Business Continuity / Disaster Recovery

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While you were in the building, did you come across a big binder titled "Business Continuity Plan"?
Business Continuity/Disaster Recovery Work Group

Goals:

- Develop an overall strategy for BC/DR with a primary focus on HUIT, but an eye toward understanding what a University-wide approach would look like. – by 6/30

- **The strategy needs to:**
  - Address all aspects of events management: people, process, and tools/technology;
  - Ensure event escalation processes, clear roles and responsibilities are in place as events progress;
  - Address both applications and services;
  - Address the current major enterprise applications and services housed at the University as well as existing outsourced applications and services;
  - Provide architectural guidance for the design of new applications and services, both purchased and University-built.

Projected Outcome:

- Current state assessment, future state with gaps identified - 6/30
- Develop overall strategy with workstreams and deliverables - 6/30
- Develop a preliminary multi-year plan and budget to implement the strategy. – 6/30
In order to support continuity of technology services for the University, HUIT will have established processes, defined roles and when possible resilient systems that can withstand and/or recover from a broad range of incidents from minor to disaster.

<table>
<thead>
<tr>
<th>Strategic Objectives</th>
<th>Guiding Principles</th>
<th>Key Performance Indicators</th>
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<tbody>
<tr>
<td>• Simplify and clarify, clear people processes for how HUIT handle events</td>
<td>• Will work closely in partnership with business leadership to ensure plans reflect requirements.</td>
<td>• Number of critical IT services that have a regularly tested DR solution.</td>
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<td>• Design and deploy our University technology services to ensure resiliency</td>
<td>• Solutions shall be based on a small set of standardized options rather than custom solutions.</td>
<td>• Existence of documented and implemented reference architectures</td>
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<td>• Develop appropriate DR plans where resiliency is not an option.</td>
<td>• Our plans and solutions will be communicated, understood, tested, and validated.</td>
<td>• Uptime or # of major incidents for critical infrastructure (network, power, etc.)</td>
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<td>• Communicate, train and practice for DR events.</td>
<td>• Solutions shall maximize “bang for the buck”.</td>
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<td>• Create a sustainable process to support ongoing BC/DR functions.</td>
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