

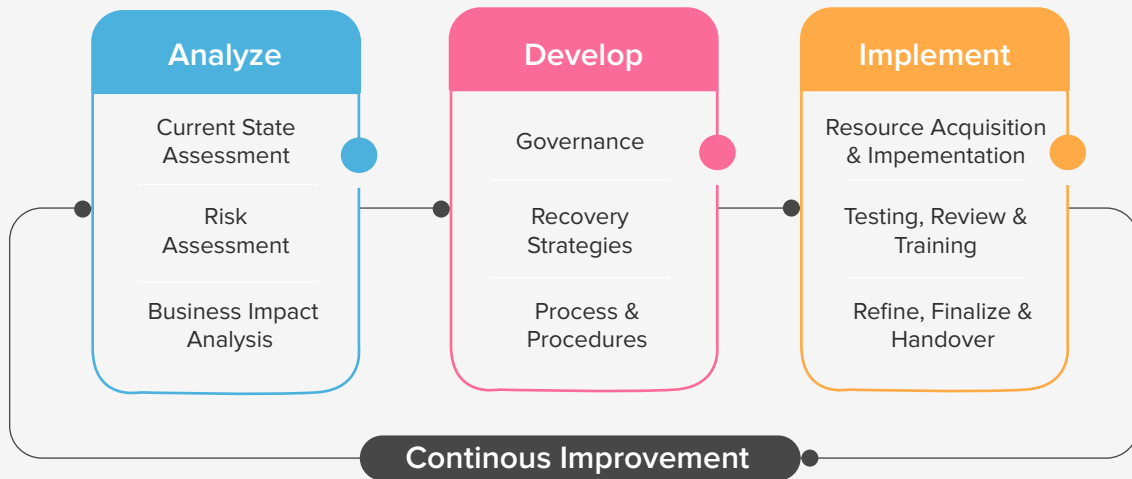


BUSINESS CONTINUITY MANAGEMENT

Proactive guidance and aligned framework to achieve:

- Identifying and classifying applications for each Business Unit.
- Continuing the operation of critical applications in the event of a disruptive incident.
- Understanding the criteria and triggers for invoking the IT DRP.
- Educating and training staff on IT disaster recovery and exercising the IT disaster recovery plans.

Skillmine's Approach



Application Criticality Analysis

To classify the system on the basis of criticality:

- **Determining the impact-over-time caused by an outage** - This will provide the information necessary to determine the Recovery Time Objective (RTO) for each application
- **Determining the data loss acceptable as a result of an outage** - This information should be used to determine the Recovery Point Objective (RPO) for each application.

Availability/Recovery Strategies:

RTO – It is the timeframe that establishes the recovery time required following an outage. If any of the individual components of the application cannot be recovered within this period, then new strategies can be developed.

RPO – It determines the backup strategy employed for each application. The amount of data loss that can be afforded should drive the type and frequency of data backups required.

Infrastructure Risk Assessment

Application Topology Maps

Information like the hardware that is used to support the system, if there are any critical upstream dependencies, the location of the data

Single-Point-of-Failure (SPoF) Analysis

After the application topology, the existence of redundant hardware and redundant network pathways to provide continued system uptime in the event of an outage affecting one component of the hardware.

Develop the Right Plan



IT Disaster Recovery Plan

It will provide strategies and guidance for the recovery of the underlying infrastructure, including the data centres, servers, data storage and network links and Infrastructure applications. The IT DRP will serve as a 'master plan run book' encompassing the key services and components of the IT environment at the Organization.



