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Customer Success Is Our Mission



Information Technology Continuity Uncensored

IIA Dallas Chapter October Monthly Meeting

Wendy Nelson, CBCP, PMP
IIS IT Service Continuity Manager
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Evolving IIS Preparedness

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Session Sneak Peak

- IT Continuity Challenges
- IT BIA/TRA Responsibilities
- Things an Audit of IT Continuity Usually Miss
- Strategies for Audit of IT Continuity
- Discussion time

IT Continuity Challenges

- **Complacency**
 - It's not a matter of "if", it's a matter of "when"
 - Can't care more than "the business"
- **Increasing technology complexity**
 - Requires more SMEs to support and recover
 - System interdependencies
 - Enormous data
- **Budget constraints**
 - Resources – financial and people
 - Outsourcing of IT
 - Funded recovery solutions
- **Aging hardware and software**
 - Related to budget and complexity
 - Might not be able to replace

IT BIA/TRA Responsibilities

- **Business Impact Analysis (BIA)**
 - Not usually owned by IT; “the business” responsibility
 - Must balance business expectations for RT and RP (RTO & RPO)
 - Identify IT interdependencies
- **Threat and Risk Assessment (TRA)**
 - Understand threats to IT in order to determine the proper level of protection
 - Perform risk analysis on IT teams not just locations
 - Consider including ‘Human Error’ as a threat
- **Items owned by “the business” not IT**
 - Manual interim business processes/plans
 - Funding of solutions
- **Items owned by IT**
 - Impact analysis of each functional IT area (server, apps, network, etc.)
 - Document IT interdependencies
 - Restoration of the IT “service”
 - Prioritize recovery based on business criticality

Things an Audit of IT Continuity Usually Miss

- Backup Usability
 - Timing issues, missing data, invalid backup, synchronization requirements
 - Solution: Have to perform actual restore or at least do a deep dive on backup restore environment

- IT Recovery Issues
 - Plan assumptions, software license keys, aging hardware and software
 - Solution: Audit these items carefully! Do a deep dive in IT Continuity plans for these items

- Undocumented Business expectations
 - Missing BIA/TRA and/or any kind of business analysis
 - Solution: Understand the gap between business objectives (RxO) to the IT recovery solution capabilities(RxC)

Strategies for Audit of IT Continuity

- We [IT] want you to ask the tough questions, however, we will only answer what you ask
- Listen for either “if” or “when” and take appropriate action
- Deep dives on process and jobs performing off site backup
- Configurations, configurations, configurations
- For IT, a conference room plan will not work

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Your turn
Questions, Comments,
Other Discussion Interests

Open Discussion

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Acronyms Used in Presentation

- BIA – Business Impact Analysis
- CBCP – Certified Business Continuity Professional
- CIP – Critical Infrastructure Protection
- IIS – Intelligence and Information Systems
- IT – Information Technology
- PMP - Project Management Professional
- RA – Risk Assessment
- RPC – Recovery Point Capability [IT's proven recovery point in time]
- RPO – Recovery Point Objective [amount of data can you afford to lose]
- RTC – Recovery Time Capability [IT's proven ability to deliver business recovery time objective]
- RTO – Recovery Time Objective [maximum tolerable amount of time without IT service]
- T&V – Threat and Vulnerability assessment
- TRA – Threat and Risk Assessment