

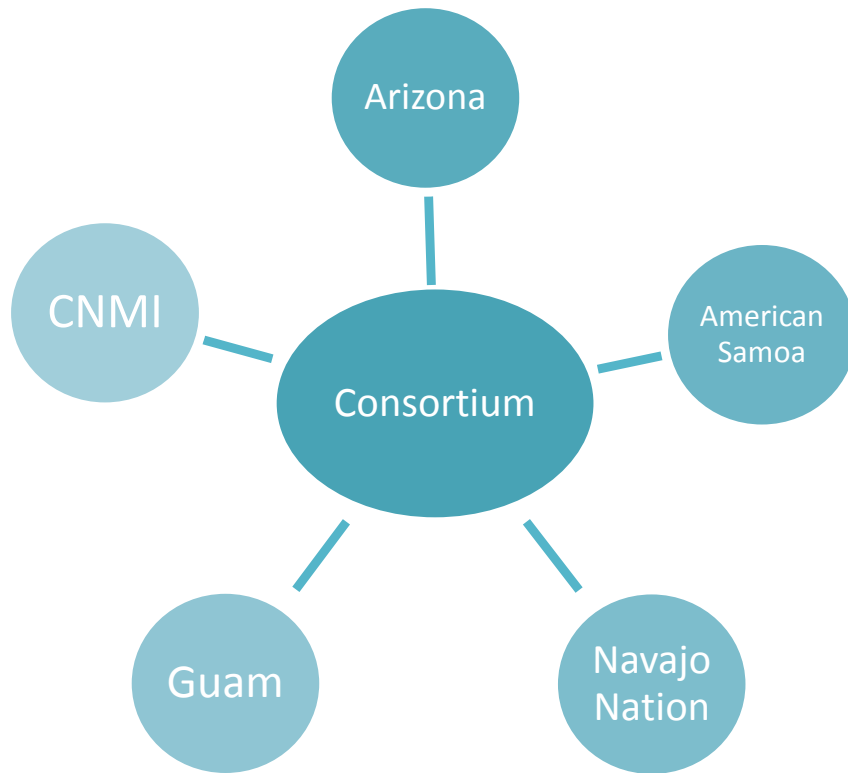
DISASTER RECOVERY AND BUSINESS CONTINUITY PLANNING

Presented By: Ryan Sadler
Director, Information Technology, Arizona WIC
Arizona Department of Health Services
September 2013



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



Think About....

What is your businesses' core function or service?

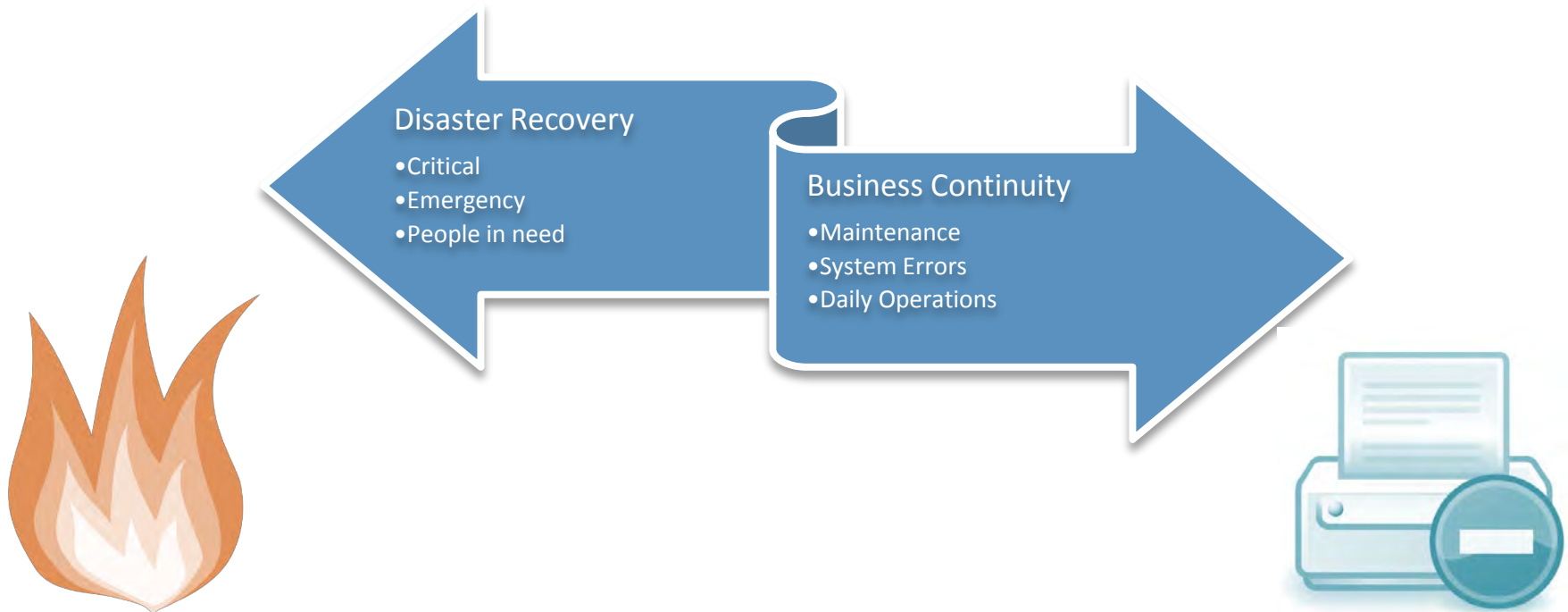
What projects may impact my planning?

