

Ch 4

BCP & DRP

1. Business Continuity Management (BCM): Mgt ka Process → manage karna koi b disruption no [safeguard use karna BCM se loss & hota hai jo disruption se hote].

eg: In Bank IT System should function continuously on basis. If Bank IT set up stops working then Bank will not be able to function properly.

BCM & BCP → used interchangeably. BCM focused on using Procedure for mgt of business continuity whereas BCP is primarily focused on preparing a plan for recovery from disaster.

2. Need for Business Continuity Management (BCM)

- ① co. going concern hota hai.
- ② ensure karna apni continuity
- ③ Proper Plan & Procedure adopt kare.
- ④ Backup Rakhne.
- ⑤ Recover from adverse situation.

Key BCM Terms

Business Disaster Events ↓
event jo disrupt computer operation. Business

Business Continuity Plan ↓
Plan which help to recover from disruptive events.

BCP Process ↓
Procedure to find critical functions. Designed to reduce risks to enterprise.

3. BCM Policy → BCM helps org to eliminate losses such as revenue loss, loss of reputation, customer satisfaction.

BCM Policy → ① Guidelines & Procedure:- BP includes guideline & procedure which help for mgt of disruptive event
② Rules for Training & awareness:- to org for disaster mgt & recovery from disaster.

Objective for BCM Policy: are to provide rules & guidelines

- ① Critical services ki identify kare.
- ② Statute from mgt ki Plan der hoga for ^{continuous} operation of critical services & Act.
- ③ Roles & resp. define kare.
- ④ Training & awareness - to staff provide hoga.

BCM Policy

A document which includes guideline & procedure for effective & efficient mgt of disruptive events.

4. Business Continuity Planning (BCP).

BCP define plans to avoid crisis & disaster. If occur helps for immediate recovery.

BCP covers three imp areas

1. Business Resumption Planning - critical bus. operation even @ time & during recovery from disaster.
 2. Disaster Recovery Planning - recovery from disaster.
 3. Crisis Management - Planning to manage any crisis events.
- For business continuity, org need to allocate various resources →
these resources play an imp role :- ① IT ② Telecom. channel.
③ People ④ Fund. ⑤ Other eg Bgs.

5. Objective & Goals of Business Continuity Planning:

Primary objective - To survive a disaster & restart the normal operations.

Key objective of BCP

- ① Identify critical components of operation of Business
- ② Resume critical operation immediately.
- ③ Limit duration of resources disruption
- ④ Minimize losses.
- ⑤ Co-ordination for recovery team.
- ⑥ Safety to people at time of disaster
- ⑦ Problem in recovery.
- ⑧ emergency Plan to Mgt.

BCP Manual :- Resources & Plan likhe hote hai jese disaster se recovery kaise. Procedure likhe hote hai step by step recovery from disaster.

Include following :-

- Respons. of individuals
- emergency procedure.
- resumption procedure.
- Back up procedure.
- Action to return to normal service.
- Medical Procedures.
- Evacuation schedule
- Awareness education
- Insurance.
- List of comp H/w location of data Vendor / supplier

6. Developing BCP as Phases of BCP LTP. Phase no.

Plan as a no. Business survive kar sake worst case me be.
BC Methodology consist - eight Phases :-

- ① Pre-Planning activities
- ② Vulnerability Assessment (Threats ka Data logana)
- ③ Business Impact Analysis (Kya asan padga)
- ④ Detailed Definition of Requirements (Dis. se recovery kaise karvate hai)
- ⑤ Design & Dev of BCP Plan
- ⑥ Testing Program
- ⑦ Maintenance Program
- ⑧ Plan testing & Implementation

