




# Disaster/Recovery Planning

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## **What is Disaster/Recovery Planning?**

Disaster/Recovery Planning confronts the possibility of a disaster. An interruption could be caused by a winter storm, the loss of electricity to the general area or the complete inaccessibility of a facility for an extended period of time. It might be due to theft or accidental damage to key equipment. The cause of the disaster is not important. What is critical is to be able to regain control of the operation. Contingency preparation is a proactive catastrophe management plan driven by your business requirements.

## **Why Is Disaster/Recovery Planning Important?**

Our government is responsible for responding to most large-scale disasters. But only you are responsible for the recovery of your business in the event of a disaster. Your company's recovery is strictly up to you, and it starts with a disaster recovery plan.

How would your organization respond to a major fire? What about the theft of your computer equipment? How might you be affected by sabotage? Are there other circumstances that would have a major impact on your organization? Even something as mundane as the loss of your network server could have a disastrous effect .

In the event of a disaster, the first few hours are critical. Your response will determine the success of the recovery and the long-term success of your organization. A Disaster/Recovery Plan will help you respond to a disaster in an organized, planned manner.

## **The Goal Of A Disaster/Recovery Plan**

The primary goal of any Disaster/Recovery process should be protection of life. Next there should be a method, when possible, of ending the incident that caused the disaster. Once these have been addressed, the recovery process should begin.

Each business function must be analyzed to determine the consequences of an outage of service. A Disaster/Recovery Plan should address the recovery of the key business functions as well as any critical support functions. During the Disaster/Recovery Impact Analysis Phase, you should determine your critical processes and quantify their potential losses (per day or per week). You should also determine the cost of recovering those processes. Then, we will help you develop recovery alternatives that will cost effectively restore your critical business functions within an acceptable time period.

- Meet legal, regulatory or audit requirements.
- Meet requirements your customers may need or demand.
- Protect the assets of the organization.
- Reduce disruptions to operations.

## **How Is Disaster/Recovery Planning Like Insurance?**

Insurance is a device for reducing risk. By combining a sufficient number of units (cars, houses, people), the losses are predictable. Without insurance there is greater risk, or uncertainty. With insurance, the risk is reduced. We pay a small fixed fee to a company to reduce the chance of a larger loss at a later time.

Disaster/Recovery Planning is similar to insurance. By spending a predictable amount of time and money, you reduce the chance of a large loss in the future. The risk of an unexpected disaster can be devastating. Without Disaster/Recovery preparation, you assume a significant risk. With it, you have reduced the risk to a manageable, quantifiable amount.

## What Makes Up An Effective Disaster/Recovery Plan?

Some organizations need to ensure that their facility is available for use. In the event of a loss, they must have an alternate facility lined up and ready for use. Others would find this excessive for their needs. Our Disaster/Recovery Planning process will help you customize a plan to meet your specific needs.

The following components make up the Disaster/Recovery Plan. Several of these components are optional, based on your specific need. During the Impact Analysis, we will work with you to determine which components your organization needs.

Component	What it Includes?	You Need This If...
Impact Analysis	Your organization's definition of a disaster; determination of your critical applications, hardware components, software and data in order for your business to continue. Analysis of potential risks, estimated disaster effects. Development of the requirements we will use to determine the success of a recovery plan.	This component is required for a Disaster/Recovery Plan.
New Location Plan	Procedures to set up your office in a new location, including wiring, connections, phones, desks, chairs, lighting, Internet service provider, etc. Does not include computer equipment setup.	You need to use a new facility, either temporarily or permanently.
Equipment Relocation Plan	Procedures to move your equipment to a new location and get it running.	You need to move your equipment to a new facility, either temporarily or permanently.
Equipment Acquisition Plan	Procedures to purchase new hardware equipment.	You have critical hardware equipment that you need to replace in an emergency.
Component Repair/Recovery Plan	Procedures to replace a critical hardware component, connection or function.	You have a hardware function that is critical to your operation.
Software and Data Recovery Plan	Procedures to recover a critical software component.	You have a software application that is critical to your operation.
Business Recovery Plan	Procedures to recover non-critical equipment, including workstations and software.	You have workstations that, although are not critical, are essential to your organization.

