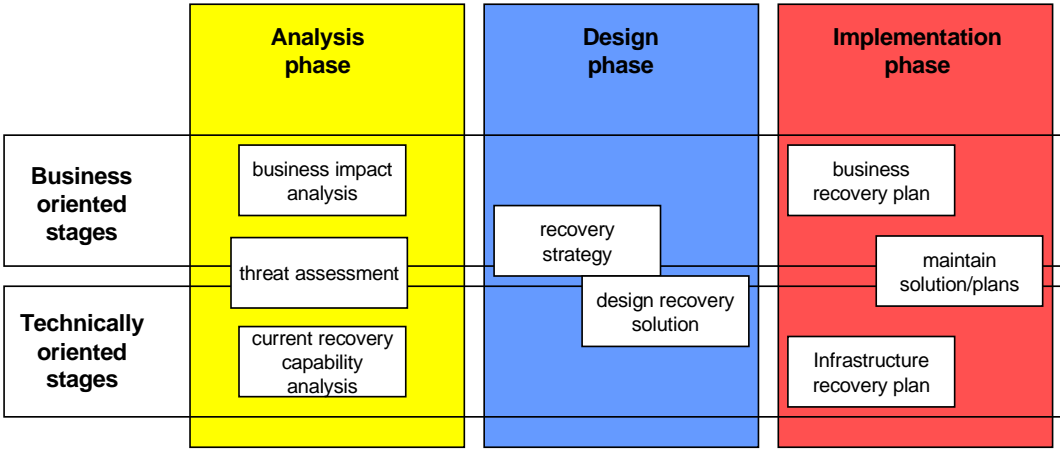
The different stages are:

- **Threat Assessment** to define preventive actions (and not only remedies).
- **Business Impact Analysis (BIA)** in order to justify the necessities and the requirements for recovery solutions.
- **Current Recovery Capability Analysis** to define the current recovery capabilities and the characteristics of the current technical environment
- **Recovery Strategy** to define which possible solutions exist and to chose the most adapted
- **Design Recovery Solution** to design in detail the chosen solution (named Enterprise Solution Study in the method)
- **Business Recovery Plan** to define a plan describing the tasks that users have to do in case of a disaster to be able to perform vital business functions.
- **Infrastructure Recovery Plan** to create a plan stating what to do with IT and facilities in the alternate site in case of a disaster. Compared to the methodology, this stage is an extension of the IT recovery plan from the methodology.
- **Maintain Solution and Plans** to ensure that the recovery solution and the business continuity and recovery plans are up-to-date and effective. Compared to the methodology, this stage represents the maintenance part of the business continuity and recovery plans of the methodology.

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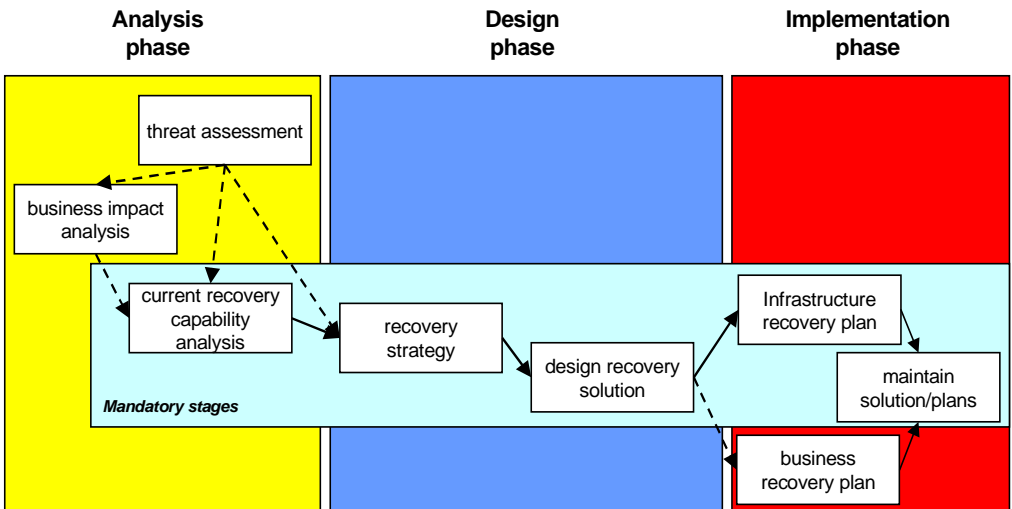
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IBM BRC (Business Recovery Consulting) methodology



