

Sample - Recovery Objectives Validation & Recoverability Assessment Report

The purpose of this paper is to display the extensive findings that result from a Recovery Objectives Validation and Recoverability Assessment performed by Mainline Information Systems' Professional Services. As you will see in the sample table of contents, the full report is normally 40-50 pages in length. We present it here in a highly modified format in order to summarize the inclusions at a high level. Please contact your Sales Representative for a sample of the full report if you are interested in viewing it at length.

Recovery Objectives Validation (Fast-Path Business Impact Analysis)

The ROV will identify the operational impact of an outage. The goal is to conduct a one-week engagement that will provide the Client with objective, realistic information relative to how long the business can continue without the IT infrastructure, and how much data integrity is at risk, if an outage occurs. The ROV is a Survey and Workshop process that will:

- Map business functions to their respective hardware/software platforms
- Identify the business operational impact of an outage
- Identify the Recovery Time Objective (RTO) required for each business function
- Identify the Recovery Point Objective (RPO) required for each business function
- Prioritize the recovery sequence of critical business functions and applications

IT Recoverability Assessment

The IT Recoverability Assessment is an objective evaluation of current backup and recovery procedures and resources. The goal is to assess the Client's capability to achieve the recovery objectives for speed (Recovery Time Objective) and data integrity (Recovery Point Objective), as identified during a Recovery Objectives Validation (BIA). This engagement will identify exposures and recommend tactics to improve IT recovery capability in the event of a disaster occurrence.

IT Recovery Strategy Recommendations

Based on the findings of the ROV and RA, develop a gap analysis and provide viable strategies for backup and recovery with estimated costs for implementation.

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Executive Overview

MAINLINE WILL DETAIL A DESCRIPTION OF SAMPLE COMPANY'S IT RECOVERY NEEDS, PHYSICAL LOCATION, AND BUSINESS OPERATION NEEDS.

The purpose of this study is to assess the recoverability of the **SAMPLE COMPANY** IT systems supporting business and clinical functions. The hardware platforms are RISC and Intel based. The Operating Systems are AIX and Windows 2000. The primary Database System is Informix 7.3. The network includes the LAN/WAN environment hosted by **SAMPLE COMPANY** IT, which provides connectivity for the remote facilities.

Recovery Time and Recovery Point Objectives for the applications that are supported by **SAMPLE COMPANY** IT were defined during a Recovery Objectives Validation Workshop, conducted by Mainline Disaster Recovery Services.

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Project Overview

SAMPLE COMPANY engaged Mainline Disaster Recovery Consulting to review the **SAMPLE COMPANY** systems, and evaluate IT recovery capability using current strategy, processes and procedures as the basis of the assessment. The MDRS consultant conducted reviews of the current Information Technology environment and held a series of interviews with members of the technical staff. In this report, MDRS identifies changes and recommends improvements to enable **SAMPLE COMPANY** to meet the Recovery Time and Recovery Point Objectives for the mission critical systems and applications.

Assumptions

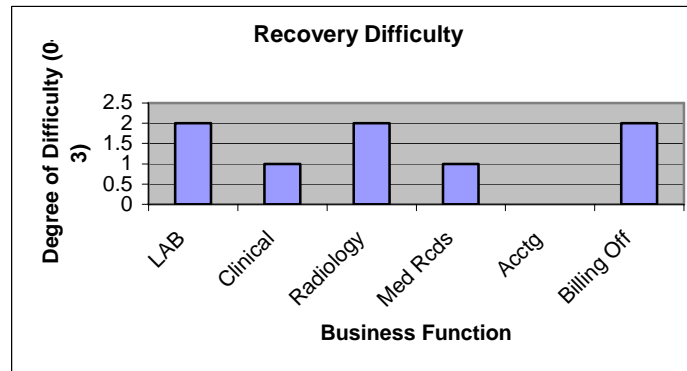
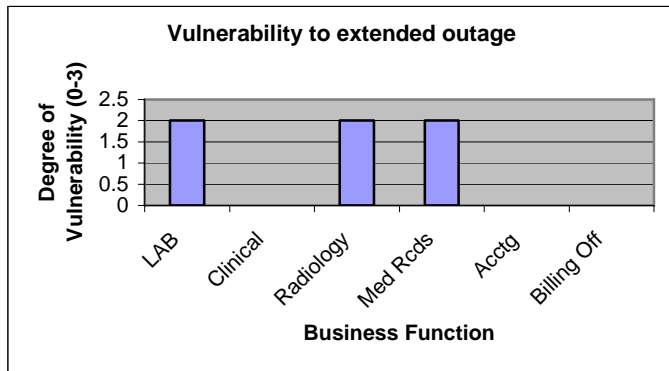
The following assumptions were developed as guidelines for this engagement:

1. This assessment addressed the following environment:
 - System Platforms – RISC and Intel-based servers
 - Operating Systems – AIX, Windows 2000
 - Database Management Systems – Informix, SQL, Access

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Outage Vulnerability / Recovery Difficulty:

Participants were asked to rate (on a scale of 0 – 4) how vulnerable they believe their function is to an extended IT outage. They were also asked to rate on the same scale, the difficulty of recovering their function following an extended IT outage. The following responses were provided:

(0) Not Vulnerable	No known factors that would cause a prolonged outage	(0) Easily Recoverable	Assumes an alternate location and required information and/or data from off-premise storage
(1) Somewhat Vulnerable	There are some factors present that may cause a prolonged outage. Experience indicates a low likelihood of occurrence	(1) Somewhat Recoverable	Some information or elements may be difficult to replace in a reasonable timeframe
(2) Vulnerable	There are factors present that may cause a prolonged outage. Experience indicates a medium likelihood of occurrence	(2) Difficult to Recover	Many of the elements of this Business Unit/Process may be difficult to replace in a reasonable timeframe
(3) Extremely Vulnerable	There are multiple factors present that may cause a prolonged outage. Experience indicates a high likelihood of occurrence	(3) Extremely Difficult to Recover	There are elements that either would be extremely difficult to replicate or the timeframe is extremely long.



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Findings, Conclusions, and Recommendations

The following observations were made during the information-gathering portion of this engagement. They are presented here as “Findings”. Each finding, or group of associated findings, is matched with a conclusion of how this might impact **SAMPLE COMPANY’s** recoverability. Finally, a recommendation on potential ways to mitigate or improve the recovery posture is made. The findings are grouped by the area investigated during the on-site visit.

AIX Server Environment

AIX Server Backup Processes and Procedures

Finding		Conclusion	Recommendation
A-1	Documented processes and procedures for platform recovery have not been developed.	Server ‘rebuild’ and restoration could be inefficient and lengthy.	Create a plan and procedures that would allow for the rebuild of AIX servers that may have different characteristics and different size disk. Test the procedures to be sure they work as expected.

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Recommended Approach

SAMPLE COMPANY should evaluate a ‘vendor’ approach to business continuity / disaster recovery. A cost comparison of the ‘internal’ approach vs. the ‘vended’ approach would be beneficial.

- o Enter into a ‘short-term’ contract with a Hot-Site Vendor (Mainline / IBM BCRS provides these services) to provide immediate protection while **SAMPLE COMPANY** completes the cost comparison between the ‘internal’ approach and the ‘vended’ approach.
- o Begin Information Systems action items:
 - Identify critical hardware and software platform configurations for recovery, and document concise procedures to restore the systems and data for the platforms (Will become part of the IT Business Recovery Plan)
 - Identify necessary backup network to support recovery of **SAMPLE COMPANY** IT from the recovery site
- o Create **SAMPLE COMPANY** IT Business Recovery Plan using the tape recovery strategy (Mainline can provide this service)
 - Conduct test of **SAMPLE COMPANY** Business Recovery Plan (Mainline can assist with this process)

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