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?



Important Questions

What is your CORE business or service?

What are the must haves or essentials?

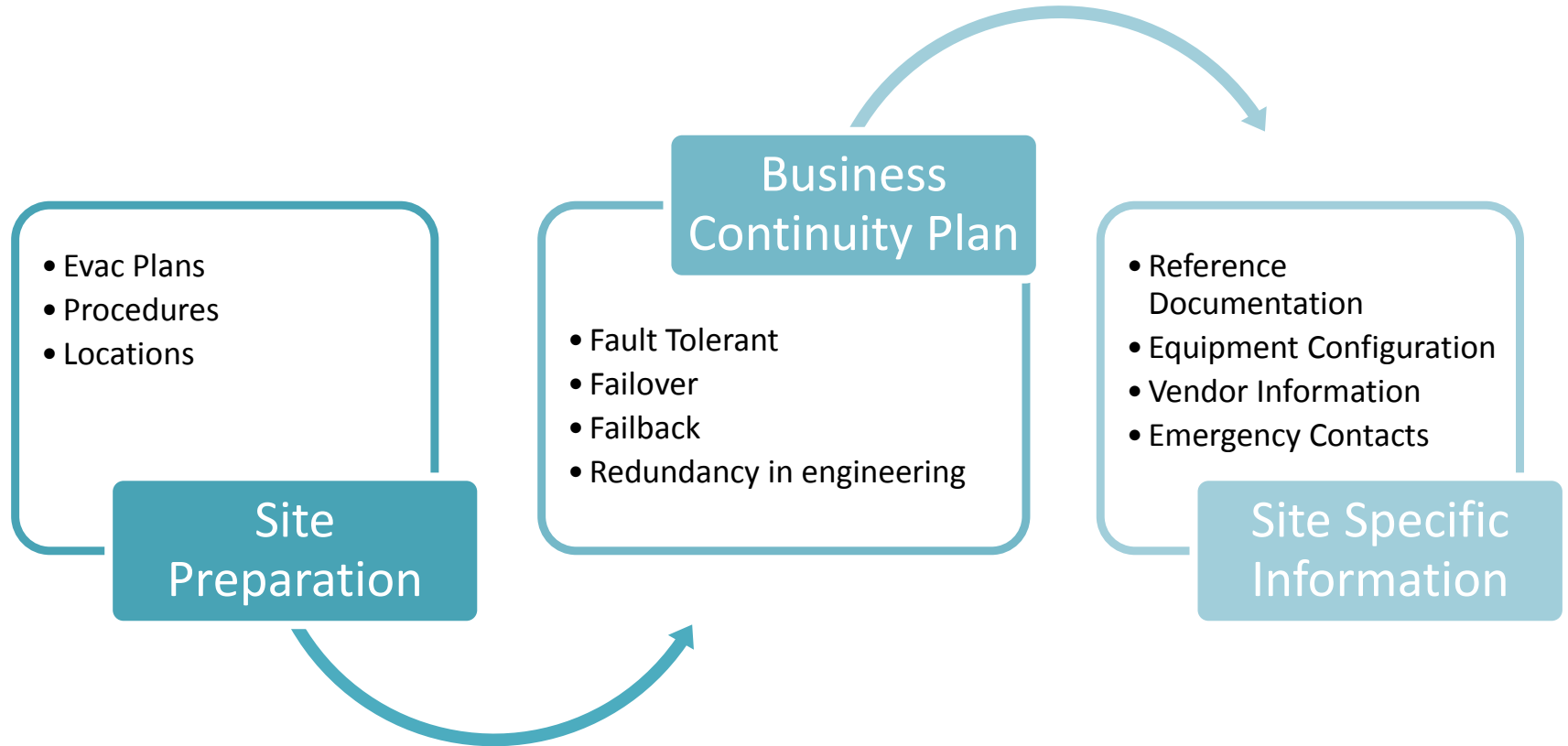
In the event of disaster

what is the business required to do?

Business continuity

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

Business Continuity Planning



WIC's Experiences in Disaster Recovery and Business Continuity Planning

Considerations for Setting Goals

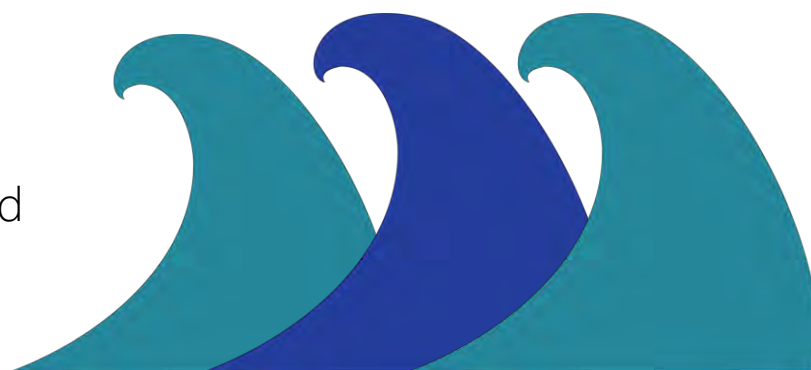
- How soon must we provide services?
- What ways can we provide services?
- Types of disasters?
- Outside dependencies or partnerships?
- Regulatory modifications?
- Current State?

