DISASTER RECOVERY
AND BUSINESS CONTINUITY PLANNING

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Background
HANDS Consortium

- Five Geographically Separated Members
- 150 Clinics
- 900 End Users
- 700+ vendors
- 220,000 WIC participants monthly
HANDS Consortium

Functions

- appointment activities
- certify participants
- medical and health information
- issue food instruments
- document nutrition education
- generate reports
- document and track referrals
- financial management

Diagram with the following sections:
- Local IT
- Project Mgmt.
- Training
- QA
- BA
- Dev
- Clinic Support Services
- Infrastructure
- WIC IT

For more information, visit the HANDS Consortium website.
Think About….

What is your businesses’ core function or service?

What projects may impact my planning?

How does this apply to my Agency?

Real Needs vs. Wants
Understanding The Differences

- Disaster Recovery is Catastrophic
- Business Continuity is about keeping business running as usual.
Disaster recovery

The process, policies and procedures in preparing for recovery of critical infrastructure.
What will Disaster Recovery Strategies do?

WILL
- Provide Core Needs
- Processes for data recovery
- Rapid Response
- A Safety Net

WILL NOT
- Fully Functional
- Does not provide ALL services
- Limited resources
- Limited scope
- Limited time
Important Questions

What is your CORE business or service?

What are the must haves or essentials?

In the event of disaster what is the business required to do?
Business continuity

Ongoing activities that ensure critical business functions will be available consistently.
Business Continuity Planning

Site Preparation
- Evac Plans
- Procedures
- Locations

Business Continuity Plan
- Fault Tolerant
- Failover
- Failback
- Redundancy in engineering

Site Specific Information
- Reference Documentation
- Equipment Configuration
- Vendor Information
- Emergency Contacts
WIC’s Experiences in Disaster Recovery and Business Continuity Planning
Considerations for Setting Goals

- How soon must we provide services?
- What ways can we provide services?
- Types of disasters?
- Outside dependencies or partnerships?
- Regulatory modifications?
- Current State?
Scope of Scenarios for Disaster Recovery

Responding to a Nuclear Strike

Responding to a valley wide Flood
Planning Solutions

Distributed System → Database Consolidation → Two Datacenter Model

Constraints:
- Limited IT Resources
- Rural Arizona
- Limited Bandwidth
Making DR / BC Part of the Plan

- Consolidation Project
- Business Continuity Planning
- Disaster Recovery
- Redundancy Approach
- Constraints
  - Rural Arizona
  - Limited IT Resources
  - Limited Bandwidth

Goals
- Core Services
- Disasters Covered
- Redundancy
Disaster Recovery Defined for WIC:

Covers hardware, software, and data critical for the Arizona Women, Infants, and Children (WIC) program to restart operations in the event of a natural or human-caused disaster. The focus of which is data protection and recovery procedures.

Reasons for
- Natural disasters
- Fire
- Power failure
- Terrorist attacks
- Organized or deliberate disruptions
- System and/or equipment failures
- Human error
- Computer viruses
- Legal issues
- Worker strikes

Preventions Against
- Warm Standby
- Hot Sites
- Offsite Backups
- Surge Protectors
- Uninterruptible Power Supply
- Fire Preventions
- Anti-virus software
- Insurance on hardware
- Warranty support on critical

Planning
- Telephone Tree
- Knowledge Workers
- Customers
- Facilities
- Business Information
- Pre-Planning Activities
- Data Backups
- Steps to Follow
- Flowchart of Processes
Disaster Recovery: Executed

- Annual Walkthroughs
- Annual Live Exercises
- American Samoa Tsunami (Real World)

- What were the goals?
- How long it took to plan and prepare?
- How long to resume operations?
- How long did the exercise run?
- Lessons learned?

• NOTES from the experience recovering from Tsunami
Lessons learned
Creating your plans

- Writing, writing, and more writing
  - Online Resources

- The Process is critical
  - You built it, now execute it

- Strategy for recovery...
  - Different for everyone

Plan → Strategize → Document → Define → Build → Test → Execute → Refine
Critical Roles and Communication

Disaster Recovery Coordinator (Not IT)

Ownership of the plan

IT is a business support function

Programmatic policy questions
• What benefits can they have
• What are the regulations
• Special instructions to participants

Communication and Instructions: “The what to do and the how to do it!”

Communication Plan:

Who and How?

Many moving parts

Clinics contact and point personnel

Primary State & Federal Program team members

Primary IT team members

Call tree with correct contact info
Other considerations
Recap & Other Considerations

- Redundancy is key
- Disaster Recovery coordinator. (Not IT)
- Update your plan – Ongoing, should be scheduled
- Practice your plan
- Can we clone people yet? Personnel: Biggest issue to date
- Put things into perspective. Aka zombie apocalypse
- Rarely 100% of systems features available
Questions?