

## Sigma Disaster Recovery Solutions

### INTRODUCTION

While natural and other disasters are inevitable, IT managers can take measures to significantly reduce the impact in IT operations and business. The U.S. Department of Commerce recently stated that from 2003 to 2006, sixteen weather-related disasters caused more than US \$1 billion worth of damages. Information explosion and the digital work style are creating new challenges. A leading analyst firm estimates that up to 60% of corporate data exists outside the data center, meaning that if the only disaster preparedness is for core locations, over half of the data is unprotected.

The key to surviving such a situation is considering it ahead of time and planning how your agency or organization will respond and recover. Increasingly, IT managers are addressing these trends by developing and implementing a well-planned backup and recovery strategy for network outages and disasters. They are making incident response an integral part of the overall security policy and risk mitigation strategy.

The dependency of business processes upon the continuous availability of the technology infrastructure that supports them has never been as critical and far-reaching as it is today. Interrupt the IT infrastructure - especially normal access to data - and you effectively interrupt the business.

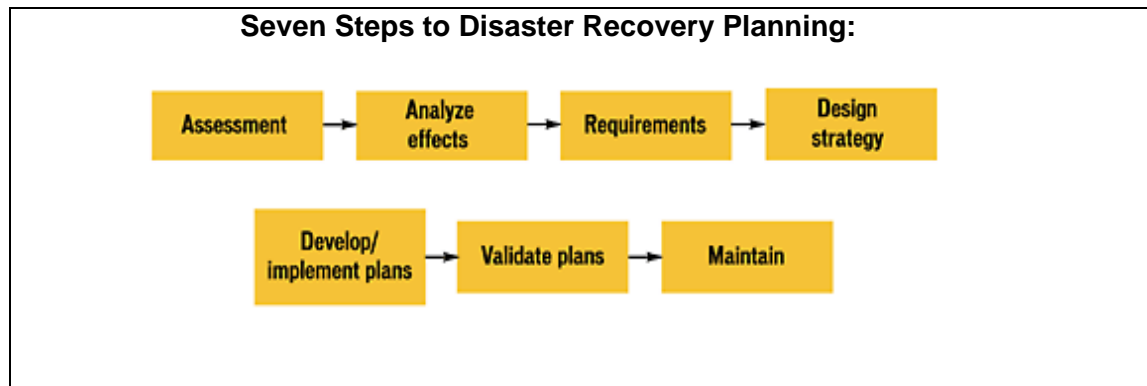
Our Disaster Recovery and Support Program consist of five fundamental support activities:

- Reviewing the business/disaster recovery plan and recovery strategies
- Verifying the data in the business/disaster recovery plan
- Continuing business/disaster recovery team development and training
- Continuing and enhancing plan rehearsals
- Consultant support to you in an actual disaster situation

## Methodology

Our holistic approach to Disaster Recovery closely matches and follows NIST 800-34 – Contingency Planning for Information Technology Systems.

### Sigma Technology Partners Disaster Recovery Methodology



#### Phase I – Project Planning

A kickoff meeting begins all projects where consultants consider organizational requirements, scope of the project, discuss project goals and verify contractual agreements. We then develop a project schedule using Excel or MS Project to follow and track project success.

#### Phase II – Recovery Analysis

- Risk Assessment (RA)
- Business Impact Analysis (BIA)
- Recovery Strategy Development & Recommendation

#### Phase III – Plan Development

Plan Development of Disaster Recovery

## Phase IV – Plan Testing and Exercises

Plan Testing

## Phase V – Plan Maintenance

Client Assistance and Support Program

## Risk Assessment (RA)

A Risk Assessment is a research and analysis process that considers your organization, your facility, its location and the area surrounding it. This process will help you identify your organization's vulnerabilities and the threats your organization is most likely to face. We will suggest mitigating actions you can take that will allow a reduction in risk levels. Vulnerabilities or threat factors that cannot be mitigated will figure prominently in the recovery strategies we recommend to you. The results of this assessment may be delivered and presented separately or as a section of a Recovery Assessment Report that we deliver to you.

### Risk Assessment Steps

- Fire suppression system
- Physical facility and network security
- UPS/Generator location, testing, fuel contract and suppliers
- Electric power grid feeds
- Telecommunication central offices used
- Multiple voice and data communication providers routing through same central office
- Computer threats
- Backup validation and off-site storage rotation schedules
- Vital records security and one of a kind documents

## Business Impact Analysis (BIA)

Sigma Technology performs a Business Impact Analysis (BIA) to identify your most critical functions and computer applications, and we quantify the potential impact over time upon your organization if these essential resources or applications are unavailable to perform their functions. We will publish and present the results of this analysis in the BIA report that is delivered and presented to you and any management interested. This BIA is part of a Recovery Analysis report.

## **Recovery Strategy Development & Recommendation**

We work with your staff to define your recovery requirements. We can help you examine the costs and potential benefits associated with recovering each function or computer application. Some organizations base plans off the recovery strategies; others determine recovery strategy during or after a plan is developed. For instance a plan may be developed for a bare metal restore situation then migrate over time to a more specific recovery facility plan or new computer network infrastructure plan.

## **Plan Testing and Exercises**

Before any recovery plan can be considered complete, it must be validated. A plan rehearsal is a “practice recovery.” It allows us to help you validate the strategies, procedures and recovery team structures we documented in your recovery plan. A plan rehearsal consists of either a mock disaster scenario this would be a table top exercise. Or we can conduct an actual test. This involves moving some of the critical applications or even business processes to an alternate facility or actually implementing recovery strategies and component testing these. We recommend that your recovery teams participate fully in the plan rehearsal, to validate team structure and responsibilities.

## **Client Assistance and Support Program**

Sigma Technology offers a comprehensive program for maintenance and enhancement of client's entire business continuity program.

Our Client Assistance and Support Program consist of five fundamental support activities:

- Reviewing the business/disaster recovery plan and recovery strategies
- Verifying the data in the business/disaster recovery plan
- Continuing business/disaster recovery team development and training
- Continuing and enhancing plan rehearsals
- Consultant support to you in an actual disaster situation

Sigma Technology recommends agencies and businesses evaluate update and test business/disaster recovery plan at least once a year. Under our plan maintenance program, we review entire disaster program as often as quarterly if organizations prefer it. Sigma interviews with recovery team members and other personnel within your organization as part of the review process. We visit your facility, check for changes in your operation and review your business/disaster recovery plan. We then produce a status report and present it to your project leader. The report gives you a current disaster recovery status and recommendation for procedural changes and/or recovery plan updates.