Scope of Scenarios for Disaster Recovery



Responding to a Nuclear Strike

Responding to a valley wide Flood



Planning Solutions



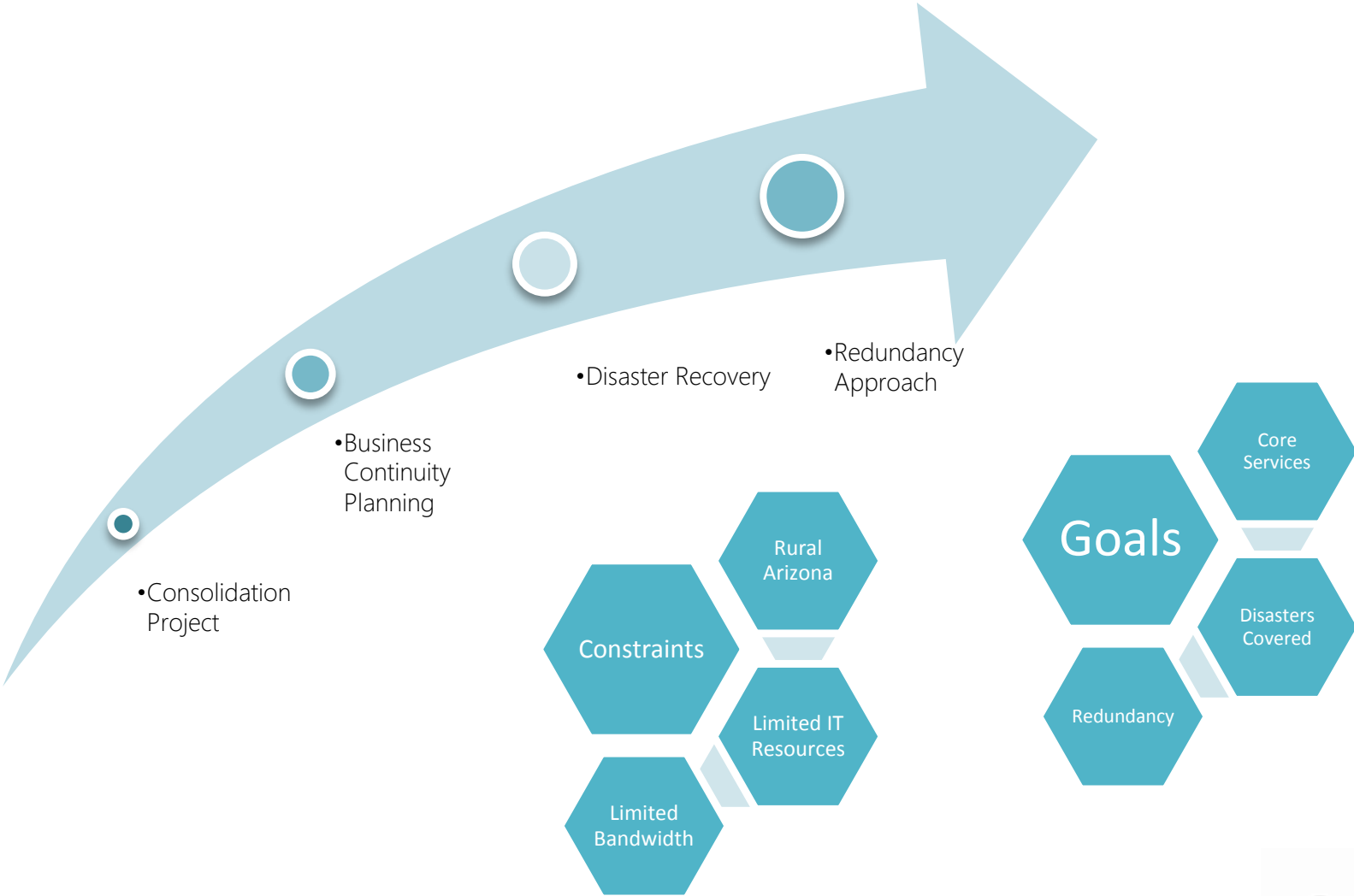
Constraints:

Limited IT Resources

Rural Arizona

Limited Bandwidth

Making DR / BC Part of the Plan



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

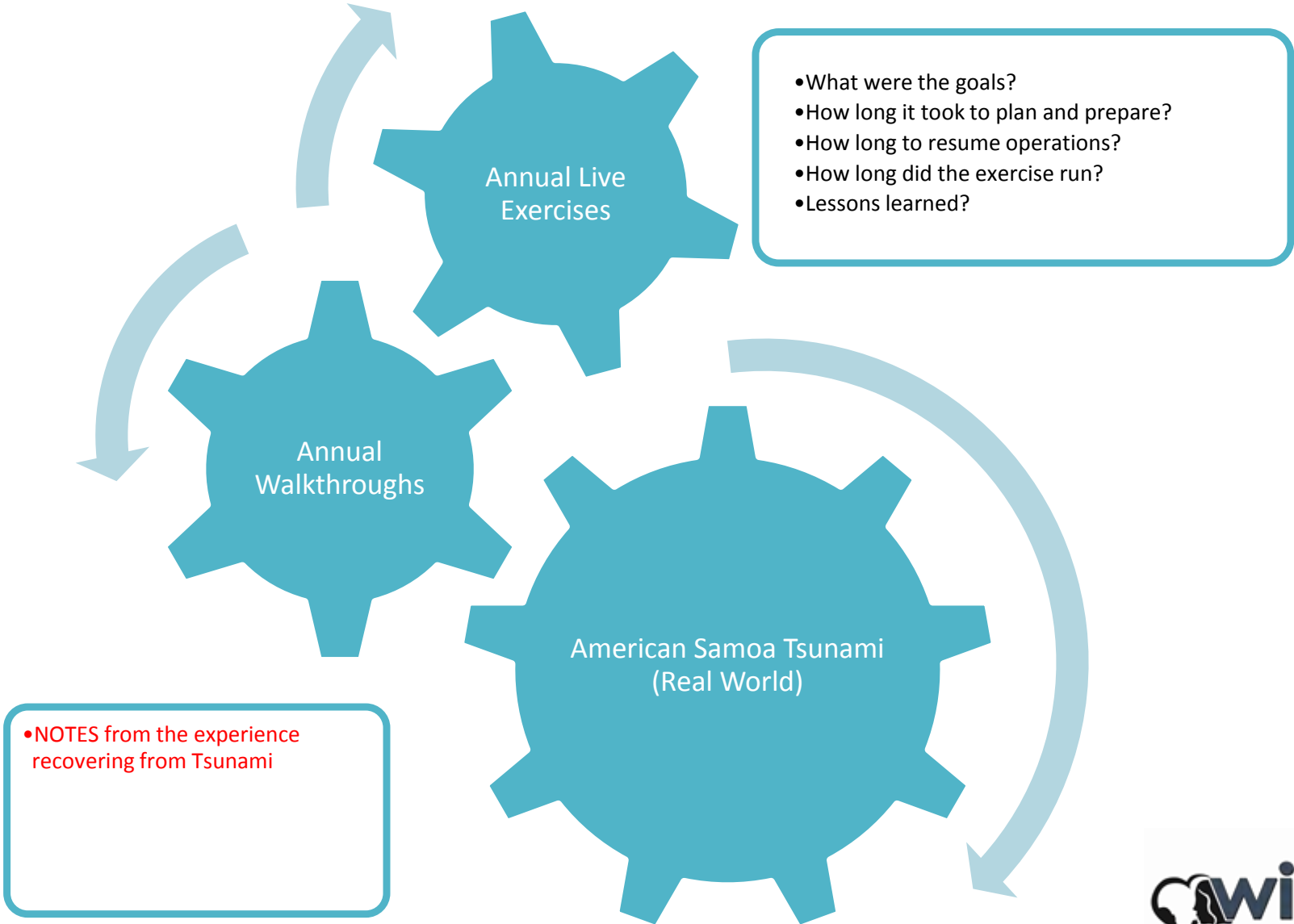