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IBM BRC (Business Recovery Consulting) methodology - information flow



Legend
 → or - - - → : Information flow



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BC&RS solutions

- **BC (Business Continuity) <==> HA (High Availability)**
(solutions to face with planned and unplanned outages)
 - short business interruption (less than 12 hours)
 - more expensive
- **RS (Recovery Services) <==> DR (Disaster Recovery)** (solutions to face with disasters)
 - longer recovery time (24-72 hours)
 - less expensive



HA solution *could* or *could not* include DR !

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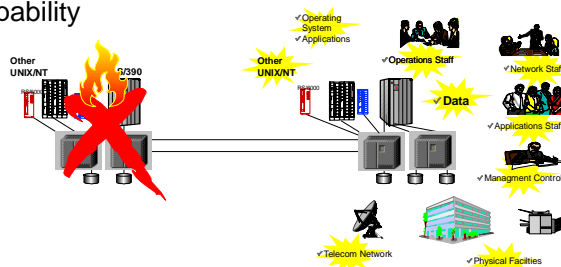


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DR Solution Requirements

- **Flexible:** to handle Complexity as your enterprise grows
 - New platforms, new client interfaces
- **Scalable:** to handle Data growth, Compound Growth: 30 -35% / year
 - TB is the typical unit of measurement on any platform
- **Minimizes Planned and Unplanned Outages:** Today, 24x7x365 hour of operation eliminates your ability to traditionally backup data
- **Recovery Speed:** Required recovery speed determines technological choices to meet business objectives
- **Maintenance and Testing:** of DR solution without impacting production or DR capability



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Unplanned Outage Objectives

- Business Objectives for Disaster Recovery
 - *Recovery Time Objective*
 - how long can you afford to be without your systems
 - *Recovery Point Objective*
 - when it is recovered, how much data can you afford to lose
 - *Network Recovery Objective*
 - how much of the network must be restored
- These must be established before you can select a technology

Risks in spending *too much* as well as *too little*

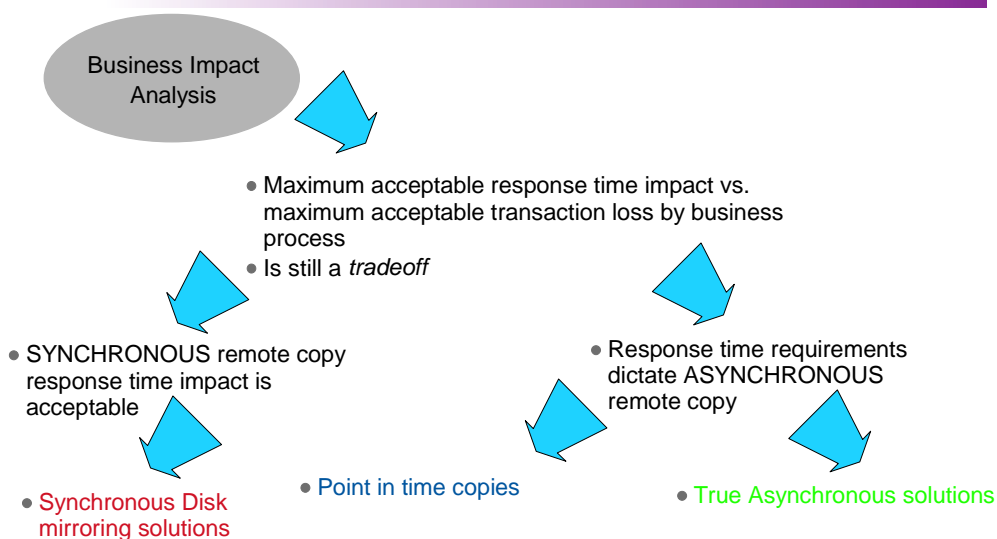
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Business Impact Analysis - Solution Design Criteria

