

RSA® ARCHER® BUSINESS CONTINUITY & IT DISASTER RECOVERY PLANNING

Use Case for Business Resiliency

The Challenge

According to Oxford Metrica, during the next five years, 83% of companies will face a crisis that will negatively impact their share price by 20 to 30%. In today's world, 24/7 service delivery requirements are putting greater pressure on business and IT resource availability, making it even more important to have effective recovery plans. Interruptions ranging from isolated infrastructure failures to natural disasters have the potential to cause serious harm to your organization's finances and reputation.

Business continuity and IT disaster recovery management is typically defined as the "development of strategies, plans and actions which provide protection or alternative modes of operation for those activities or business processes which, if they were to be interrupted, might otherwise bring about a seriously damaging or potentially fatal loss to the enterprise." Business interruptions, ranging from isolated infrastructure failures to major natural disasters, have the potential to cause serious harm to your organization's operations, finances, and reputation. Unfortunately, recovery efforts are often chaotic, ad hoc, and uncoordinated due to little or non-existent planning efforts and business recovery and IT disaster recovery teams working in silos.

Your continuity and recovery teams live in a world of regulatory saturation, with dozens of regulations, methodologies, maturity models, guidelines and laws. These authoritative sources affect how you implement and manage your business continuity programs. The demands from regulators for strengthened programs have increased, while the number and type of catastrophic man-made and natural disasters are on the rise, resulting in regulatory fines and penalties due to the inability to comply during a disruption.

Another challenge affecting the ability of companies to recover after a disruption are recovery plans kept in multiple tools that don't allow management visibility to know which business processes or IT infrastructure have recovery plans, which are missing recovery plans, or which plans were successfully tested. Further, many IT disaster recovery teams are working with an understanding of what is critical or most important to recover that is different than that of the business continuity team, based on business impact analyses performed. This results in an inability to align on and recover critical business and supporting IT infrastructure to deliver products and services that most impact revenue, customer satisfaction, and organizational strategies. Resources are wasted on manually comparing information, rather than minimizing business outages.

Overview

RSA® Archer® Business Continuity & IT Disaster Recovery Planning enables you to perform risk assessments and document and test business continuity and IT disaster recovery plans that target your organization, including business processes, locations, IT applications and infrastructure, and information assets. This offering provides a coordinated, consistent, and automated approach to business continuity and IT disaster recovery planning and execution, allowing you to respond swiftly in crisis situations to protect your ongoing operations.

Key Features

- Centralized location, workflow, review and approval processes for your standardized business continuity and IT disaster recovery plans, with project management capabilities to track recovery plans, strategies and tasks

- Dashboards and reports that provide visibility into the current state of the organization's plans status, review dates, test results and remediation status
- Fully-customizable dashboard to activate plans directly
- Coordination between business continuity, IT DR, and crisis teams and plans

Key Benefits

With RSA Archer Business Continuity and IT Disaster Recovery Planning, you can:

- Improve your response to disruptions which can reduce the impact on revenue, brand and customer loyalty, and availability of products and services for customers, employees, and third parties
- Implement a consistent and coordinated planning process and methodology for business and IT supported through one central tool
- Increase trust by senior management, the board, regulators and employees with higher-quality, tested recovery plans
- Ensure plans are aligned with the organization's priorities and include the most critical processes and company assets
- Coordinate information, priorities and objectives among business continuity, IT disaster recovery and crisis teams, and responders, enabling better focus on the right priorities in the event of a disaster

The screenshot displays the RSA Archer Business Continuity and IT Disaster Recovery Planning interface. The top navigation bar includes Risk Management, Audit Management, Enterprise Management, and Policy Center. The main content area is titled "Plan-248499 BC/DR Plans" and includes a toolbar with actions like NEW, COPY, SAVE, EDIT, DELETE, and a record indicator (Record 2 of 3). Below the toolbar, there are sections for "ABOUT", "GENERAL PLAN INFORMATION", and "PLAN REVIEW AND APPROVAL".

GENERAL PLAN INFORMATION:

- Plan ID: Plan-248499
- Plan Name: Investment Services Call Center - High Net Worth Client Servicing
- Plan Category: Business Continuity
- Plan Target: Facilities:Billings Call Center
- Business Processes:Account Opening - HNW Client
- Recovery Time Objective (RTO): 72 Hour(s)
- Recovery Point Objective (RPO): 72 Hour(s)
- Overall Plan Status: Approved
- Plan Review Needed: Time to Review
- Plan Type: Business Process Continuity Plan
- History Log: | View History Log |

PLAN REVIEW AND APPROVAL:

- Plan Owner: Jhamb, Geeta
- Submission Status: Submitted
- Submission Date: 5/27/2012
- Review Cycle: Annually
- Reviewer: Williams, Tarik
- Review Status: Approved
- Approval Date: 9/22/2013
- Next Review Date: 9/22/2014

Below these sections are tabs for Introduction, Recovery Strategies, Contacts and Call Tree, Requirements, References, Plan Testing, and Crisis Events. The "Recovery Strategies" tab is active, showing a table of strategies:

Strategy ID	Strategy Name	Strategy Description	Loss Type
RS-00002	Department Recovery	Determine the status of the department and next steps following a disruption.	Location
RS-00003	Employee Safety	To ensure employee safety during and after a disruption.	People
RS-00001	Company Status	Ascertain the status of the company, systems, facilities and other critical functions affected by a disruption.	People

Below the strategies table is a "BACKLOG" section with a table of items:

Tracking ID	Backlog Processing Documentation	Priority	Created By
248504	HNW client investment trade requests.	High	Schlarman, Eric
248505	New HNW client applications.	High	Schlarman, Eric

The interface also includes a footer with the RSA Archer GRC logo.

For more information

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at www.rsa.com. If you are an existing RSA Archer customer and have questions or require additional information about licensing, please contact RSA Archer at archersupport@rsa.com or call 1-888-539-EGRC.