

# Disaster Recovery

What does this mean to you?



# Who is Martin Mitchell?

- 18 years in the IT industry
- Electrician by Trade
  - Industrial
  - Housing
  - Mining
- Police
  - Police
  - Mining
- Rescue
  - Police
  - Mining



# Who are Harbour IT?

- Harbour IT is a National IT Solutions Organisation with extensive experience in all areas of IT. We pride ourselves on our customer service and always doing the right thing by our customers.
- At the end of the day it comes down to delivery and customer service.
- Harbour IT's main focus is on IT Infrastructure Management & Reporting. Providing a range of IT consulting and outsourced services to meet a wide range of customers needs.



# Who are Harbour IT? .....cont.

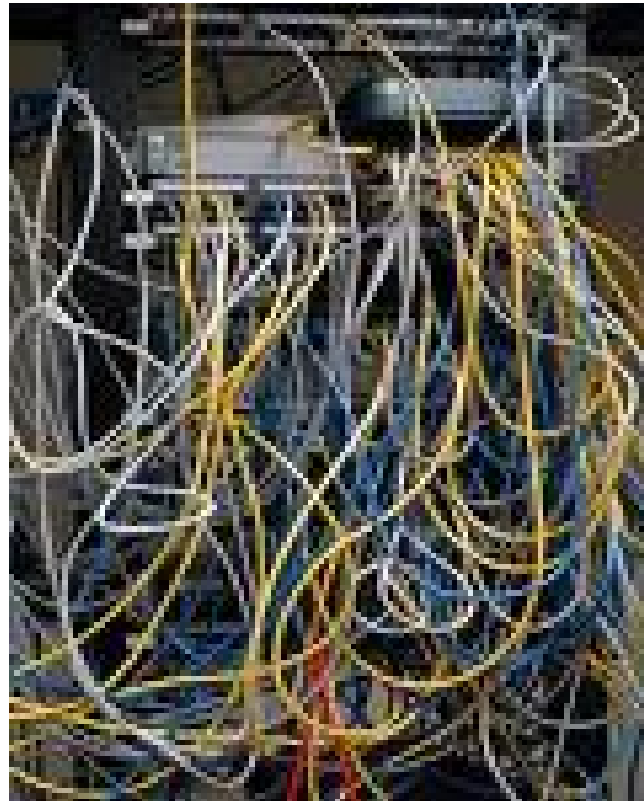


and Asia Pacific



# What is DRP

- Disaster
- Disaster Recovery
- Disaster Recovery Plan









# What does this mean to my Business?

- Legal Responsibilities
- Financial Loss
  - Lost income
  - Loss of customer orders
  - Loss through salaries for idle people
- Business Interruption
  - Image of my business to customers
  - Customers opinions

# Where to from Here?

- Starting Point
- Impact Assessment
- Developing a Plan
- Testing the Plan
- Personnel Training
- Maintaining the Plan

# Starting Point

- The organisation must take this plan seriously
- Contingency plan needs to be addressed by teams representing each area
- Setting budgets

# Impact Assessment

- List potential disasters or serious incidents that could affect your business
  - Server Crash
  - ISP Outage
  - Telephone outage
  - System Virus or Trojan – Lost data
- Against all incidents give them a rating – severity levels

# Developing a PLAN

- Now establish the structure
  - Milestones to return the business to normal business
    - Eg. The 1<sup>st</sup> milestone would be the processes that deals with the immediate aftermath of the disaster – Emergency services etc.
  - Determine which critical business functions need to be resumed and in what order
  - This will identify who should be familiar with the plan and what their duties are.

# Testing the Plan

- Once developed it **MUST** be tested by the people to undertake the activities.
- Document the results of the test
- Request feedback from those involved
- Audit the plan and make the required changes ..... You could save a lot of time and money.

# Training and Maintaining

- Ensure that personnel are continually trained in updates and changes relating to their duties
- Must always be kept up to date
- Make it part of someone's listed duties

# Summary

- Make sure that your customers can contact you
- Ensure that your data is secure
  - Disk to Tape, Disk to Disk, Disk to Disk to Tape, NAS, SAN,
  - Full, Differential, Incremental
  - Snapshot (Temporary Virtualisation Backups)

# Thankyou

- <http://www.harbourit.com.au/>
- Call Martin Mitchell
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