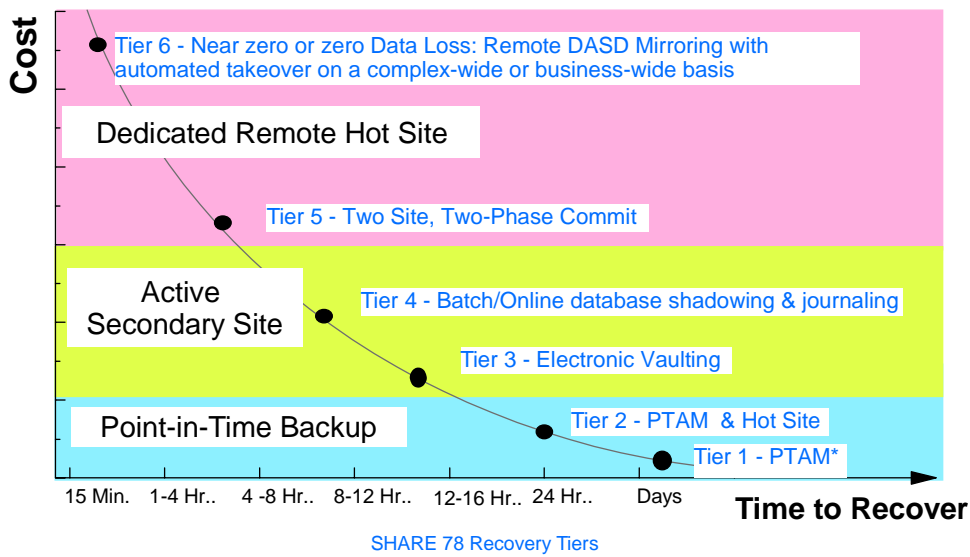


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Recovery Metrics



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*PTAM = Pickup Truck Access Method

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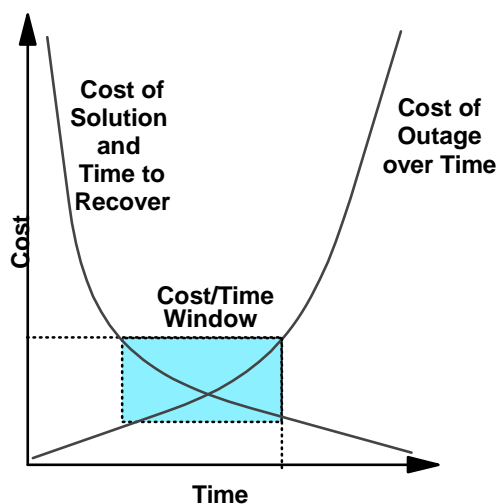
DR Technology Choices

■ Solution Criteria

- Balanced against delivery of your Services
- Multi-platform support
- Scalability
- Minimal impact to production environment
 - performance
 - operations
- Stability of the solution
- Timeliness of solution
- Testable solution

