



Agility Recovery

Prepare to Survive

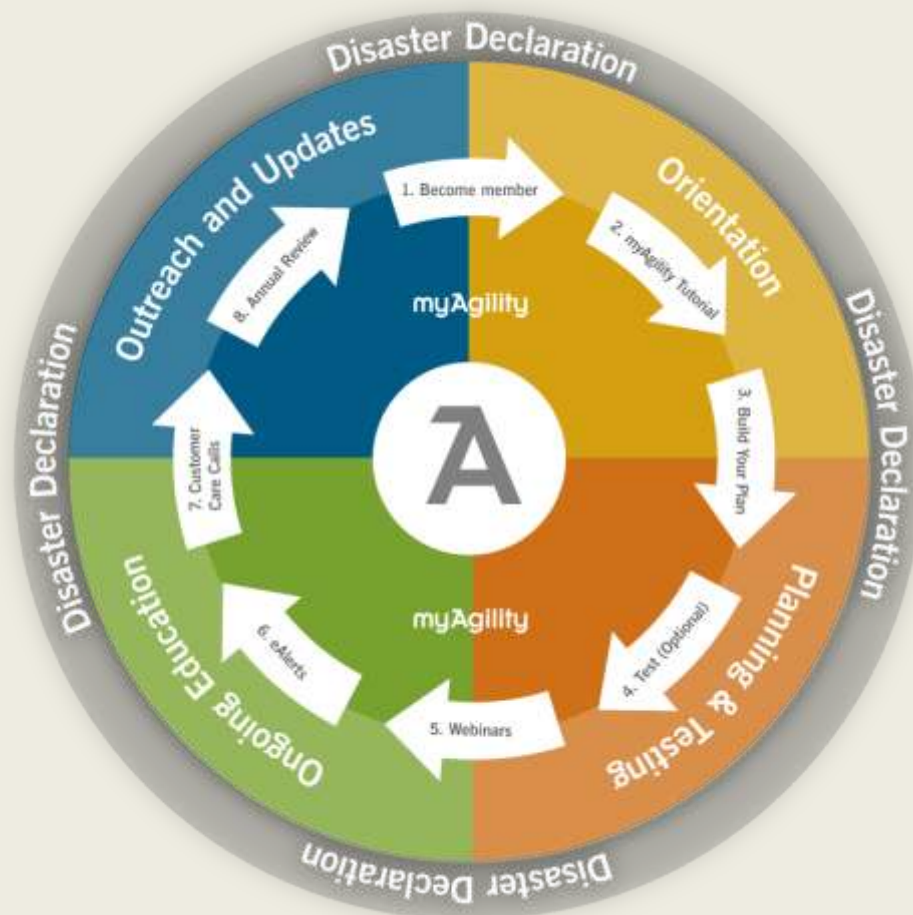
Business Continuity Plan Testing

Wiley Boutwell

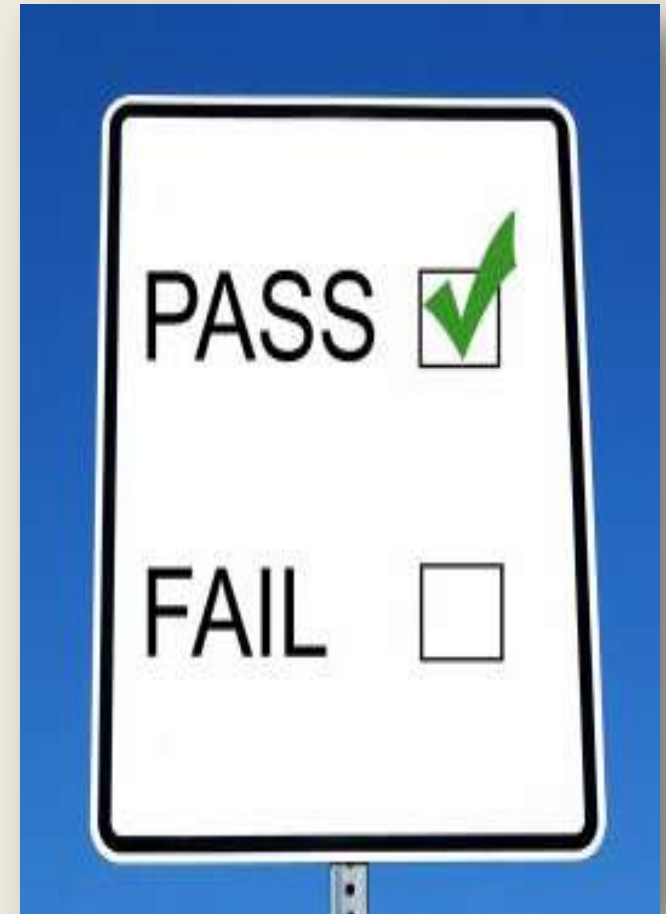
Area Director, Agility Recovery

For Audio: (1) Listen through PC speakers, OR (2) Dial **773-945-1011** and use access code **376-087-396**

- Testing Misconceptions
- Reasons to Test
- What to Test
- Suggested Approaches
- Building a Team
- Learning from the Results



- Pass/Fail exam of the people or plan
- Validation of backup data
- Reading through the plan
- One-time project

