

Pampered Pets

Business Continuity and Disaster Recovery Plans

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Contribution by:

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1.0 Overview and Objectives

The disasters that could impact Pampered Pets' operations are covered in this document, along with the responses that would need to be taken into account. It also looks at how the business could carry on with only minor interruptions to its essential operations. The document comprises a Business Continuity Plan which focus on office facilities, employees and safety; and a Disaster Recovery Plan which focuses on Information technology recovery, backup facilities and telecommunication recovery (Wright, 2022). By merging the two types of planning, the document aims to discuss important incidents and actions that have influence on personnel, facilities, and IT components in order to provide a thorough understanding of the recovery and continuity process.

2.0 Business Impact Analysis

The Business Impact Analysis (BIA) aims to identify the effect of certain events on the operation of the business (Krahulec & Jurenka, 2015). The business processes in Pampered Pets include:

- A. Receive and check orders from customers.
- B. Check availability of stock.
- C. Replenish inventory levels.
- D. Communicate availability of goods requested.
- E. Start delivery process.
- F. Check stock availability via supplier.
- G. Communicate unavailability of goods requested.

These business processes are illustrated in Fig 1.

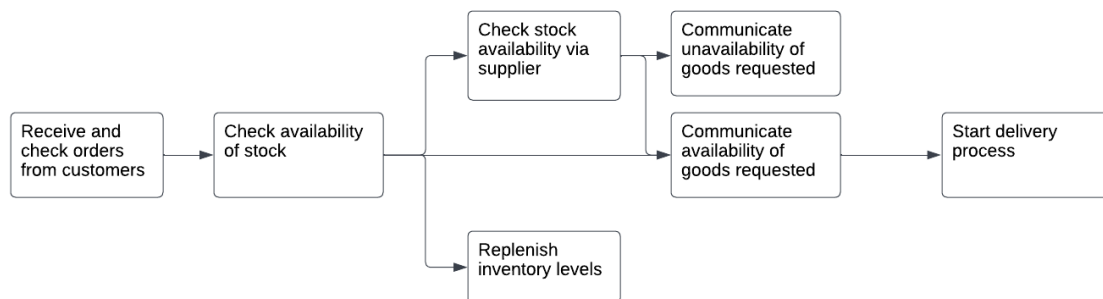


Fig 1 – Pampered Pets Business Processes

The individual activities in the business processes are done by human or Information System (IS). For example, the 'communicate availability of goods requested' or

'communicate unavailability of goods requested' could be generated by an e-mail messaging system or a staff. The business processes suitable for Business Impact Analysis (BIA) as illustrated at Fig.2.