■ Goal

- Software and hardware insuring the integrity of your data.
- Cost effective

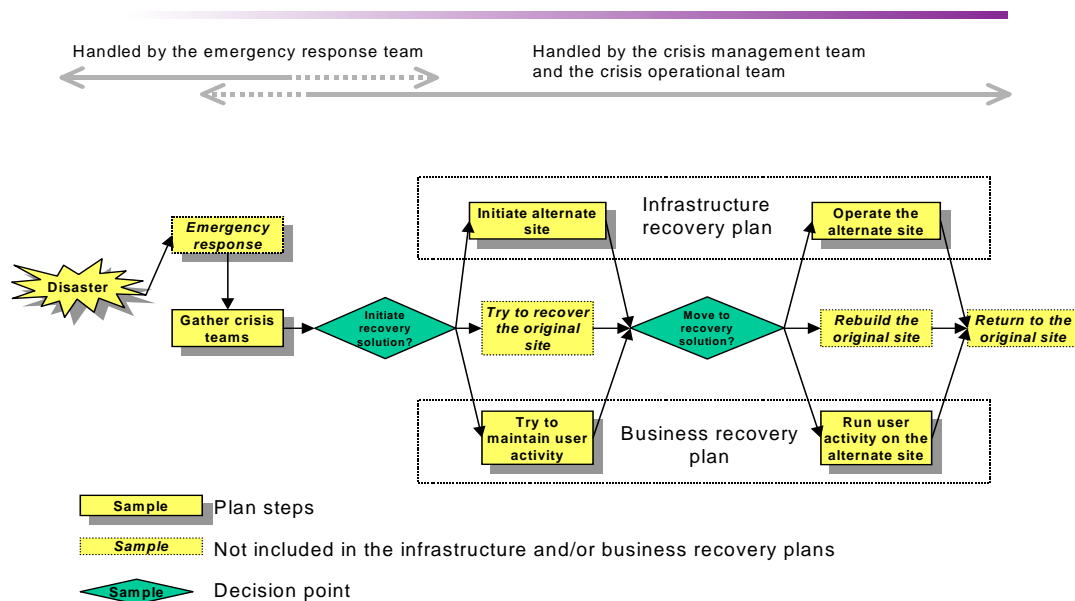


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Decisional steps following a disaster



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Successful Disaster Recovery



1. *A Documented Process for Recovery*
 - Updated and exercised regularly
2. *A system environment in which to recover*
 - Hotsite; dedicated equipment; combination
 - Including a network environment
3. *A protected repository for information*
 - System, database, control, synchronization
4. *Accurate, available, trusted data updates*
 - Software role
5. *Skilled, experienced people to perform the recovery*



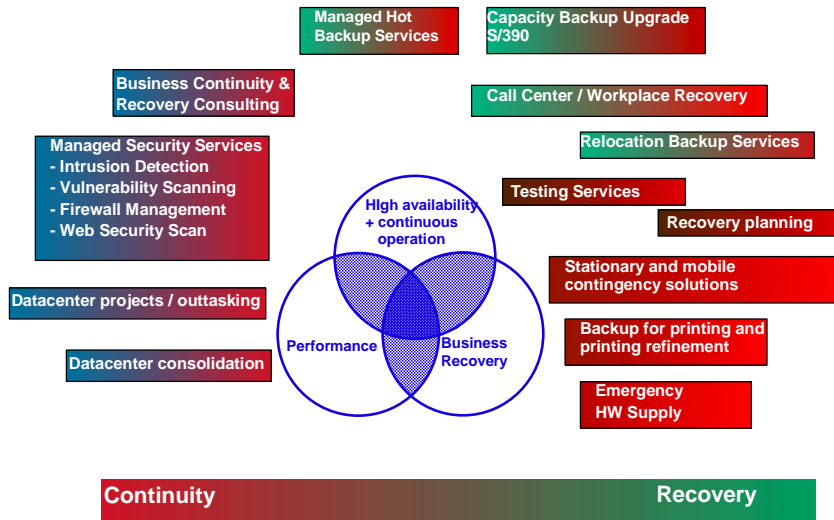
**IBM has the *Portfolio* and *Services* for a
Successful Disaster Recovery *Solution***

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IBM Business Continuity & Recovery Services



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IBM Global Services

\$ 30 Billion in Revenue

- Largest IT Services Provider
- World Leader in Business Continuity and Recovery
- World Leader in Security and Privacy Services
- 130,000 Skilled Professionals in 160 Countries
- Over 25,000 Systems Integration Contracts
- Leader in Product Support with 10 Million Machines under Contract



\$ 5 Billion in Revenue with SMB Customers

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Which solution fits better ?

IBM Romania & Business Partners provide

- business recovery consultancy (BRC)
- disaster recovery (DR) solutions design
- DR solutions implementation
- DR plans
- DR solutions testing
- DR centers
- DR backup machines in less than 24 hours !

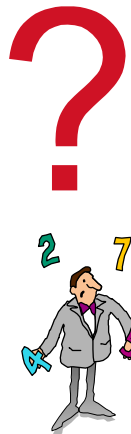
Full support from IBM Germany and other european BC&DR teams

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Questions



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