Preventions Against

- 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



Lessons learned

Creating your plans

Writing, writing,
and more writing

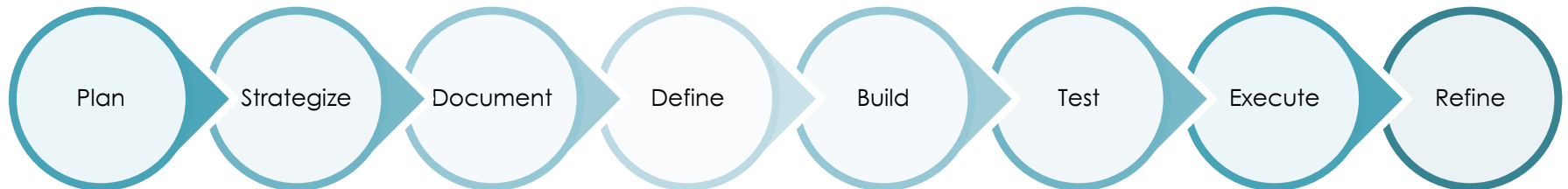
- Online Resources

The Process is
critical

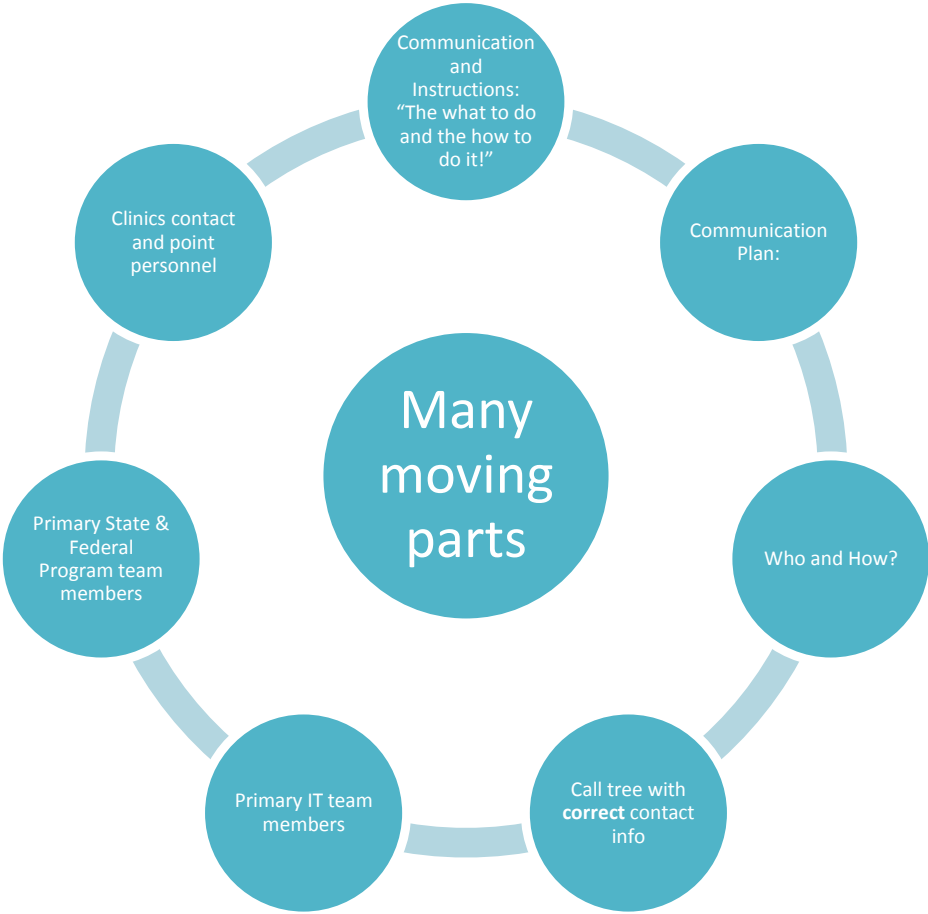
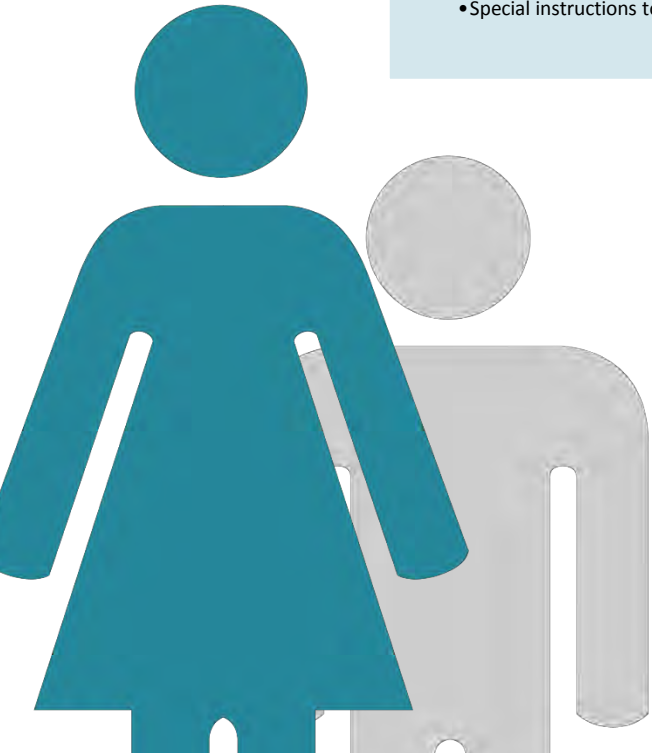
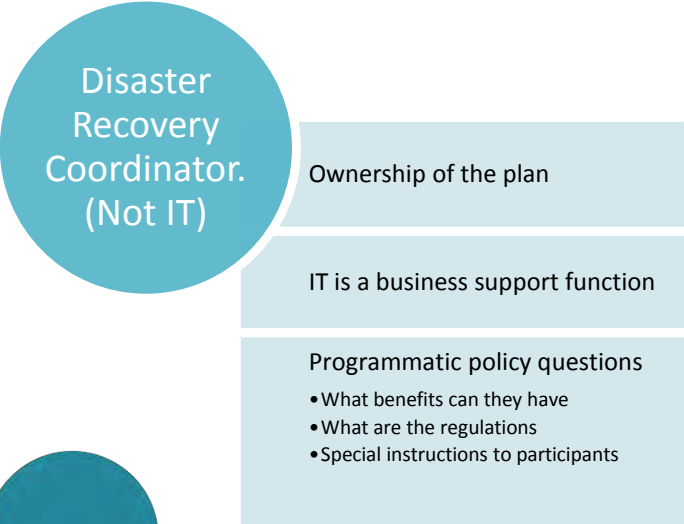
- You built it, now execute it

