



Macarthur Stroud International

Disaster Recovery

Being prepared for the unexpected



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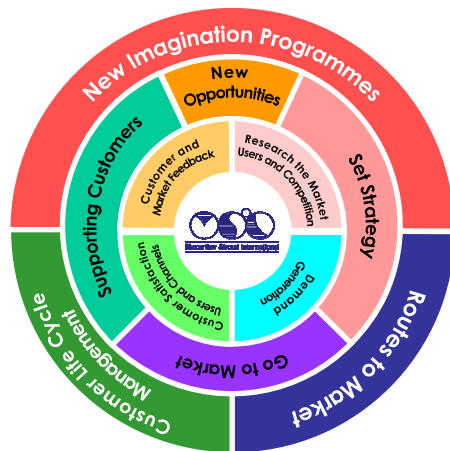
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Macarthur Stroud International

is a **Marketing** and **Research Consultancy** focused on the technology markets with the objective to deliver operational results to its clients



St²C
Selling through the Channel



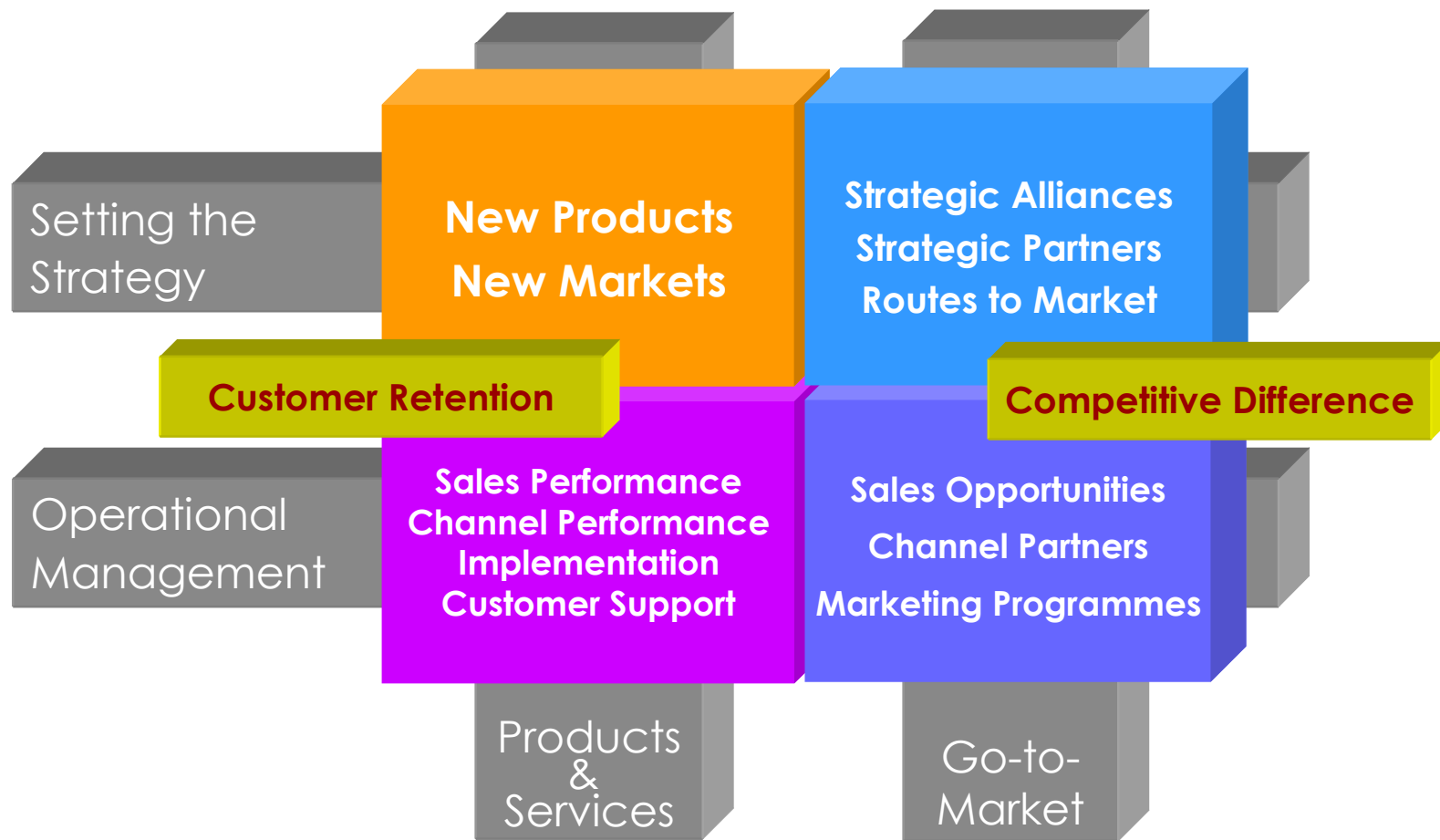
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Taking Technology to Market

Creating Your Clear Value Proposition



Agenda



- Business Drivers
- What ... disaster
- When reviewed, and why
- Virtualisation
- Part of a broader Governance issue



Factors Driving Secure Business Practices



- Information is a key business asset
- Dependence on information systems to support all companies' processes – all of the time
- System outage and data loss have a significant and negative impact on an organisation
- Information Security
- Governance applies to all aspects of the business
- System investments must reduce operational and capital expenditure



Types of Disaster



- Natural – Acts of God
- Acts of Man
- System failure
- Service outage
- Virus attacks
- Excessive recovery time



Disaster Recovery needs to be Holistic



- Across the company
- For the Data Centre
- Which elements of the system infrastructure
- By Application
- By Business Unit / Department
- Compliant agreements



What Disaster?



