

## Introduction to Disaster Recovery and Elate IT Services

Last few year events such as earth quakes, tsunamis, floods and massive fires have forced us to think what we consider as reliable and safe solution. These events brought about the loss of essential services, causing widespread panic and confusion amongst a population and business in those areas.

What is disaster? According to latest definition of Disaster in IT, "anything that derives you out of business."

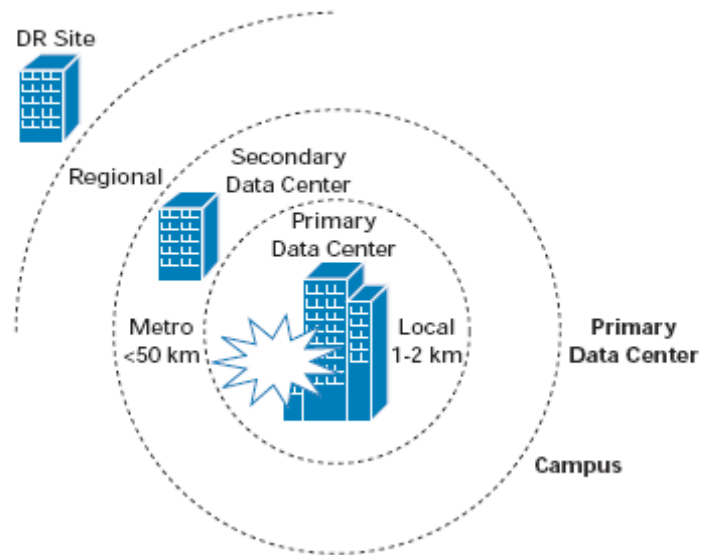
Most of the businesses in areas affected by disaster were never able to resume their business, 40% went out of the business in one year and 54% never achieved their targets in next 5 years.

Unfortunately, according to a META Group article, only 20 percent of the Global 2000 currently claim to be prepared with some type of Disaster Recovery Plan (DRP).

According to survey done by Booz Allen Hamilton, 9 out of 10 CEOs of companies with annual revenues of more then \$1 billion or more have personally reviewed disaster recovery documents themselves. Even after all that according to survey by IPA small business research board only 21% of the small companies have DRP procedures in place. While that figure goes up to 75% for large organizations

Companies having backup systems in there secondary data centers have suffered too, considering the fact of affect of disaster.

Disaster Radius of a Data Center



Companies most affected during these disasters were SME (Small to Medium scale Enterprises) and cause being obvious that those companies never had procedures or plans

to overcome these events, they thought that “we don’t need them, there is nothing important that we can’t get to”

All organizations whether commercial or governmental rely on some form of technology to manage their operations. A disruption to the availability of any of these resources, if even for a few hours, can have serious consequences for their ability to function at normal capacity. For organizations that provide mission critical services such as power plants, telecommunications facilities, and national defense agencies, disruptions are just not acceptable.

Organization of procedures and plans to overcome these events determine which company can be intact on other side and which never arrives.

There are number of stories on internet on how DRP saved a company and number of stories from other side of the ocean saying how not having DRP made it nearly impossible for a company to restart its businesses.

In competitive world we live in, a small failure such as email or website can have adverse effect on your clientele and reputation as being a reliable service provider.

This document introduces us to some basics of DRP and how Elate IT can help your company during these processes. There are number of documents on internet about DRP so this document will only serve as a start.

## **What is a Disaster Recovery Plan?**

Many people ask why we need a disaster recover, I guess above explanation of events summarizes the answer, if you don’t want to lose your company and with it your life and savings then you must have a disaster recovery plan. A DRP is an insurance policy; you pray that you'll never need to use it but you'll be glad you have it if you ever do

In this section we are going to talk about disaster recovery plan in more detail, its parts, steps and some examples.

In very simple words A disaster recovery plan (DRP) often referred to as a business continuity plan (BCP) is a comprehensive set of measures and procedures put into place within an organization to ensure that essential, mission critical resources and infrastructures are maintained or backed up by alternatives during various stages of a disaster.

There are few things to consider in this definition, first that it is not just any other technological structure but it is set of procedure and rules and needs specialized people to devise and implement.

Secondly many organizations feel that they have the man power and expertise to implement an effective disaster recovery plan themselves but actually they are trying to

minimize the expenditures but exposing themselves to unprofessional and none specialized planning.

A DRP must look into many things but at least it should address following areas.

1. **Prevention** (pre-disaster): The pre-planning required using mirrored servers for mission critical systems, maintaining hot sites, training disaster recovery personnel to minimize the overall impact of a disaster on systems and resources. This pre-planning also maximizes the ability of an organization to recover from a disaster
2. **Continuity** (during a disaster): The process of maintaining core, mission-critical systems and resource "skeletons" (the bare minimum assets required to keep an organization in operational status) and/or initiating secondary hot sites during a disaster. Continuity measures prevent the whole organization from folding by preserving essential systems and resources.
3. **Recovery** (post-disaster): The steps required for the restoration of all systems and resources to full, normal operational status. Organizations can cut down on recovery time by subscribing to quick-ship programs (third-party service providers who can deliver pre-configured replacement systems to any location within a fixed timeframe).

Disaster recovery and business continuity planning, however, involves more than just a series of technology based system recovery procedures. A DRP needs to include contingencies for the loss of:

- **IT infrastructure:** Network, Internet access, data and application servers.
- **Building facilities:** Primary power sources, water, heating.
- **Communications:** E-mail, landline telephone, cell phones.
- **Personnel:** Key personnel required to take action during a crisis.

