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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

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