

IT and Disaster Recovery

For most organisations IT recovery is critical and manual workarounds are of dubious utility. However, the issue of IT recovery is often overcomplicated and miss-appreciated by the non IT workforce.

The questions below are high level but hopefully catalyze some thought and debate for options to ensure that the business continuity response is appropriately supported.

- 1. Have the recovery time objectives (RTOs) been checked with IT, based on the need to recover multiple systems at the same time?**

To be realistic and credible RTOs need to be based on the worst case scenario where multiple systems need to be rebuilt at the same time. Often IT will have been asked the question on a case by case basis.

- 2. In the case of needing recovery space, most often from a 'DR site provider,' have specific allocations as to staff seating been made which relates back to the BIA requirements?**

Also consider mutual aid seating with trusted clients and the reality of 'home working' which is seldom effective in the long term.

- 3. Is there a 'worst time' as opposed to worst case when the demands on the organisation are at a peak and the allocation of seats might need to be increased? E.g. year end, Merger & Acquisition, etc.**

Often the 'worst time' issue is hidden behind 'worst case' but it is frequently more likely to occur. Some temporary interim DR seating and IT access can usually be arranged from 'serviced office providers' but bear in mind you will be paying a considerable premium for their use.

- 4. Is the DR site in a location that is easy to find and is it 'acceptable' for client facing meetings?**

Frequently DR sites are in the outskirts of a town or city and do not offer large meeting rooms. Do consider 'retaining' some inner city office location.

- 5. How do you make staff 'working from home' still feel that they are a valued part of the response mechanism.**

It is worthwhile to schedule meetings for staff not allocated seats in the DR site to keep them personally briefed by senior management as to the progress made and their contribution to recovery.