Chapter 3.1

Recovery management and Strategies

Aim

To familiarize the students with the concept of a business recovery strategy and the preparation of essential recovery plan to the survival of the businesses and also to ensure that company can restore important services and come back quickly to normal operations if a disaster strikes.

Instructional Objectives

Objectives of this chapter are:

- Explain the steps involved in business recovery strategies for recovery of business and technologies within the recovery time

- Compare different types of recovery strategies which help the organization to operate their mission-critical operations

- Evaluate the procedures and subsystems used in disaster recovery management in order to ensure business continuity

Explain The Steps Involved in Business Recovery Strategies for Recovery of Business and Technologies within The Recovery Time

Business Recovery Strategy

❖Importance

Identifies the loopholes in the system

Identifies the threats

Set the goals, aims and approaches for the recovery strategies

State when one or more plans of action relating to the approach need to be completed

Business Recovery Strategy

❖Factors

Detailed citations of all costs related to each possible alternative

Actual cost approximations for any outside help that might be required

Written contracts with chosen service providers for all such services

Possible continuation strategies if there is a total loss of the facility

Complete citations of findings and conclusions while making the report for the management of the selected recovery plan for feedback and approval

Steps in Developing Recovery Strategy

Planning

Risks

Facilities

Communications and Team

Keep the business operating

Quiz / Assessment

1) The recovery strategy helps the organization _____.
a)   To identify the loopholes in the system
b)   To identify the threats and risks facing by a company
c)   To find out the places where critical data, as well as assets, are stored
d)   To protect the business operations

2) Recovery plans are the predefined activities that management accepts in the event when normal operations are disrupted.
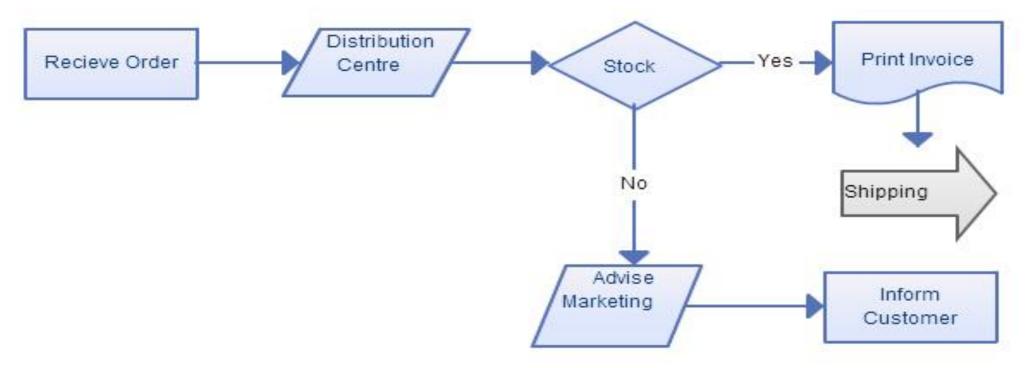a) True   b) False

Compare Different Types of Recovery Strategies which Help The Organization to Operate Their Mission-critical Operations

Types of Recovery Strategy

❖ **Business Process Recovery**

Example of an order for a product to illustrate a sample flow

Types of Recovery Strategy

❖ **Facility and Supply Recovery**

Restoration and recovery

Facility- Main building	Inventory- supplies, equipment

Telecommunication- voice, data	Documentation- application	Transportation- movement of equipment	Supporting Equipment- HVAC, Safety, Security

Types of Recovery Strategy

❖ **User Recovery**

Procedure, documents, and manuals

Communication medium

Ways of mobility and transportation

User workplace and equipment

Alternative site and its facilities

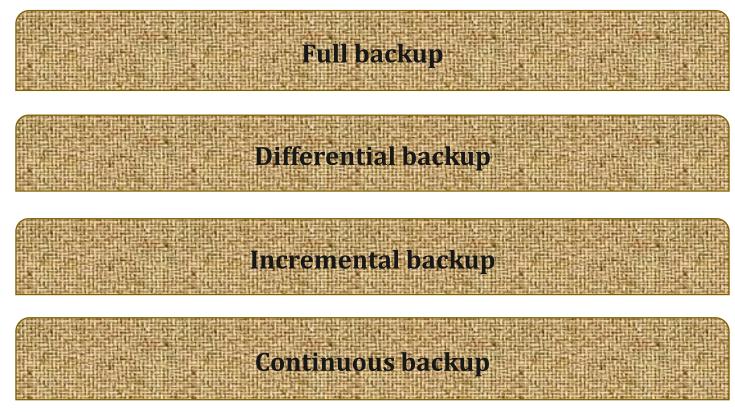# Types of Recovery Strategy

❖ **Operations Recovery :** Operations recovery focuses on stoppages caused by the failure of hardware equipment. The Two crucial factors, which helps in choosing the right product are as follows:

Mean time between failures (MTBF)

Mean time to repair (MTTR)

Types of Recovery Strategy

❖ **Data and Information Recovery:** Data interruptions includes backups, different types of backup methods are available