7. Components of BCM Process

- ① Management Process:
 - ① ^{Setup} Organisation structure - Appropriate Org stru and Person
 - ② Design Role & Responsibilities
 - ③ BCM Documentation & Records - Doc is BCP Policy, Info, duties, BCP Plans, Report.
- ② BCM Info. collection process: Critical functions kya hai, issue threat kya hai. Threat ka impact kya hai.
 - BCM info coll process helps in full understanding
 - Org obj, or bus envir, Ast & L, Impact of failure, Threats
 - Process:
 - ① Bus. Impact analysis - Critical function kya hai?
 - ② Risk Assessment - Disasters se kon kiya hoga? → Analysis & mitigation of risk.
- ③ BCM strategy process: Establish backup & recovery strategy
 - 3 liab in case of disaster.
 - ① Plan for obtaining insurance Policy.
 - ② Analysing service which can be outsourced.
- ④ BCM Development & Implementation process:
 - Includes full 2 Plans
 - ① Incident Mgt Plan
 - helps to manage incident & crisis
 - imp should be easy to read & understand, flexible, supported by IT, helps in all possible disruption.
 - ② Bus. Continuity Plan
 - ① B. Recovery - Plan for recovery of bus process like HR, IT.
 - ② Technical recovery - Plan to recover IT resources.
- ⑤ BCM Testing & Maintenance process.
 - Helps to test & audit org's BCM to ensure BCP are complete & accurate
 - BCP tested Periodically. Outdated - Upgradation.
 - BCP Testing - It improves BCM capability. It provides awareness
 - Restoration
 - Confidence to BCP team member
 - BCM Testing ensure → recovery Procedures are complete & workable
 - Backup resources are there for efficient recovery process.
 - BCP Testing process -
 - Define obj of Test
 - Identify Test team, analysis Test-Result
 - Procedure of Test - Modify Plans.
 - Conducting Test.
 - BCM Maintenance - ensure that BCP is updated regularly based on requirements. It includes full:
 - Define Resp. for managing BCP status, Maint Procedure.
- ⑥ BCM Training process:
 - Highly imp process. Provide confidence to stakeholders
 - ① helps →
 - 1. Confidence
 - 2. efficiency
 - ② Impact of disruptions.
 - ③ Good BCM staff culture is developed & supported by
 - Leadership of senior Personnel
 - Assignment of proper responsibilities
 - Awareness of BCP.
 - Skill development training

8. Types of Plans (Disaster Recovery sub plan):

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| <p>① <u>Emergency Plan</u></p> <p>Various steps taken immediately when disaster occur.</p> <ul style="list-style-type: none"> → kisko batana hai (who is to be notified immediately) → Action to be taken saving file, power off → Evacuating persons → Return to site, site is safe. | <p>② <u>Backup Plan</u></p> <ul style="list-style-type: none"> Duplicate copies Full Res considered for Backup <ol style="list-style-type: none"> ① Personnel ② H/w ③ Documentation (copies) ④ Data/Info ⑤ App s/w ⑥ System s/w | <p>③ <u>Recovery Plan</u></p> <p>Steps to be taken & immediately recovery.</p> <ol style="list-style-type: none"> ① Set policies to be strictly followed for recovery from disaster ② Identify Personnel responsible for recovery ③ Outline responsibilities of Personnel ④ Plan should indicate which applications to be recovered first | <p>④ <u>Test Plan</u></p> <p>Testing of emergency Recovery, Backup Plan.</p> <ul style="list-style-type: none"> Plan team name disaster to test Reviewing the Test Plan by each to check authenticity Anticipated disaster Full operation Test. |
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9. Software & Data Backup Technique:

- ① Full Backup → Simplest. Time & Space. All files are entirely Backup again during each backup.
- ② Differential Backup → last Bk to back up file change since last Bk.
- ③ Incremental Bk → Most efficient & economical. First-last full Bk files are restored & then incrementally all other are restored.
- ④ Mirror Backup → exact copy of file. Identical to full backup. but the diff is that the files are not stored in a zip or compressed format. stored in exact format.

10. Alternate Processing Facility Arrangement: for technique used for backup options :-

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| <p>① <u>Cold site</u></p> <p>Critical equipment, resources in duplicate off site location cost 100% Disaster recovery</p> | <p>② <u>Warm site</u></p> <p>Site is b/w cold site & hot site. Better than cold more than hot.</p> | <p>③ <u>Hot site</u></p> <p>All resources - off site - expensive - 100% Dis.</p> | <p>④ <u>Reciprocal Agreement</u></p> <p>Two or more org may agree to provide Bk facilities to each other in case of disaster.</p> |
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11. Disaster Recovery Procedural Plan:

Include various Plan such as: 1. Emergency Plan, 2. Recovery Plan, 3. Backup Plan, 4. Test Plan.

DRPP - document - Same Procedure like note here to follow same hai disaster recovery me.

12. Audit of BCP/DRP:

- ① Audit the methodology of DRP. Preparation - Plan exist?
- ② Audit the Backup & Recovery Procedure.
- ③ Audit the IT setup
- ④ Audit the Test Plan
- ⑤ Audit the Bgs, Utilities & Transportation
- ⑥ Audit the Team / Personnel Responsibilities / Admin Procedure -
 - Training di hai to know responsible for disaster recovery