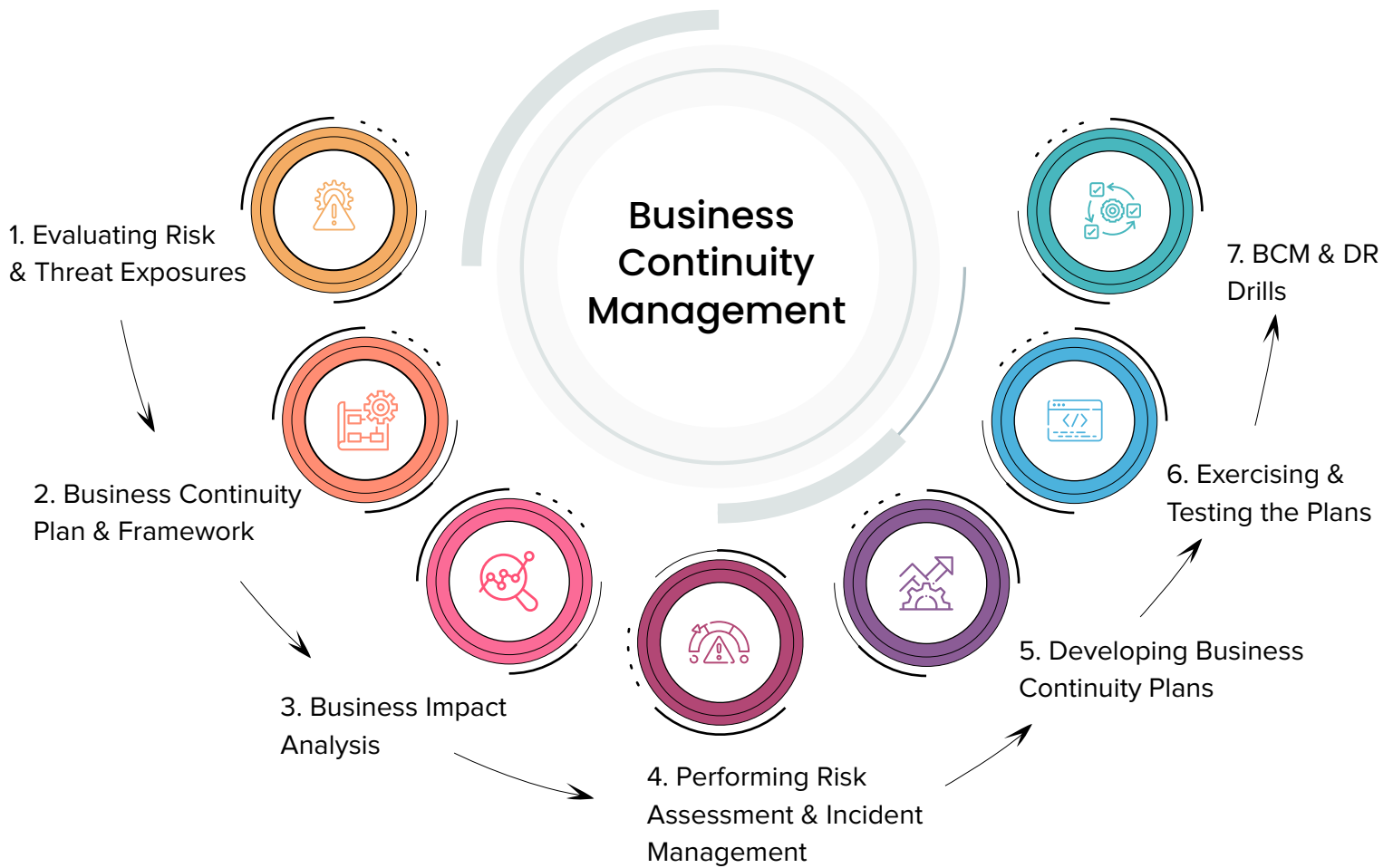
Application Recovery Plan

A major component of recovering the Organization's critical operational ability lies with the successful recovery of individual applications. The ARP includes recovery of specific hardware/ infrastructure, recovery of software files, recovery of application specific data, key contact details for all relevant staff, etc.



Infrastructure Recovery Plan

The critical infrastructure services identified will have a dedicated Infrastructure Recovery Plan (IRP) to plan and coordinate the recovery of the service. The IRP includes recovery of specific hardware / infrastructure, short term workarounds and alternate working procedures, etc.



Continuous Improvement can be achieved by:

- Change management of the IT Disaster Recovery program and plans.
- Effective testing and update schedules for plans.
- Ensuring compliance with industry better practice by performing external reviews of the IT Disaster Recovery program.

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