Reliable Solutions Group

Disaster Recovery Planning

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2 GLOSSARY OF TERMS

DR	*Disaster Recovery*	**RTO**	*Recovery Time Objective*
DRP	*Disaster Recovery Plan*	**RPO**	*Recovery Point Objective*
IT	*Information Technology*	**RSG**	*Reliable Solutions Group*
LAN	*Local Area Network*	**SIP**	*Session Initiation Protocol*
MPLS	*Multiprotocol Label Switching*	**VPN**	*Virtual Private Network*
NOAA	*National Oceanic and Atmospheric Administration*	**VoIP**	*Voice over Internet Protocol*
PBX	*Private Branch Exchange*	**VPN**	*Virtual Private Network*

3 ABOUT DISASTERS

A disaster is typically associated with environmental events such as floods, tornadoes, fires, etc. However, a disaster as it relates to a business includes: phone/Internet outages, server/network hardware failures, database/software corruption, security breaches/data theft, etc.

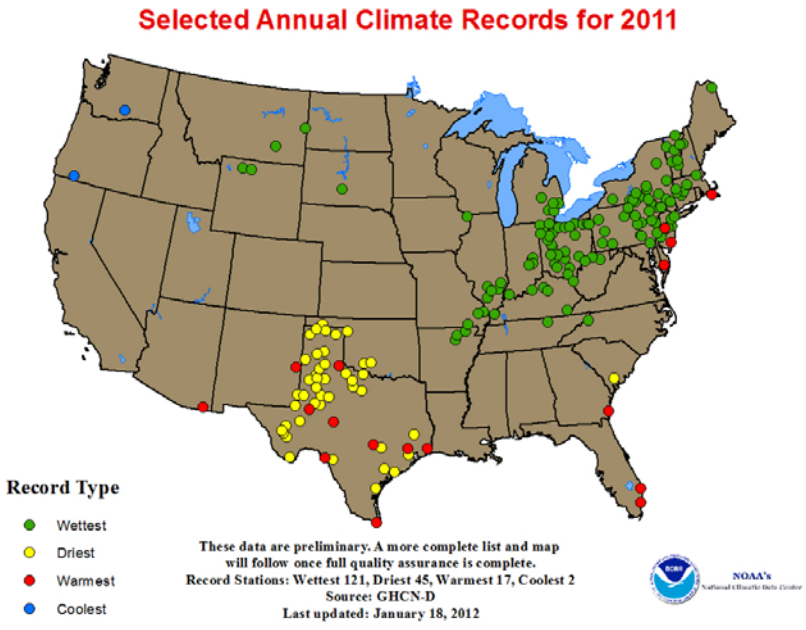
At RSG, we generally define a technological disaster as any incident causing downtime to a business. Regardless of the circumstances, being "offline" for an extended period of time can have a devastating impact on productivity.

4 THE STAGGERING STATISTICS

According to National Oceanic and Atmospheric Administration, (NOAA) scientists, [1]2011 was a record-breaking year for climate extremes. Much of the United States faced historic levels of heat, precipitation, flooding and severe weather.

[2]A survey by The Hartford on Superstorm Sandy victims found that small businesses took an average of seven days to reopen, and of 451 New York Tri-State area business owners impacted by the catastrophe, found:

- 74% had to close their doors for a period of time.
- 71% experienced power outages.
- 11% said their buildings suffered structural damage.
- 52% said they experienced loss of sales or revenues.
- 36% called the overall impact on their business significant.

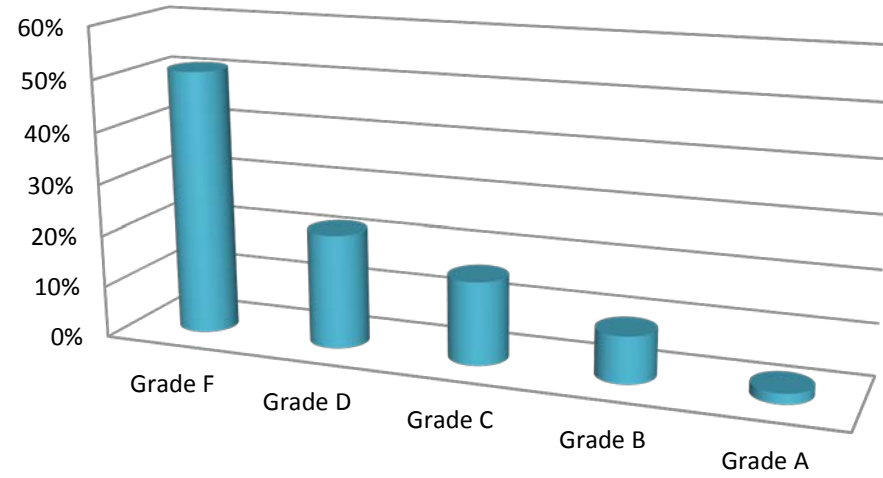


Fast forward to today and businesses are still failing at DR readiness. New data is even more troubling. Results from the 2014 Disaster Recovery Preparedness survey found, [3]nearly one in four respondents never tested their DR plans; one-third only test their plans once or twice a year and when companies do test, more than 65% do not pass their own DR tests.

