

Resilience Plans and Procedures Development

Develop a well-designed and comprehensive resilience plan with step-by-step guidelines to monitor, react, and if necessary, recover your business operations

Highlights

- ***Develop a cross-enterprise resilience plan***
- ***Create a roadmap to follow as you identify incidents and track them to conclusion***
- ***Document and exercise technical procedures***
- ***React quickly and effectively to an unexpected, extended IT outage***

In today's resilient world, organizations must adapt and respond to challenges as well as opportunities. As technology advances and allows us to blur the lines between high availability and recovery, your response plans and procedures must reflect this environment. Resilience has created a new definition of "disaster" and your documentation must accommodate this change.

IBM's resilience plans and procedures development creates a road map for your organization to follow as you identify incidents and track them through to a responsible conclusion. Our consultants help you to interlock your business strategies with your crisis management plan, IT recovery plan and business unit response plans. We help you create comprehensive,

usable steps so you can manage a crisis quickly and cost effectively, bring your IT systems online, and restore your critical business operations. This multidisciplinary approach also encompasses proven risk management and security practices. The anticipated result is a comprehensive resilience program that is designed to prepare your organization to act if disaster strikes.

In an emergency situation, time is your scarcest resource. There may not be time to search for the most recent backup, to process today's payment from your largest customer, or to compile your employees' home phone numbers. Your staff and their intellectual capital may not be available.

Develop a cross-enterprise resilience plan

Depending on your requirements, our consultants can help you document cross-enterprise actions and appropriate responses to create a true resilience plan:

- *Action steps to recover files before their loss causes a disaster*
- *Emergency and incident identification and escalation definitions*
- *Crisis response plans to mitigate human loss and mitigates impact*
- *Departmental plans that address localized systems and processes*
- *Data Center and facilities plans, including those for multivendor technologies and networks*
- *Workplace plans for your staff situated at local, remote or home work locations*
- *Corporate plans for HR, payroll and many cross-business unit applications*
- *Call center plans for both internal resources and third-party agencies that use your customer sales and support systems and databases*

IBM consultants can also assist if your organization has out-of-date recovery plans or requires an objective evaluation of a new plan. We offer recommendations to help reduce recovery times, increase effectiveness and identify weaknesses that may inhibit resilience.

Our consultants guide your organization through a well-defined methodology that is designed to result in a realistic and effective resilience plan. This team of trained facilitators has specialized management and IT skills to engage with both business and IT staff at your organization.

They help you create a resilient plan to restore your business operations in the specific minute, hour or day intervals that you have established as your business objectives.

Resilience Plans and Procedures Development occurs in four primary areas:

- *Crisis Management Plan Development - defines the preparatory actions taken prior to and immediately following an emergency to mitigate damage and loss of life and property*
- *IT Plan Development - defines the IT actions to adapt and respond following a declaration of disaster using recovery strategies and prioritization that supports the recovery requirements of the business*
- *Business Unit Plan Development - defines actions to support critical business units and their processes, goals and objectives following a declaration of disaster*
- *Technical Procedures Development - defines the procedures to recover the IT equipment, data and network that support critical business processes*
- *Business Procedures Development - defines the procedures to recover business processes in the event of a disaster*

IBM's Business Resilience and Continuity consultants will:

- *Predefine the conditions that may cause your plan to go into effect*
- *Create definitions that accurately portray your organization's disaster definition*
- *Identify decision-makers and their roles before, during and after an incident*
- *Inventory the resources required to bring your business units and IT systems back online*
- *Identify backup technique, frequency and location for data retrieval*
- *Prioritize and sequence the restoration actions defined in your recovery plan into a detailed timeline and checklist*
- *Predefine an operations center to coordinate status, issues and assignments*
- *Develop communication strategies for keeping your employees and customers informed*
- *Organize your recovery plan into a flexible, easily maintained format*
- *Identify steps and precautions to maintain the same level of security that you have on a daily basis*
- *Validate your recovery plan using diverse recovery exercise approaches, such as conducting simulations based on real-life disaster declarations*

Allow others to execute resilient processes without dependence on your staff through detailed procedure development

Our team of consultants can create and exercise a comprehensive set of technical procedures so that your business operations do not hinge on the availability of one person's skills, a schematic of your network configuration, or a single missing statement in the mainframe.

The scope of procedures development can include:

- *An inventory of all IT systems and components, data resources, and current backup and recovery tools*
- *Consolidation of current backup protocols, including:*
 - *Tape/disk/media storage and operations*
 - *Change and problem management controls*
 - *Hardware and software configuration options*
- *Predefined metrics for recovery time (duration) and recovery point (currency)*
- *A timeline that sequences the recovery of each IT system and component, and requirements for data synchronization*
- *Identification of key processes, including offsite data backup storage systems*
- *Detailed design and development of recovery procedures*

- *Dependencies on other systems and data availability for each procedure*
- *Validation testing of each recovery procedure*
- *Benchmarking of recovery exercise results to predefined recovery metrics*
- *Identification of recovery issues, new technology tools available to help increase recovery automation and recommendation of the next steps to be taken*

Our consulting team is experienced in creating recovery procedures for diverse computing environments, including mainframes, midrange and client/server systems, and desktop to mobile computer aids. The team's experience is equally strong in IBM and non-IBM equipment, operating systems, networks, databases and storage subsystems. Our longevity in the disaster recovery industry has allowed us to learn the best-of-breed software backup and high availability tools that your data center may already be using. The breadth of our technical expertise makes this team extremely efficient in multivendor environments that mix PCs, redundant server farms, and host/legacy systems to innovate new e-commerce and Web-based applications.

IBM Business Resilience and Continuity professionals can develop a completely new set of recovery procedures or modify existing protocols to help meet your new business requirements for shorter recovery times and improved recovery point objectives. Your organization receives a comprehensive document of all technical procedures required to restore your IT infrastructure and your business operations.

Anticipated benefits

- *The ability to react quickly and effectively to an unexpected, extended IT outage with plans and step-by-step procedures*
- *The freedom to focus on the prioritized needs of your business, your employees and your customers, instead of on your IT recovery*
- *Expert advice from the consulting team that designs recovery plans and procedures for IBM data centers around the world*
- *In-depth technical skills to supplement your IT staff in creating a comprehensive, centralized set of procedures*
- *Resource and cost-efficiencies for environments with multiple data centers, gained by consolidating documentation and tools, and selecting best-of-breed practices*
- *Consultant support for validation testing of all recovery procedures*

Complementary IBM solutions

IBM has a portfolio of Business Resilience and Continuity Services to complement this offering and provide customers with comprehensive solutions for business continuity and resilience. We can help in many ways, from sorting through the complexity of recovering a multivendor IT environment, to recommending the best continuity strategy, to establishing total management of the business continuity program by IBM.

For more information

To learn more about IBM Business Resilience and Continuity Services or IBM Global Services, contact your local IBM sales representative or Business Partner, or visit

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