

## **Disaster Recovery Management**

Length: 4 days

The high availability of mission-critical processes is a major requirement for the viability of the modern organisation. A disaster could negate the capability of the organisation to provide uninterrupted service to its customers.

In this course, you learn to identify vulnerabilities and implement appropriate countermeasures to prevent and mitigate threats.

### **After completing this Disaster Recovery Management course, you will be able to:**

- Create, document and test a successful recovery plan for your organisation
- Select and deploy an alternate site for continuity of mission-critical processes
- Identify appropriate strategies to recover the infrastructure and processes
- Organise and manage recovery teams
- Test and maintain an effective recovery plan in a rapidly changing technology environment
- Identify the infrastructure changes and additions you may need to make to mitigate risk

### **Course workshop**

Throughout this course, you gain practical skills through a series of interactive small-group workshops and an evolving case study. You design, develop and test a disaster recovery plan. Workshops include:

- Assessing threats
- Avoiding disasters
- Identifying the impact on critical business functions
- Recognising alternatives for continuing business functions
- Developing strategies for systems and communications recovery
- Organising team structures for use in an emergency

### **Who should attend?**

This course is valuable for those managing and maintaining the continuity of an organisation's critical processes or capabilities.

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## Course Content:

### 1. Introduction And Overview

- Why a disaster recovery (DR) plan is a crucial asset
- Sources of threat
- Government codes and legislative requirements for continuity provision
- Identifying the DR needs – how many 9s?

### 2. Measuring Risk And Avoiding Disaster

#### Assessing risk in the enterprise

- Choosing the assessment method
- The five-step risk process
- Matching the response to the threat

#### Identifying mission-critical processes and systems

- Evaluating which functions are critical
- Setting priorities based on time horizons
- Prioritizing processes and applications

#### Implementing disaster avoidance

- Avoiding disasters through effective preventive planning
- Creating contingency plans for unavoidable threats

#### The four-step Business Impact Assessment (BIA)

- Identifying the threat
- Assessing the risk to the enterprise
- Identifying business-critical activities

### 3. Designing Recovery Solutions

#### Establishing a disaster recovery site

- Site choices: hot, warm or cold standby
- Outsourcing
- Choosing suppliers: in-house vs. third-party
- Specifying equipment

#### Selecting backup and restore strategies

- Matching strategy to operational constraints
- Meeting the organisation's storage requirements for vital records - compliance

#### Restoring communications and recovering users

- Determining vital users with the BIA
- Eliminating network single points of failure
- Connecting end users
- Meeting varied user-recovery needs

### 4. Implementing A Project Management Approach

#### Managing and documenting the planning project

- Identifying stakeholders
- Analysing stakeholder needs
- Obtaining the funding commitments
- Defining clear goals at the start

#### Running the project

- Controlling the project via tracking
- Managing risks and issues
- Testing deliverables

### 5. Responding To Disaster

#### Creating the recovery plan

- Capturing the planning output
- Creating recovery-team – identify personnel
- Defining roles and responsibilities
- Responding to recovery scenarios
- Information directories and equipment inventories

#### Directing the disaster recovery teams

- Connecting with emergency services
- Team actions following a disaster

### 6. Assuring The Plan & Applying Document Management Rehearsing the DR plan

- The reasons for testing the plan
- Considering the impact on the organisation's activities
- Using a step-by-step process to test the plan
- Developing test scenarios and using test results effectively

#### Maintaining the DR plan

- Applying change control: why and how
- Ensuring normal developments are accounted for in the DR plan
- Scheduling regular reviews
- Applying document management discipline to the plan