
DR/BR Plans - Developing a Recovery Plan Maintenance and Compliance Program

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Agenda

- Objectives
 - Discuss the importance of having defined and published "Standards".
 - Discuss 3 important roles and responsibilities.
 - How does ITIL come into play?
 - Discuss Plan Maintenance Strategy
 - Discuss Recovery Plan Compliance
 - Discuss the importance of a solid Awareness and Education program
 - Don't forget the metrics to show the value!
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Our Disaster Recovery Plan Goes Something Like This...



What are Recovery Plan Standards?

■ Standards are formed after a review of:

- Best practices
- Industry standards
- The companies technology and business environment

■ Once created, the standards

- Will ensure that consistent and thorough plans are developed for the recoverability of the technology supporting the companies critical business processes.
- Should be established to meet companies strategies and goals relating to Business Continuity throughout the company.
- Cover all portions of Business Recovery Planning and related environments operated within the company or operated by, or contracted with, a third party by the company.

ITIL

- **The role of IT Governance for business recovery and disaster recovery plans must be clear.**

- Who has **accountability** to assure success?
- Who has the **responsibility** to ensure sustainability of the project?
- Who has the **authority** to influence and persuade?

- **Use Service Measurements for Metrics**

- See Metrics slides

Recovery Plans - “The Roles”

Plan Owner Responsibilities -

- Each BR and DR plan must have a designated management-level employee assigned to the Plan Owner role. This employee is accountable for the completeness and accuracy of a Business Recovery (BR) Plan or Disaster Recovery (DR) Plan.
- The Plan Owner will coordinate with the Plan Editor(s) to ensure the plan is in compliance and accurately documents the recovery strategy for all business processes that are part of the recovery plan.

Plan Editor Responsibilities -

- Each BR and DR plan must have two designated employees assigned to the Plan Editor role. This is an employee that has access to a recovery plan in the enterprise BCP tool (LDRPS) and manages all updates to all components of the respective BR/DR Plans.
- The Plan Editor works with the Plan Owner to ensure all updates are made on a timely basis and that the plan is accurate, complete and in compliance

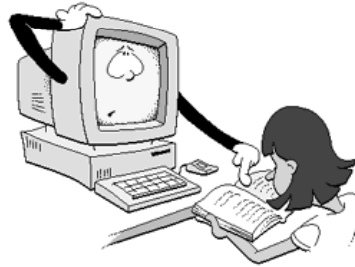
Plan Approver -

- Each BR and DR Plans must be formally approved by a designated Plan Approver. A Plan Approver must be a management level employee who will review the BR/DR Plan, once the Plan Editor has ensured the plan is complete. Plan Editor can not be designated to act as a Plan Approver.

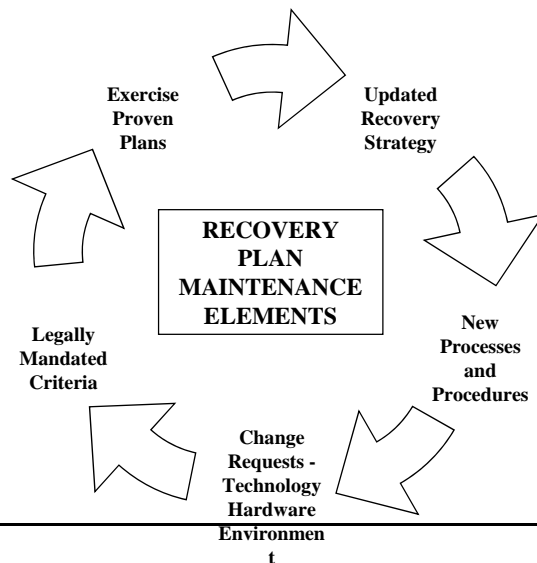
Plan Maintenance Defined

- **The management process of keeping a companies recovery plans up-to-date and effective.**

- Enterprise Plan Maintenance consists of the **governing processes** for reviewing the triggers that may necessitate changes to existing recovery plans. Plans must contain up-to-date procedures to enable the recovery within the defined critical time frames.