Elate IT is proud to present a solution which deals with all these parts, from providing Networks and IT infrastructure to supporting and backing up data of the company. If needed Elate IT can also provide human resources till recovery of company.

## What DRP Can Do For You?

SME that doesn't provide any essential services may find it cost ineffective, or even unnecessary, to implement a full scale DRP beyond keeping off site backups and maintaining a basic set of server power down procedures. Considering the fact that because SME doesn't have required backup and financial support so it will be harder for them to bounce back from any disaster, as according to new studies 40% of SME can never start their business after any disaster.

SO Now You Think Do You Need DRP Or NOT?

Larger enterprises with mission critical data and systems, however, must consider a more extensive solution in order to prevent a total collapse and cessation of operations.

But DRP necessity as well as the size and scale of the DRP really depends on the purpose of the organization and the importance of business continuity during a disaster and this is where Elate IT has its experiences , we provide customized company based solutions according to needs and size of the company. For example some company may require online backup , which manages their servers at Elate IT continuously but some companies might be happy to backup there data once in three days , Elate IT provides solutions keeping in mind customer satisfaction and main goal of DRP , to recover in case of disaster.

So, why a DRP? They protect an organization in many ways:

- Provides a greater sense of security.
- Ensures a certain level of system and resource stability during a disaster.
- Minimizes system downtime and recovery time.
- Minimizes the risk of permanent loss of core assets or the entire organization.
- Minimizes confusion during a disaster.
- Minimizes the amount of decision-making during a high-stress time when emotions will be running high.
- Provides a platform in which to simulate various disaster recovery scenarios.
- Ensures the reliability of secondary systems such as hot sites and server mirrors

## Elate IT Working For You

We at Elate IT work with our customers to first identify the threats to the organization so resources and recovery can be prioritized , making the recovery process easy and quick.

Risks can be classified in following

- **Technological:** Server crashes, power failures, virus infections, denial of service attacks.
- **Human:** Theft, vandalism, acts of terrorism, political unrest.
- **Natural:** Fires, floods, earthquakes, storms.

The aim of Elate IT during the initial phase of disaster is to ensure that the customer's organization is able to maintain its mission critical functions during the crisis. Disaster recovery personnel must know exactly what resources technology, information, personnel need to be available and what can be powered down or redirected towards other more important tasks.

Elate IT take the process of DRP more then just a department or company work but believes that a complete DRP requires interaction and feedback of client and all departments associated with the company.

Elate IT divides customer's recovery process in steps and deals with them accordingly; resources can be identified in following three classes.

- **Mission critical:** Systems and resources that must be recovered within minutes or hours of the disaster.
- **Important:** Systems and resources that must be recovered within a day (24 hours) of the disaster.
- **Non-essential:** Systems and resources that can be recovered within several days or weeks of the disaster, or until the crisis has passed.

## Services By Elate IT

### Improved Revenue Protection

A solid business continuity plan supported by the right resources helps you reduce revenue losses that may occur following a disaster. By working with Elate IT, you mitigate the risk of such losses, thus helping to ensure the ongoing viability of your business.

## **Industry Leading Experience and Infrastructure**

Elate IT has more than 25 years of experience in IT business and a 100% customer satisfaction success rate. With over 3 different facilities provides most comprehensive recovery infrastructure.

## **Reduced IT Capital Expenditures**

Relying on Elate IT infrastructure eliminates, or substantially reduces, the need to build and maintain a redundant environment, dramatically reducing capital expenses. You can further reduce your business continuity costs by using Elate IT facilities and round-the-clock support.

## **A Dedicated Team of Professionals**

When you partner with Elate IT to secure business continuity services, your IT and network staffs have more time to support your employees and focus on achieving strategic objectives.

# **Business Continuity Services**

Elate IT Business Continuity services include the following capabilities:

### **End-User/Work Group Recovery**

With over 500 end user places available, Elate IT Recovery solutions empower you to:  
Provide fast, reliable, cost-effective recovery for your end-user environment, including call centers and trading applications

### **Network Recovery**

Our privately owned and managed network makes it possible for our clients to

- Maintain a single point of contact when declaring a disaster
- Take advantage of a highly cost-effective network solution, with no additional usage fees for testing and lower usage fees during a disaster

### **Systems Recovery**

Elate IT supports many current and legacy platforms, as well as sophisticated storage environments. Elate IT continued investment in state of the art infrastructure and technology enables you to:

- Achieve the performance you require on the platforms you employ
- Leverage 24/7 support from our team of system and telecommunications experts
- Access computing and networking resources from our geographically-dispersed recovery facilities

Elate IT works on principle of implement, test and feedback, focusing on complete customer satisfaction and needs.

In this document an effort has been made to introduce DRP and its processes and also a little introduction of Elate IT the company.

DRP is required by all companies regardless of their size and value if a company wants a long term business structure.

For further information about Disaster Recovery and Business Continuity Planning, follow the links below:

[www.drj.com](http://www.drj.com)

[www.disasterrecoveryworld.com](http://www.disasterrecoveryworld.com)

[www.recovery-disaster.info](http://www.recovery-disaster.info)

[www.mtxia.com/fancyIndex/Business Continuity/](http://www.mtxia.com/fancyIndex/Business%20Continuity/)

[www.wikipedia.org/wiki/Data recovery/](http://www.wikipedia.org/wiki/Data_recovery/)

[www.yourwinow.to/business-continuity/](http://www.yourwinow.to/business-continuity/)

[www.mi5.gov.uk/output/page267.html](http://www.mi5.gov.uk/output/page267.html)