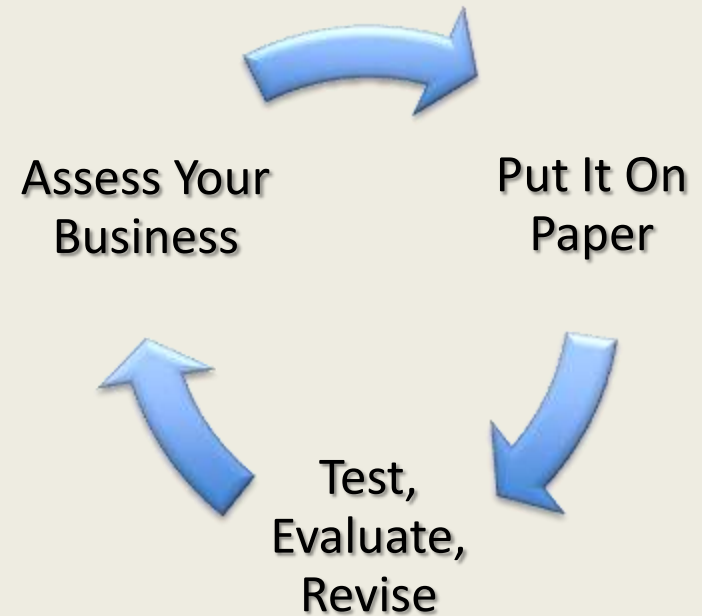


What does a good test accomplish?

- Compliance
- Customer demands
- Validate and improve plan: reduce recovery time and COST
- Increase employee and community confidence
- Set realistic expectations with participants
- **Practice makes perfect**



- Do an annual test and then update the plan.
- Make sure to re-train employees when making changes to the plan.
- Publish test results as addenda to your plan so your test program can evolve and grow.



Simple vs. More Complex

- Table-top vs. Hands-On
- IT focus vs. Business focus
- Internal vs. Supply Chain



Focus on functions that are:

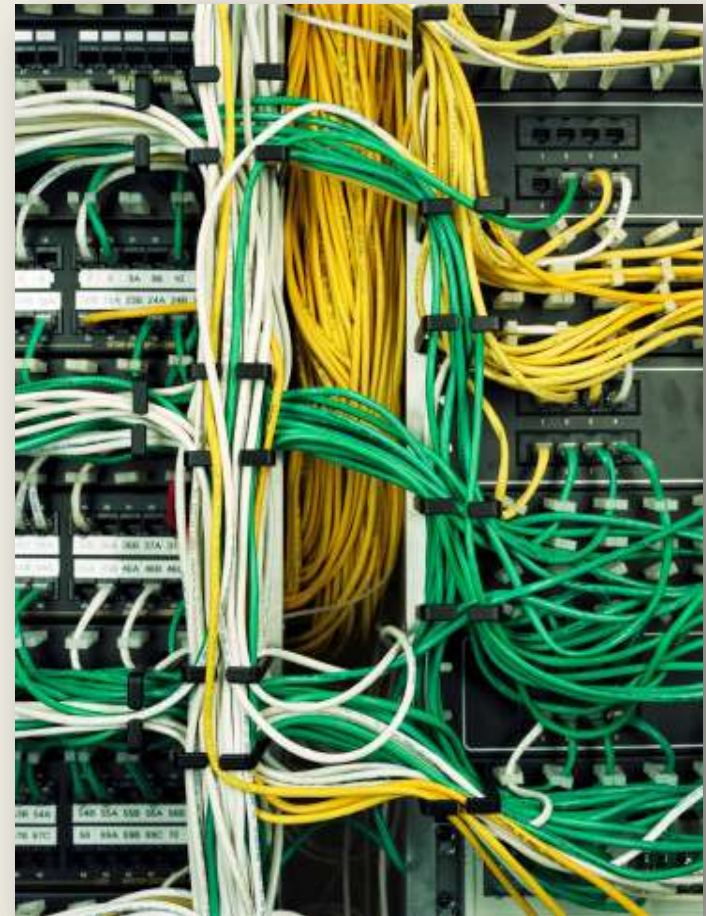
- Critical
- Weak or unreliable

Get input from participants on what they hope to learn

Get an expert outside opinion

Common Elements:

- Local Servers
- Phones – inbound/outbound
- Supply Chain
- Workflow – manual processes
- Emergency Communications



- Business Continuity Plan
- People - Employees & Community
- Building - Current office(s) & recovery sites
- Power
- Connectivity - Telephony & Internet
- Technology - Hardware, software, & support



- Drill for relevant threat(s)
- Plan ahead for area evacuations
- Hold managers responsible
- Vary hazards presented
- Practice and time office lock-up
- Request Feedback



If you can reach your people you can create solutions

Store your complete plan online

- Resource needs for recovery
- Internal communication strategy
- Messaging service to email/text/voice
- Upload critical files and templates
- Requires Internet (have hard-copies too)



Challenge assumptions

- Whatever your plan says, make sure it works
- Backup if plan A fails to reach everyone (alternate numbers, physical meeting place)
- Regular training to set expectations
- Public relations

- Power Failure
- Phone Failure
- Internet/Network Failure



Primary Goal: Restore 3 critical servers from backup media

- Which are critical? Email, database, customer mgmt system
- Restore method? Tape, disk, online, image, virtual machine

Secondary Goal: Validate network and Internet access

- For which files/applications do I need to confirm access?
- Are the speed and reliability acceptable for use in recovery?

Tertiary Goal:

- Inbound/Outbound Phone calls with home office
- Restore workstation/PC software
- Printing, scanning, faxing
- Identify workflow changes

Take notes during the exercise

- What was the task or issue?
- When was it started/identified?
- Was it resolved? How?

Review the findings with participants

- As test is completed
- Again after notes are compiled

Assign responsibilities for open items

Update and distribute written plan

Notes for consideration on next test



- You need to test your plan
- Build business continuity testing into the budget and your company culture
- Many ways to test, so be creative
- Use available testing experience and resources
- Identify goals to ensure *valid* results
- **Success** means improving your Plan and ability to recover from disaster



Questions?

Submit questions using the Q&A Function on the screen.