5 NOT MAKING THE GRADES

[4]Based on hundreds of responses and results of the 2014 Disaster Recovery Preparedness Survey, most companies are placing their business operations at risk by not being properly prepared to recover IT systems in the event of a disaster.

According to the survey, nearly 3 out of 4 organizations are at risk of failing to recover from a disaster or major outage. The following chart depicts a grading scale of the respondents with 51% receiving a failing grade.



	Grade F	Grade D	Grade C	Grade B	Grade A
DR Benchmark Results - Grading Scale	51%	22%	16%	9%	2%

Most of the surveyed participants also reported they have no documented Disaster Recovery plan and/or metrics for Recovery Time Objectives, Recovery Point Objectives and failover.

6 OBJECTIVES OF A DR PLAN

Being prepared in the event of a disaster is essential. In a Disaster Recovery Journal article, Geoffrey H. Wold states, [5]"The primary objective of DR planning is to protect the organization in the event that all or part of its operations, are rendered unusable… the planning process should minimize the disruption of operations and ensure some level of organizational stability and an orderly recovery after a disaster."

Mr. Wold also lists the following benefits and objectives in designing a DRP:

- ✓ Providing a sense of security
- ✓ Minimizing risk of delays
- ✓ Guaranteeing the reliability of standby systems
- ✓ Providing a standard for testing the plan
- ✓ Minimizing decision-making during a disaster
- ✓ Reducing potential legal liabilities
- ✓ Lowering unnecessarily stressful work environments

7 QUESTIONS, QUESTIONS AND MORE QUESTIONS

Many considerations must be addressed in a DR Plan. Most certainly budget, staff limitations and regulatory compliance issues should be heavily assessed. An additional crucial issue is whether to design a DRP solution in-house or outsource to a specialist.

In a Forbes article entitled [6]'Five Questions CIOs Should Ask When IT Disaster Recovery Is In-House,' JP Blaho of SunGard AS lists the following as pertinent questions to ask:

1. Do you fully understand the business impact of downtime by application?
2. Can you afford to do IT disaster recovery in-house?
3. Do you have the in-house expertise for DR?
4. Are you confident you are recoverable?
5. Do you have a robust IT DR plan today?

If the answers to the above questions are no, it is vital to work with a Solutions Consultant/Provider that can guide your organization along the path of a comprehensive recovery solution.

8 SUMMARY

[7]In a real disaster, it is enormously helpful to have resolved priorities and the optimum actions and sequence far in advance, put together in an easy checklist. Albert Einstein said "Everything should be made as simple as possible, but no simpler." This is important advice for disaster planners.

Data protection and the ability to recover a system at any point in time is of the highest priority. Whether it is replicating servers offsite, "spinning up" virtual machines or employing the use of mobile disaster recovery units; Reliable Solutions Group, LLC provides wide-ranging solutions for businesses of all sizes. For assistance in designing a flexible, redundant and robust Disaster Recovery Plan, contact RSG today!

9 CITED REFERENCES

1. NOAA: http://www.noaanews.noaa.gov/stories2012/20120119_global_stats.html
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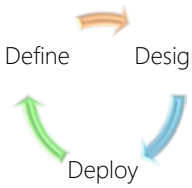
7. Unitrends Whitepaper - The 7 Deadly Sins of Backup and Recovery: http://www.unitrends.com/resources/papers/white-papers/the-7-deadly-sins-of-backup-and-recovery

10 ABOUT RELIABLE SOLUTIONS GROUP, LLC

As your Total Technology Solutions Provider, we solve bigger business problems than just providing services. We understand the processes involved and work in a manner that fits your business. We can effectively supplement your existing staff or we can serve as your trusted in-house technology resource.

We promise for every customer to measurably increase productivity, lower cost, eliminate waste, and improve the communication between our clients and their customers. Special care is taken to only implement those technologies that are proven and deliver long-term sustainable solutions.



Businesses of all sizes rely heavily on technology. The consequences of downtime, performance bottlenecks and security breaches can have a devastating impact on productivity. At Reliable Solutions Group, LLC, we are committed to helping our clients **define**, **design**, and **deploy** Cloud, Information Technology and Telecommunications solutions and services that will help grow their business. Let our expert team with more than 35 years of collective, hands-on experience, simplify the enterprise for you!

Cloud Computing	Total Telecom	Worry-free IT
Cloud Servers/Managed Solutions	VoIP / SIP / Hosted PBX	Network & Server Management
Cloud Storage/Disaster Recovery	Voice Services	Desktop Support & Helpdesk
Hosted Exchange	Fiber / Ethernet / MPLS	Information Security & Data Protection
Office 365	Data Services	Data Storage
Hosted PBX	Complete Telecom Management	Auditing and Strategic Planning
Unified Communications		Procurement & Asset Management

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