- ❑ Stay at home!
- ❑ We would close the company and wait for the water or disaster to go away!
- ❑ We would go to the pub up the road first! Then we would contact the Birmingham site and reset hardware, and get the site fully operational
- ❑ Get the hell out!!!
- ❑ Essentially depends on the disaster
 - ◆ Complete site disaster - we would move to disaster support site
 - ◆ Partial disaster - bring in mobile disaster recovery programme



Invest or Carry the Cost



- ❑ What is the real business risk?
- ❑ What is the cost to the business?
 - ◆ Revenue and margin impact
 - ◆ Customer / supplier impact
 - ◆ Goodwill and employee morale
- ❑ What does the business have to invest in to minimise the risk?
 - ◆ To recover operations
 - ◆ For continuous business operations
- ❑ Who is responsible?
 - ◆ Part of corporate governance ... but responsibility is shared
 - ◆ It is not just an IT systems issue



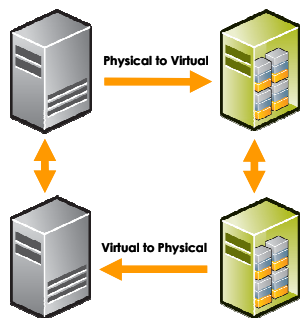
When is DR Reviewed



- ❑ When there is a change in the system
- ❑ Standardisation
- ❑ Testing processes
- ❑ Continuous review



Virtualisation and Keeping the Business Operational



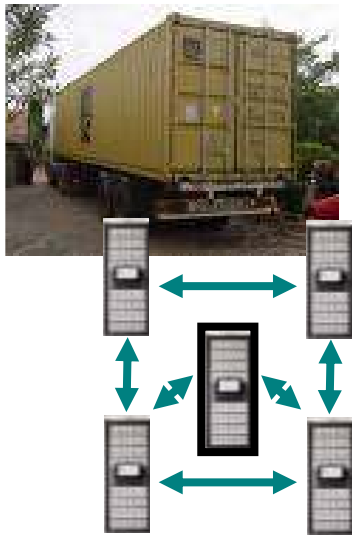
- ❑ Rebuilding applications in another virtual server environment or on a single server
 - ◆ The ability to transition between physical and virtual environments is essential, especially when the unexpected has occurred

- ❑ If users lose their personal computers or need to access their systems from new or guest terminals, desktop virtualisation can build and verify user access rights

- ❑ Build a completely new virtual data centre when the new system components are switched on
 - ◆ This capability makes operations and management of virtual systems easier to implement



Data Protection & Disaster Recovery



- ❑ Backup strategy – a start point
- ❑ De-duplication and other technologies
- ❑ Virtual Tape Libraries are being implemented to replace traditional tape libraries
- ❑ Continuous data protection
- ❑ Supporting multiple locations
- ❑ Bringing DR in from an outsource provider
 - ◆ Using different sites to back each other up

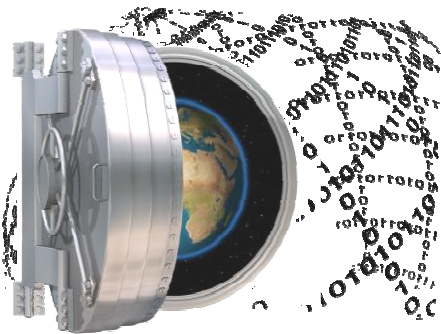


Continuous Data Protection

- ❑ Consolidating storage in one place makes the challenge of backup and restore simpler to manage
- ❑ Traditional tape is slow and cumbersome - but still underpins most backup strategies for off-siting of data copies

Primary continuous backup technologies

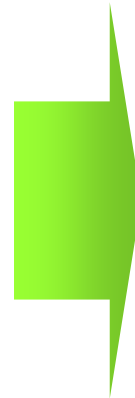
- ❑ RAID provides automatic rebuilding of data in the case of disks failing
- ❑ Snapshots, a point-in-time copy of data that has changed
- ❑ Virtual Tape Libraries (VTLs) enable disk to disk backup, reducing backup times, supporting faster restore times
- ❑ Data replication / mirroring processes will form the basis of new continuous data protection practices



Information Management is Changing

Traditional

- Reactive
- Fix
- Selective risk assessment
- Gut feel
- Ad hoc
- Unconnected
- Split responsibility



New Requirement

- Pro-active
- Anticipate and prevent
- Holistic risk assessment
- Analytic
- Systematic
- Collaboration
- Clear ownership



System Availability and Recovery



- ❑ Businesses expect to be always-on

- ❑ DR must address all aspects of the business
 - ◆ Plan for the expected and the unexpected
 - ◆ Service levels must be clearly understood

- ❑ Technology options can address the investment case

- ❑ Growing demands on Information Management
 - ◆ Sound policies must be established to support business practices and rules of corporate and information governance



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