Full backup

Differential backup

Incremental backup

Continuous backup

Quiz / Assessment

1) A differential backup is _____backup performed in combination with a full backup.

a) A Complete
b) An Incomplete
c) An Incremental
d) A Continuous

2) _____focuses on stoppages caused by the failure of hardware equipment.

a) Operations Recovery
b) User Recovery
c) Facility and Supply Recovery
d) Business Process Recovery

Evaluate The Procedures and Subsystems Used in Disaster Recovery Management in Order to Ensure Business Continuity

Recovery Management

Recovery is an evolving and corrective process which includes the following activities:

Minimizing the growth of the cost of the disaster

Restoration of the emotional, social and physical well-being of individual and society

Taking chances to adjust to meet the physical, economic and environmental future needs

Reducing future threat to calamities and their associated risks.

Recovery Functions

Level 1

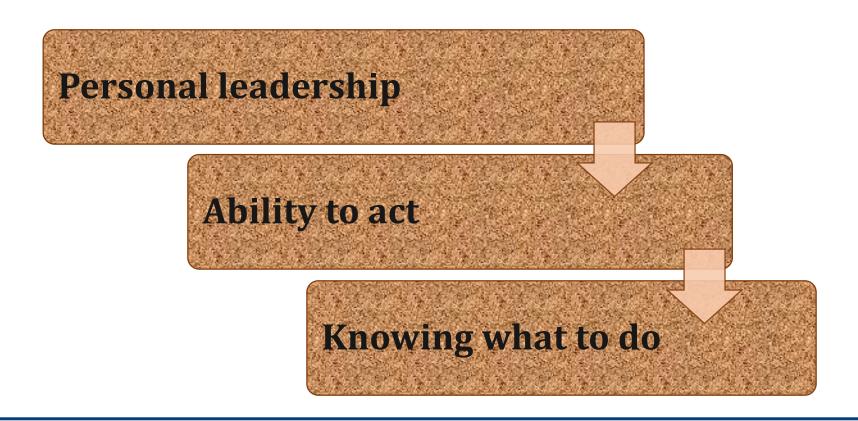- Management by the departments and agencies as per their services and programs

Level 2

- Coordinating agencies and departments for integrating the services

Recovery Management Structure

Emergency management researchers like Quarantelli6 came up with valuable insights over recovery process in the 1980s and 1990s. Following are the key factors emerged from the research:

Personal leadership

Ability to act

Knowing what to do

Generic Recovery Structure

Task Groups	Social Environment	Economic Environment	Natural Environment	Built Environment
Subtask Groups	Safety & Wellbeing	Individuals	Natural Resources	Residential Housing
	Health	Businesses	Waste Pollution	Commercial / Industrial Property
	Welfare	Infrastructure	Amenity Values	Public Building & Assets
		Government	Biodiversity & Ecosystems	Rural Farmland
				Lifeline Utilities

Quiz / Assessment

1) Recovery is an evolving and corrective process which includes_____

a) Minimizing the growth of the cost of the disaster
b) a complex set of the issues which can have long-term effects on the community
c) Developing effective disaster recovery
d) the synchronized efforts and procedure to achieve long-term holistic renewal of a community after a disaster

2) Communication that happens between recovery manager and the task or subtask groups is important for the coordination of tasks and building confidence in the community.

a) True   b) False

Summary

➤ Recovery plans are the predefined activities that management accepts in the event when normal operations are disrupted.

➤ The recovery strategy helps the organization in identifying threats, loopholes and set goals, aims and approaches, set plan of action relating to the approach need to be completed

➤ The Recovery team evaluate various factors to judge which strategy is the best to recover from a given disruption.

➤ There are 7 steps in developing a recovery strategy.

➤ There are 4 types of recovery strategy which company needs to follow based on the situation.

➤ Recovery management is a crucial part of any recovery process after disaster strikes, it includes recovery management structure and generic recovery structure.

e-References

- Business Process Recovery. Retrieved on 11th July 2017, from https://www.google.co.in/search?q=Business+process+recovery+example&oq=Business+process+recovery+example&aqs=chrome..69i57j0l5.13854j0j8&sourceid=chrome&ie=UTF-8

- Facility and Supply Recovery. Retrieved on 11th July 2017, from https://www.google.co.in/search?q=Business+process+recovery+example&tbm=isch&tbo=u&source=univ&sa=X&ved=0ahUKEwjD0MSKsIDVAhVLq48KHTR2AMMQsAQINw#tbm=isch&q=Facility+and+Supply+Recovery&imgrc=YX96tO-t6vYfkM:

- Recovery Management. Retrieved on 11th July 2017, from http://www.civildefence.govt.nz/assets/Uploads/publications/dgl-04-05-recovery-management.pdf

External Resources

1. Susan Snedaker (2013), Business Continuity and Disaster Recovery Planning (2nd edition) Syngress.

2. Harvard Business School (2004), Crisis Management Mastering Skills, Harvard Business Press

3. Jon William Toigo (2012), Disaster Recovery Planning: Preparing for the unthinkable (3rd Edition),