

# Recovery Strategy Workshop

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# Availability/Recoverability Strategies – A Practical Approach



# BIA and Strategy Drivers

- The BIA should tell you
  - RTO
  - RPO
  - Minimum Operating Resources
  - Cost constraints
  - Brand imperatives

**Understand the  
priority of the  
drivers**

# Key Considerations

- No universal solutions
- Consider legal and regulatory requirements
- Consider company policies and culture
- Consider informal delegation of authority
- Consider operational enhancements that are a by-product
- Eliminate non-viable alternatives as soon as possible
- Consider IT impact on the business
  - Number and location of data centers
  - Acceptable data loss
  - Network resilience

# Key Considerations, continued

- Strategies include more than where to relocate facilities, consider
  - Infrastructure to actually perform the critical activities
  - Critical inputs and resources required
  - Generic scenarios
    - People available, premises unavailable
    - Premises available, people unavailable
    - People and premises available, data center unavailable
    - Etc.

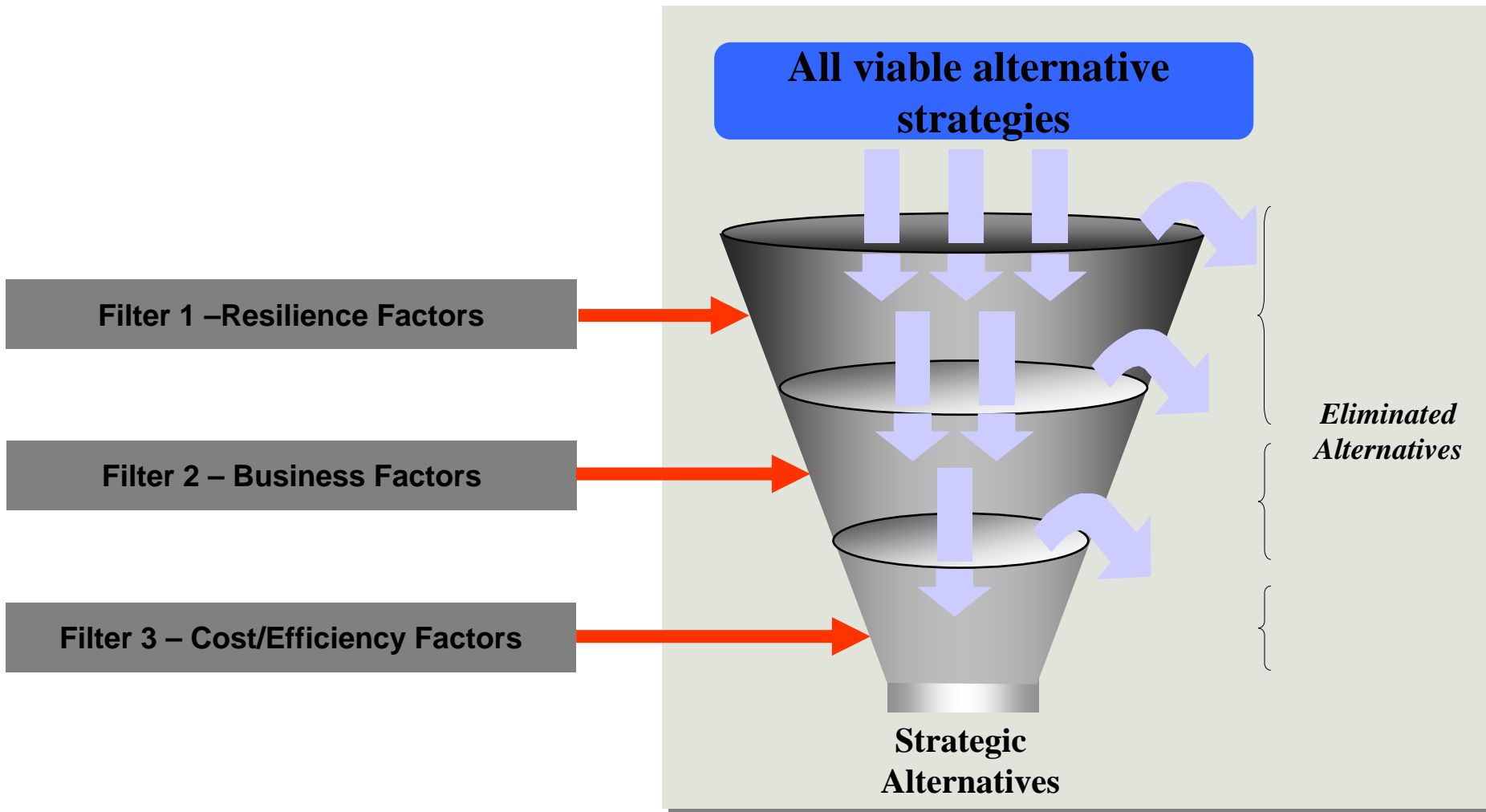
# Facilities and Infrastructure

- Facilities and infrastructure to actually perform the critical activities associated with the business process, consider:
  - Flexibility through interchangeability
  - Dispersed functionality
  - Displaced non-critical business functions
  - Outsource
  - Virtual workplace (home, customer, vendor, etc.)
  - Customer priorities
  - Product priorities
  - Insurance settlement

# Critical Inputs and Resources

- Providing the critical inputs and resources required to meet minimum expectations of the business process; think Supply Chain
  - People
  - Equipment
  - Vendors
  - Customers
  - Technology (prior module)
- Selection process
  - Consider cost and mean time to repair

# Selection Process





# Sell Your Strategy

## Strategic View

- Address strategic issues:
  - Reliability
  - Sustainability
  - Maximizing the investment in people and systems
  - NOT on recoverability
- Focus on the short-term gains to the organization and immediate ROI
- Emphasize benefits, not features

## Tactical View

- Consider the value proposition for the people you're selling to
  - How this will help their bottom lines
  - How it can result in raises, bonuses and promotions
- Demonstrate your understanding of their problems and how your strategy solves it
- Be frank about costs

# For Further Information

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