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Business continuity management

Slide 2

Backup: Supporting incident response, disaster recovery and business continuity

- Backup methods must be used according to an established policy:
  - How often to back up
  - How long to retain the backups
  - What must be backed up
- Data files and critical system files should be backed up daily, with one copy on-site and one copy off-site
- Nonessential files should be backed up weekly
- Full backups: keep at least one copy in a secure location off-site
- Decreasing costs of storage media, especially hard drives and removable drives, precludes the time-consuming nature of tape backup – *restoration is much faster*
- Storage area networks provide on-line backups

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Business continuity management

Slide 3

Backup: Supporting incident response, disaster recovery and business continuity

- Full backup:
  - Includes entire system, including applications, OS components, and data
  - Pro: provides a comprehensive snapshot
  - Con: requires large media; time consuming
- Differential backup:
  - Includes all files that have changed or been added since the last full backup
  - Pro: faster and less storage space than full backup; only 1 backup file needed to restore from full backup
  - Con: gets larger each day and takes longer; one corrupt file loses everything
- Incremental backup:
  - Includes only files that were modified that day
  - Pro: requires less space and time than the differential
  - Con: multiple incremental backups are required to restore from the last full backup

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Business continuity management

Slide 4

The importance of site backup: Shared site

- Timeshare
  - Leased site shared with other organizations
  - Possibility that more than one organization might need the facility simultaneously
- Service bureau
  - Service agency that provides physical facilities in the event of a disaster
  - May provide off-site data storage
- Mutual agreement
  - Contract between two organizations to provide mutual assistance in the event of a disaster
  - Each organization is obligated to provide facilities, resources, and services to the other
  - Good for divisions of the same parent company, between business partners, or when both parties have similar capabilities and capacities
  - A memorandum of agreement (MOA) should be drawn up with specific details

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Business continuity management

Slide 5

The importance of site backup

- If the primary business site is not available, alternative processing capability may be needed
- Exclusive control options:
  - Hot sites
  - Warm sites
  - Cold sites
- Shared-use options:
  - Timeshare
  - Service bureaus
  - Mutual agreements

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Business continuity management

Slide 6

The importance of site backup: Hot site

- Fully configured computer facility
- Duplicates computing resources, peripherals, phone systems, applications, and workstations
- Can be 24/7 if desired
- Can be a mirrored site that is identical to the primary site

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Business continuity management

Slide 7

The importance of site backup: Warm site

- Provides some of the same services and options as a hot site
- May include computing equipment and peripherals but not workstations
- Has access to data backups or off-site storage
- Lower cost than a hot site, but takes more time to be fully functional

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Business continuity management

Slide 8

The importance of site backup: Cold site

- Provides only rudimentary services and facilities
- No computer hardware or software are provided
- Communications services must be installed when the site is occupied
- Often no quick recovery or data duplication functions on site
- Primary advantage is cost

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Business continuity management

Slide 9

The importance of site backup: Other options

- Rolling mobile site configured in the payload area of a tractor-trailer
- Rental storage area with duplicate or second generation equipment
- Service agreement:
  - A contractual document guaranteeing certain minimum levels of service provided by a vendor
  - Service agreement should specify:
    - The parties in the agreement
    - Services to be provided by the vendor
    - Fees and payments for those services
    - Statements of indemnification
    - Nondisclosure agreements and intellectual property assurances
    - Noncompetitive agreements

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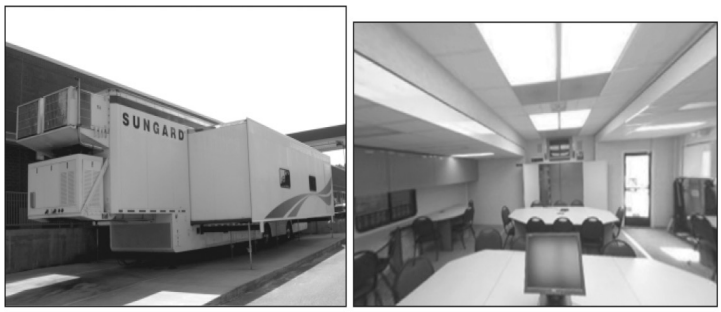
Business continuity management

Slide 10

The importance of site backup: Mobile site



Source: http://www.availability.sungard.com/Resources/Virtual+Tours/Mobile/NA-Mobile+Recovery-Slideout.htm

Mobile site

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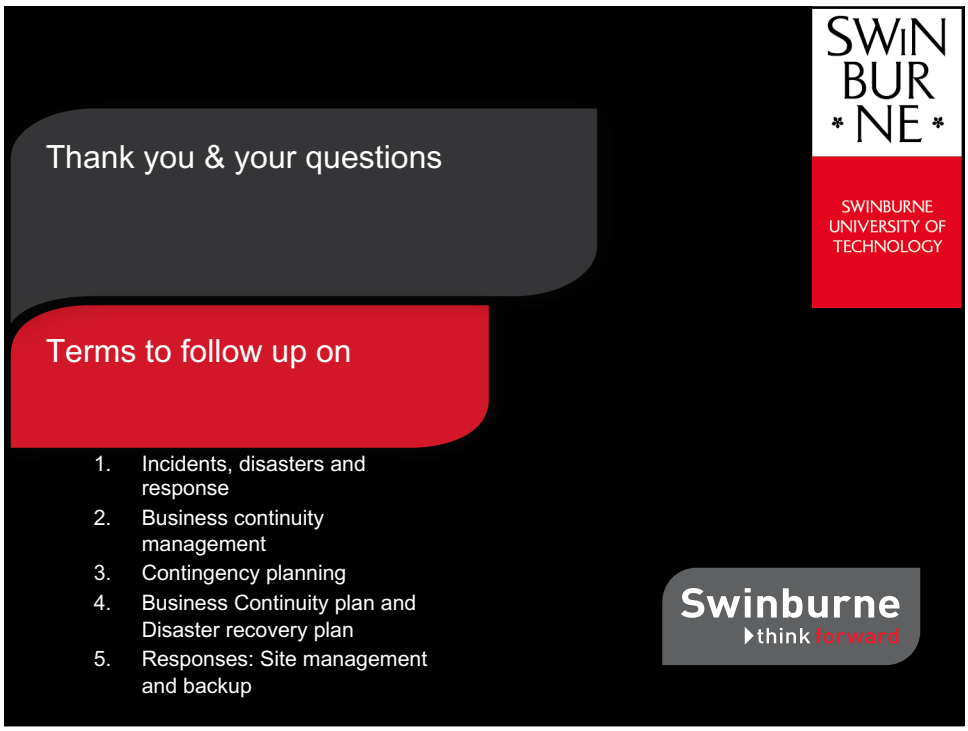
Thank you & your questions
SWINBURNE UNIVERSITY OF TECHNOLOGY
Terms to follow up on
1. Incidents, disasters and response
2. Business continuity management
3. Contingency planning
4. Business Continuity plan and Disaster recovery plan
5. Responses: Site management and backup
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