Plan Maintenance Elements

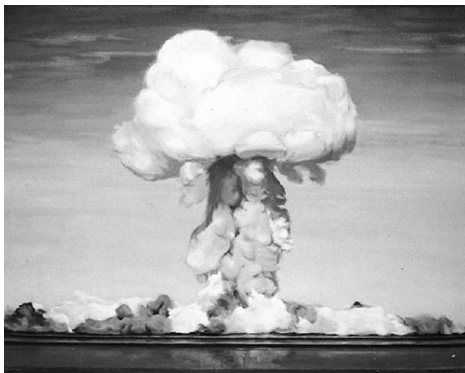


3 Phases of Plan Maintenance



- **PHASE 1** - Quarterly Compliance using LDRPS 10.3 customized reports.
- **PHASE 2** – A well structured Post Exercise Phase of an Exercise Process.
- **PHASE 3** - Monthly Change Request Follow Ups.

Why Plan Maintenance and Compliance?



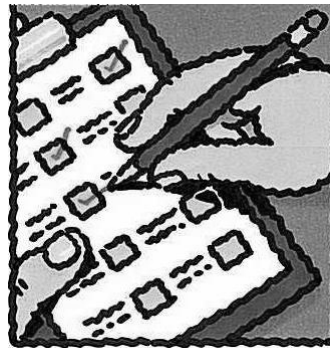
- Since technology is such an important component of the business, the ability to restore in the event of a disaster is just as important as placing control on changes. Therefore as change is introduced, the importance of keeping the relationship between what is being changed and the potential updates to recovery plans a top priority

Phase 1 - Quarterly Compliance Reporting

- Set up Compliance Reports within LDRPS
- The output should be in Microsoft Excel. These reports can be sorted and formatted.
- Two reports:
 - Compliant
 - Current Information in fields
- Ability for users to run a supporting Self-check Compliance report at any time.

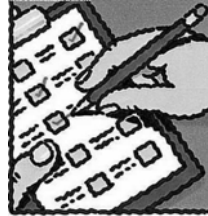
Example of a Business Recovery Plan Compliance Check list

- Number of employees assigned in the BR Plan
- Every employee is assigned to the Call List
- An Initial Meeting Place is defined
- Recovery Teams are defined
- Every employee is assigned to a Recovery Team Position
- Recovery Tasks are assigned to every Recovery Team Position
- BR Plan is updated annually
- BR Exercise is performed annually



Example of a Disaster Recovery Plan Compliance List

- Officers Name is assigned
- Cost Center assigned
- Plan Owner is assigned
- Plan Approver is assigned
- Plan Editor assigned.
- Recovery team responsible is listed
- Date the plan was last updated. (1 year)
- Date the attached document was last updated.
- Exercise score and date (annually)
- Tabletop exercise date (annually)
- Plan Approver has approved the plan each year.



Timelines



- All business recovery and disaster recovery plans residing in LDRPS will be checked quarterly to ensure they are compliant.
- Quarterly report is run on the 1st business day of the following months: December, March, June, September.
- Each Plan that is not compliant will be given 30 days to update their plan so that they are compliant.
- Follow ups – Non compliant reports will be followed up with the next run of the report.

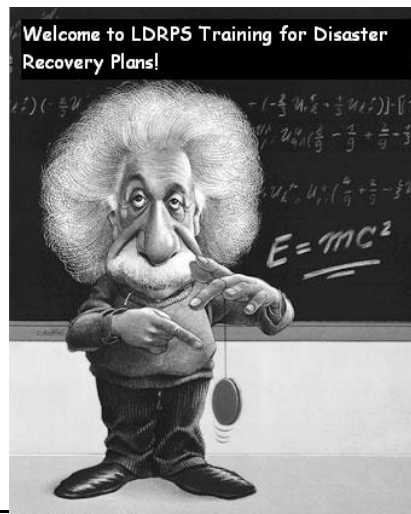
Benefits of Plan Maintenance and Compliance Program

- **Obsolete plans can be identified and deleted.**
- **Older but active recovery plans will be reviewed and made accurate.**
- **Recovery plans will be in the same format with the same content.**



Education and Awareness Program

- **BCP Monthly Newsletter**
- **BCP Web Site**
- **Annual Technology, critical applications, and critical business area staff meetings.**
- **E-mail Spam to Plan Owners, Plan Editors, and Plan Approvers**
- **LDRPS Training sessions**



Compliance Metrics

- Metrics show the value to the Business of your work. Use ITIL Service Measurement steps.
- No “Leaders” want their name to appear on a “Non-Compliant” report.
 - Define what is to be measured.
 - Know what your capabilities are to gather measurements.
 - Gather the data
 - Process the data
 - Analyze the data
 - Use the information
 - Implement corrective actions

Question Time



- This is the point in the presentation that I set aside for questions to be asked, however if you don't ask questions and tell me that I did a great job, the meeting can be over!