

## Business Continuity and Disaster Recovery Fact Sheet

### Services Overview

Business reliance on IT increases every day. IT represents a competitive advantage in today's eWorld environment. Forsythe BC/DR Solutions assist clients with developing and implementing policies, practices, plans, technologies and alternative resources to ensure their business continues to function should a catastrophic event impact a mission-critical operation.

Forsythe BC/DR Services are part of our broader resiliency and compliance offerings, which encompass both technologies and services to holistically deal with operational risk, help ensure availability and provide regulatory compliance.

### Key Terminology

Business Context of IT – How IT supports the client's overall business mission and its critical business processes. Must define business context of IT before addressing business continuity strategy.

RTO – (Recovery Time Objective) defines the maximum allowable time to resume end-user access to business applications before serious damage is done to the business

RPO – (Recovery Point Objective) establishes the maximum allowable amount of data loss (measured in time) before serious damage is done to the business (e.g. last tape backup).

### Value to Clients

While equipment manufacturers encourage companies to focus on technology first and recovery service providers push their alternate site solutions, Forsythe helps clients objectively assess their situation and impartially address their business continuity requirements within the context of their overall business mission. Forsythe's approach recognizes the need for policy-driven business continuity strategies that are implemented through effective planning and rigorous testing, and that leverage the best-in-class tools, technologies and facilities in order to protect data currency and expedite compute utility recovery.

### Forsythe's Service/Solution Offerings

**Gap Analysis** – Service designed to identify if a gap exists, and if so the extent of the gap, between the recovery capability being offered by the IT group and the expectations and actual needs of individual business units.

**Business Impact Analysis** – Service designed to understand the "business context of IT" and the resulting hierarchy of critical business functions as well as the identification of the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) of the systems and IT resources required to support these functions.

**Alternatives Analysis** – Service designed to evaluate recovery and continuity alternatives appropriate for IT and business unit recovery based upon the findings of a BIA and the resulting RTOs and RPOs. Typically, the alternatives are created based on functional capabilities and include budget estimates.

**Detailed Recovery Design** – Service which provides detailed technical designs for specific technology solutions, including line item pricing and installation plans.

**IT Recovery & Business Continuity Plan Services** – Services to access current IT disaster recovery and business continuity capabilities and to design and implement pragmatic disaster recovery and continuity programs using effective tools.

**Business Continuity Policy and Strategy** – Service for reviewing and developing enterprise-wide business continuity policies and strategies to ensure appropriate and prudent fiscal and fiduciary behavior.

**Business Continuity Risk Management** – Services designed to assist organizations understand and address threats to their business viability and vulnerabilities in their current infrastructure, as well as the business impacts that could result from a catastrophic event.

**Validation and Testing Services** – Services that assist clients in developing an effective testing program that will validate both business continuity and IT recovery capabilities.

### Forsythe Advantages/Differentiators

- Independent & unbiased industry leader
- Extensive expertise & experience within BC/DR delivery team
- Proven processes & methodologies
- Forsythe's complementary core competencies
- Strategic and tier one partnerships

# Client Profile Self-Evaluation



STAGE 0 Client Profile	STAGE 1 Client Profile	STAGE 2 Client Profile	STAGE 3 Client Profile	STAGE 4 Client Profile	BC/DR Primary Contacts
<p>Does not have any DR or BC capability in place.</p> <p><b>Self-evaluation Questions:</b></p> <ul style="list-style-type: none"> <li>- Is this an issue for our company?</li> <li>- Do we have any budget available to address this shortfall?</li> <li>- Is our executive management willing to live with the risk?</li> <li>- Do we have an executive sponsor who will champion an effort to address the shortfall?</li> </ul> <p><i>Applicable FSG BC/DR Services: #6 then #2, #3, #4, #5 &amp; #8</i></p>	<p>Has an IT DR hot site subscription in place, but no BC capabilities for business units.</p> <p><b>Self-evaluation Questions:</b></p> <ul style="list-style-type: none"> <li>- Are we satisfied with our hot site capability?</li> <li>- Is there a gap between the recovery the IT group can deliver at time of disaster and the expectations of our business units?</li> <li>- Have we considered an internal recovery capability?</li> <li>- When does our hot site contract come up for renewal?</li> <li>- What is our monthly subscription fee and how do these costs compare to an internal recovery alternative?</li> <li>- Is there budget available to address this short fall?</li> <li>- Should we leverage the recovery work completed within IT to expand recovery and continuity planning into our business units?</li> </ul> <p><i>Applicable FSG BC/DR Services: #1 possibly #2, #3 &amp; #4, #6</i></p>	<p>Has IT DR hot site and business unit work area hot site subscriptions in place.</p> <p><b>Self-evaluation Questions:</b></p> <ul style="list-style-type: none"> <li>- Do we have any concerns with our current DR and BC capabilities?</li> <li>- Do we have documented and up-to-date plans for both IT DR and BC?</li> <li>- Are we satisfied with the way we test and our test results?</li> <li>- Is there a gap between the recovery the IT group can deliver at time of disaster and the expectations of our business units?</li> <li>- When do our subscriptions come up for renewal?</li> <li>- What are our monthly subscription fees?</li> <li>- Have we considered creating an internal backup capability in place of the vendor-supplied capability?</li> </ul> <p><i>Applicable FSG BC/DR Services: #1, #2, #5, #8</i></p>	<p>Has internal IT recovery capability in place and business unit recovery either internally or with a hot site vendor.</p> <p><b>Self-evaluation Questions:</b></p> <ul style="list-style-type: none"> <li>- Do we have any concerns with our current DR and BC capabilities?</li> <li>- Do we have documented and up-to-date plans for both IT DR and BC?</li> <li>- Are we satisfied with the way we test and our test results?</li> <li>- Is there a gap between the recovery the IT group can deliver at time of disaster and the expectations of our business units?</li> <li>- Do we have an enterprise-wide BC program and strategy defined and documented?</li> </ul> <p><i>Applicable FSG BC/DR Services: #1, possibly #2 &amp; #3, #4, possibly #6, #8</i></p>	<p>Has all of #4 above in place along with a comprehensive enterprise-wide BC/DR program in place with supporting documentation and dedicated BC/DR staff.</p> <p><b>Self-evaluation Questions:</b></p> <ul style="list-style-type: none"> <li>- Are there any parts of our BC/DR program that cause us concern?</li> <li>- If so, would we value an independent audit that benchmarks your capability against industry best practices?</li> <li>- Do we have a crisis management component to our BC program?</li> </ul> <p><i>Applicable FSG BC/DR Services: Custom SOWs, possibly for industry best-practices benchmark and pandemic &amp; other crisis management planning</i></p>	<p>Michael Croy, Director, Business Continuity Solutions mcroy@forysythe.com 847-213-7689 Office 847-917-7603 Cell</p> <p>Shiraz Alikhan, Manager, Business Continuity Solutions salikhan@forysythe.com 678-934-0303 Office 678-427-1514 Cell</p> <p>Bob Barrett, Business Development Manager rbarrett@forysythe.com 847-213-7255 Office 773-680-0788 Cell</p> <p>David Ziev, Managing Consultant (North East) dziev@forysythe.com 610-994-5800 Office 484-716-9962 Cell</p> <p>TBD, Managing Consultant (South East)</p> <p>Lew Cox, Managing Consultant (Central, South West) lcox@forysythe.com 847-213-7542 Office 815-245-0438 Cell</p> <p>Charyl Sarber, Managing Consultant (West, Mountain) csarber@forysythe.com 949-224-6122 Office 626-233-9816 Cell</p>