Strategy for
recovery..

- Different for everyone

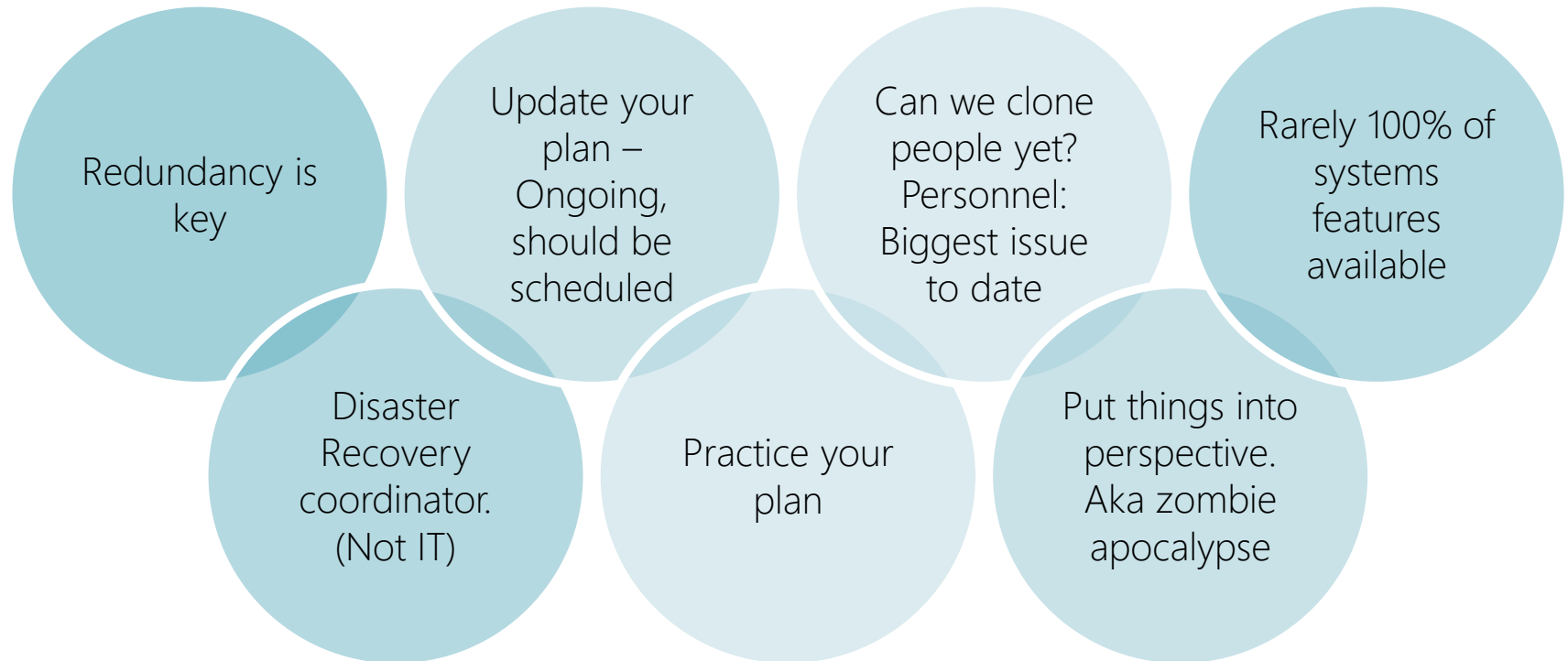


Critical Roles and Communication



Other considerations

Recap & Other Considerations



Questions?