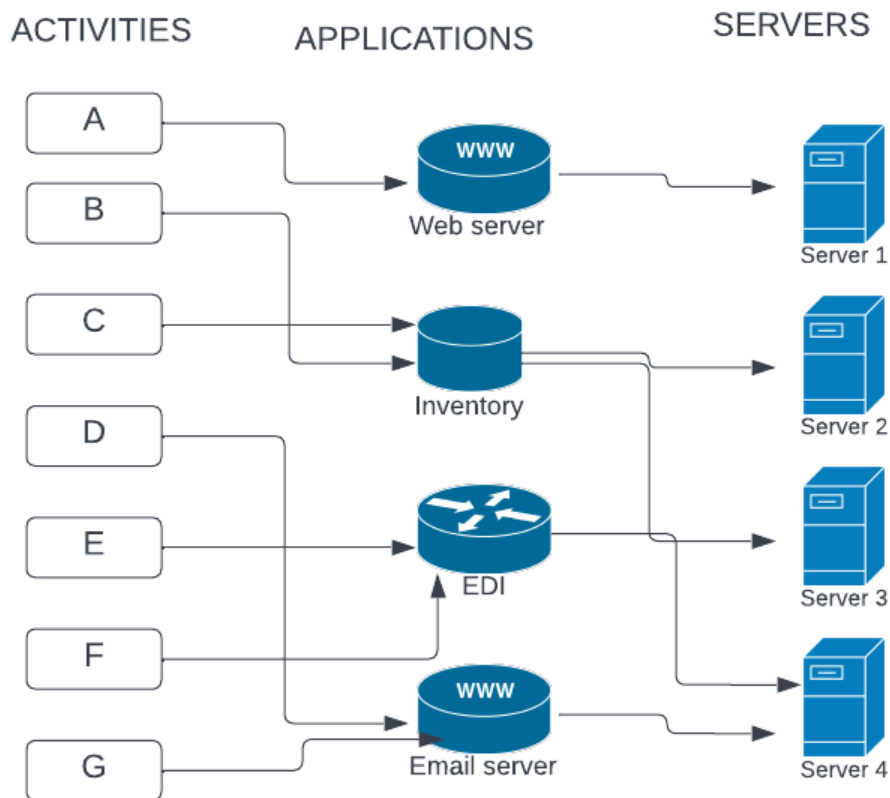


Fig.2 – Pampered Pets Business Impact Analysis Scenario

The Pampered Pets' BIA scenarios show that if server 4 crashes or experiences a performance degradation, the Electronic Data Interchange (EDI) and the e-mail applications will be impacted negatively. That will in turn affect the performance of activities D, E, F and G namely, communicate availability of goods requested, start delivery process, check stock availability via supplier and communicate unavailability of

goods requested respectively. Collectively, these activities are carried out to fulfil a purchase order from a customer. Some of the circumstances that could negatively impact businesses include sudden expansions, acquisitions or mergers, new technology implementation, natural disasters, global pandemic, cyber-attacks and interruptions in supply chain among others (Stojanovic, 2022). Although businesses have several parts, not all of them are equally critical to their survival. Stojanovic (2022) identified 5 critical areas in organisations that, if disrupted, could trigger negative reaction. These critical areas, namely, technology, people, process/policy and organisation have been modified to carry out the BIA at Table 1.

Business functions	Compliance & Regulations	Reputation	Financial	Mission
Purchase process	Low	High	High	High
Billing system	Low	Low	High	High
Supply chain	Low	Low	High	High
Information technology	Low	High	High	High
Information security	High	High	Low	High
Staff	Low	High	Low	High

Table 1 – Pampered Pets Business Impact Analysis

3.0 Staff Responsibilities

Key contact information

Name	Position	Main	Alternate
Alice	Manager	0712345670	0712345671
		alice@pets.com	alice@pam.com
Cathy	Shop Manager	0712345672	0712345673
		cathy@pets.com	cathy@pam.com
Andrea	Store Assistant	0712345674	0712345675
		andrea@pets.com	andrea@pam.com
Harry	Warehouse Mgr	0712345676	0712345677

4.0 Business Continuity Plan — Location Recovery

5.0 Disaster Recovery Plan — Information Technology Recovery

The Diagram below shows an environment where the system is running in both Production and Disaster Recovery. This is to ensure we meet the SLA of the Recovery Point Objective of one minute. We have ensured that each component has a backup in case of any hardware issue. The Database has replication back to a standby Database in a different Datacentres in case we have issues. The dotted lines represent backups being performed, which will follow a full back up over the weekend and incremental backups during the week. This ensures the data is kept in two separate locations if we need to ever restore.

