SI 510 - Special Topics: Data Security and Privacy: Legal, Policy and Enterprise Issues, Winter 2010

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http://hdl.handle.net/2027.42/78191
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Data Disruption

510 - Data Security and Privacy: Legal, Policy, and Enterprise Issues
University of Michigan School of Information
Week 12
Steps

- Immediate emergency response
- Transition to business continuity
- Requires Business Continuity Planning
  - Assessment of ability to resume operation
Disruptions

- Temporary vs long term
  - Interim access questions
- Immediate situation or advance warning
- Damage to data or only systems
- Data and systems OK but access to facility denied or limited
Reaction Models

- **Reactive**
  - No plans or measures to address
  - Need meetings
  - Must make decisions
  - May be impossible to resume without advance arrangements to replace employees, equipment, data

- **Proactive**
  - Dig the Business Continuity Plans out
Business Continuity Planning

- Allows business to move on after emergency response
- Continue operation
- Resume operation
- BC Program - overall
- BC Plan – individualized for system, facility, etc.
BCP Elements

- Project Initiation & Management
- Risk Evaluation & Control
- Business Impact Analysis
- Developing Business Continuity Program
- Emergency Response & Operations
- Developing & Implementing BCP
- Awareness & Training Programs
- Maintaining & Exercising BCP
- Crisis Communications
- Coordination With External Agencies

Refs: Disaster Recovery Institute International (www.drii.org), Business Continuity Institute (www.thebci.org)
Analyze

- Analyze business processes with relation to
  - Personnel
  - Information
  - Finances
  - Facilities/Equipment
- Track through
  - Normal
  - Disruption
  - Recovery
BCP Operations Levels

- Normal
- Recovery
  - Time to recovery level
- Resume normal
  - Time to normal
- Recovery Point Objective
  - Maximum amount of work in progress that can be lost
- Identify necessary support personnel, processes, technology
BCP Phases

- Prevention and Preparedness
- Response
- Recovery
- Restoration
Prevention and Preparedness

- Prevent problems
- Minimize loss where problem is unavoidable
- Develop BCP to recover operations to level and in time period that acceptable to management
- Do risk and business impact analyses
- Develop recovery strategies
- Provide training, exercises, awareness
- Maintain and adjust BCP
Response

- Notify continuity team leaders
- Act to minimize loss
- Make initial damage assessment
- Decide on whether to activate BCP recovery procedures
Recovery

- Resume operations at an alternate facility
- Restore computer systems and data
- Recover business operations within the Recovery Time Objective to the Recovery Operations Level
- Invoke crisis management and communications procedures
Restoration

- Assess damages
- Determine what can be salvaged and what must be replaced
- Restore / rebuild facility and resources
- Return operations from the alternate facility to a permanent facility