## The Process

The steps below document the planning process, including the required tasks and responsibilities:

- **Top Management (MGMT):** In order to have an effective plan top management must give their support and direction. Therefore it is essential to have top management's involvement at the initial meeting.
- **Disaster/Recovery Coordinator (D/R KEY):** One person should be assigned the responsibility of managing the Disaster/Recovery process. This includes involvement in the preparation phase of the process.
- **Rudnick Computer Consultants (RCC):** We will lead the meetings, develop the materials and work with the Disaster/Recovery Coordinator to ensure that you have a sound plan.

Step	Who is Involved?	What is Accomplished?
Initial Meeting: Impact Analysis	MGMT D/R KEY RCC	We develop an impact analysis, which will include a definition of Disaster/Recovery for your organization. We determine your critical applications, hardware components, software and data in order for your business to continue. Time required: 1-2 hours.
Develop proposal	RCC	Using the materials gathered from the initial meeting, we develop a proposed Disaster/ Recovery Plan, including costs and features.
Submit Proposal	RCC	We submit the proposal for your review and approval.
Develop Plan	RCC	We develop the Disaster/Recovery Plan.
Preparation Meeting	RCC D/R KEY	We meet with you to discuss the plan. We note the steps that must be performed in order to complete the preparation phase. Time
Develop any materials	D/R KEY (may include	Any additional steps are performed at this time. This may include obtaining CD keys, floppy disks, etc. We can assist you in completing these steps.
Quarterly Updates	RCC	We perform a quarterly check of your situation to determine if any

## Are You Prepared?

The following quiz can be used to help you determine if you are prepared for a disaster:

- Do you have a Disaster/Recovery Plan?
- Do you have copies of your plan stored in various places on your company's premises as well as off-site?
- Do you keep emergency contact information current?
- Do you have a key person in charge of operations in case of a disaster?
- Are employees aware of their responsibilities in the event of a disaster?
- Have you conducted a disaster drill within the past three months?
- What type of backup equipment do you need in the event of a loss? Can you maintain your current levels of production with this equipment?
- What is your strategy in the event of the loss of a server, critical hardware component, key workstation, etc?
- Do you rely on Internet access for critical functions? Do you have a backup strategy for the possible loss of this equipment?



## **A Few Quotes On The Value Of Disaster/Recovery Planning**

"A Company that experiences a computer outage lasting more than 10 days will never fully recover financially. 50 percent will be out of business within five years."

*(Disaster Recovery Planning: Managing Risk & Catastrophe in Information Systems" by John William Toigo, Yordon Press)*

"43 percent of companies experiencing disasters never reopen, and 29 percent close within 2 years."

*(McGladrey and Pullen)*

"Disaster recovery plans appear to be a cost effective, but underutilized tool."

*Paper: Financial And Functional Impacts Of Computer Outages On Business  
Steven R. Christiansen, Research Associate  
Lawrence L. Schkade, Professor  
University of Texas Arlington*

### **Our Mission**

***Rudnick Computer Consultants helps you integrate computers into the workplace by offering support, training, programming and assistance with purchasing computers. We work to become a part of your staff, giving you the resources normally available only by hiring Information Services staff. This reduces your overall costs without sacrificing the skills you need.***

### **Our Services**

- Train your staff to effectively use your equipment.
- Customize your system to your specific needs so your staff can use it easily and productively.
- Implement data storage and backup procedures.
- Develop anti-virus and security measures so your critical information will be safe.
- Help you determine when to upgrade and how to do it cost-effectively.
- Add network, e-mail and Internet capabilities to your office.
- Develop customized programming solutions for specific situations.
- Help you plan and implement new equipment purchases.
- Purchase, install and customize your system for your specific needs.
- Help you plan long-term goals for optimal computer use.