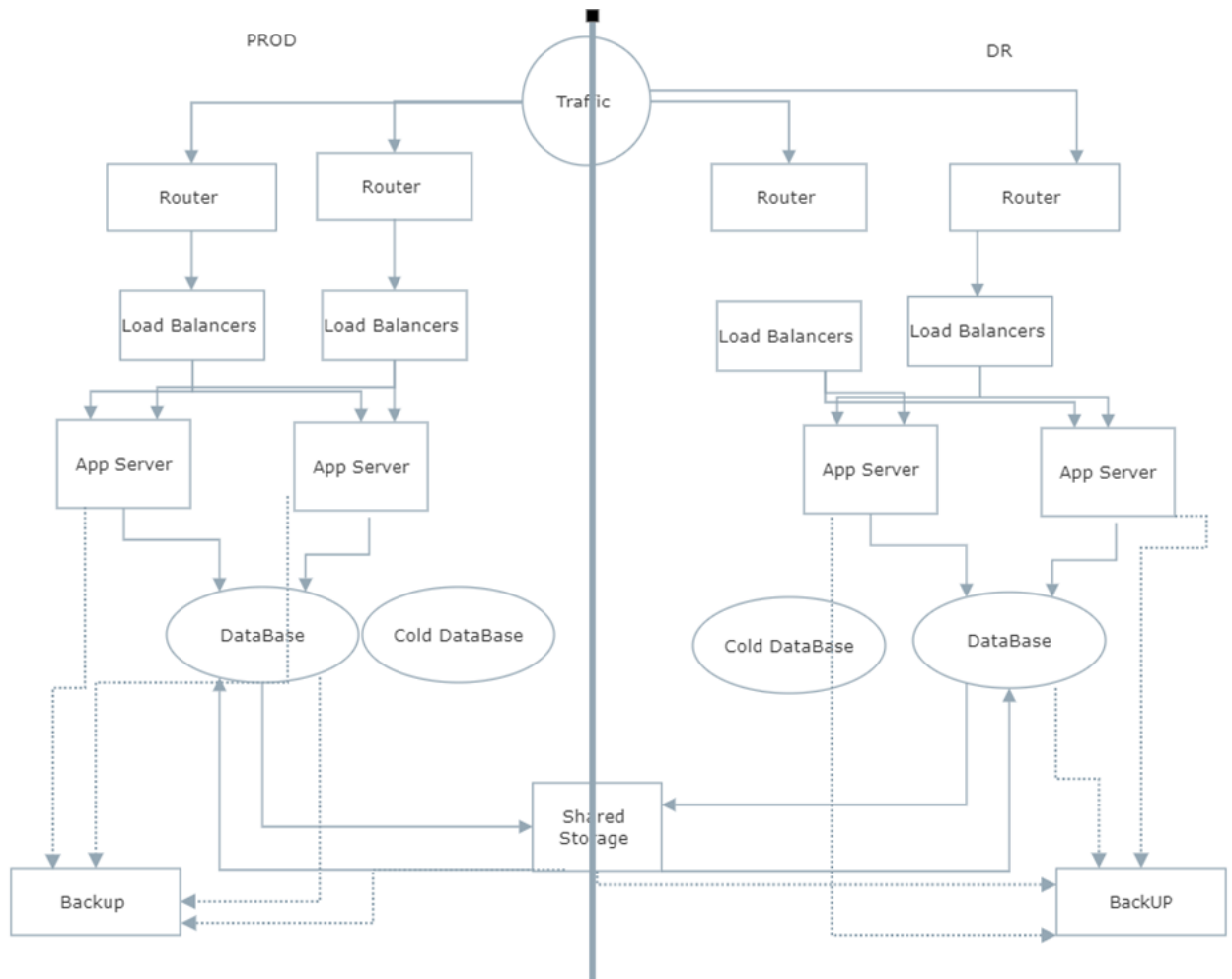
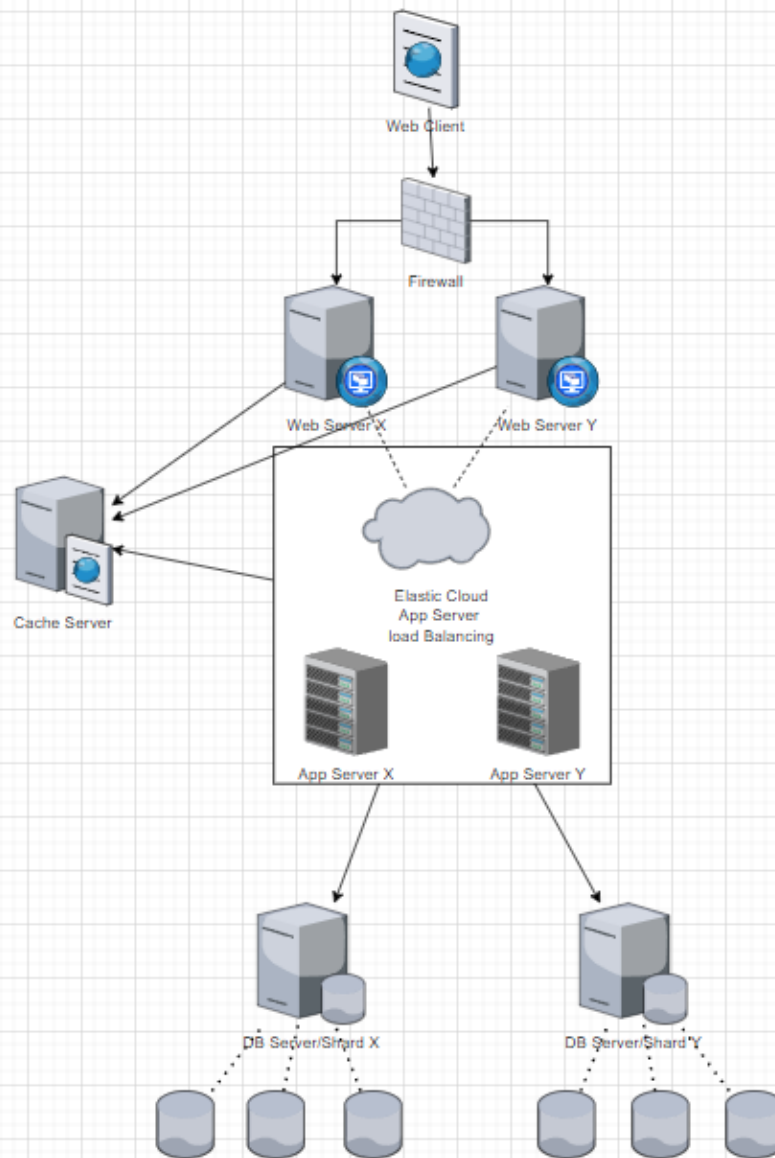
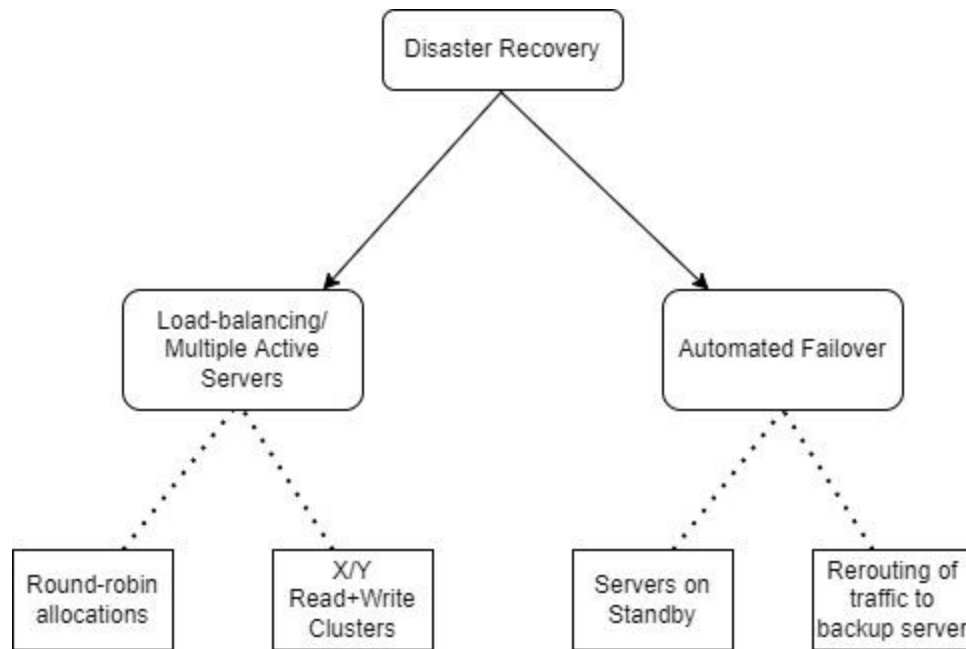


Fig 3 A cloud alternative to the On-Premise Disaster Recovery Solution

Enterprise Architecture





6.0 Conclusion

References

Krahulec, J. & Jurenka, M., (2015). Business impact analysis in the process of business continuity management. *Security and Defence Quarterly* 6(1):29-36. Available from DOI:10.5604/23008741.1152450. [Assessed on 10 October 22]

Stojanovic, F., 2022. A Step-by-Step Guide to Business Impact Analysis Reporting: Everything You Need to Know to Conduct and Report on BIAs. Available from: <https://databox.com/business-impact-analysis-report>. [Assessed on 10 October 22]

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