

Ensuring that risk associated with systems failure is mitigated through planning and testing for ICT disaster situations

PFH Professional Services have completed ICT and Business Continuity projects for large and varying business across disparate industries. This experience has allowed us develop a simple test package for companies that is focused on ensuring critical data and systems can be recovered in the event of a server failure. Our standard test approach will provide a comprehensive data recovery test on your critical systems highlighting issues and areas that need to be addressed, as well a providing comprehensive recovery documentation that demonstrates your companies attention to dealing with the operational risk of an ICT failure.

Definition: We define with you the systems to be tested and the 3rd parties to be involved. This may be a single server running accounts or an industry specific application. At this point we define the server requirements for recovery as well as the level of involvement needed by the 3rd party providers.

Server build: Once the systems to be tested are defined, we build servers to a matching specification to facilitate the test. This ensures that a scenario representing the complete loss of your server is tested, and also facilitates a complete test without interfering with your live environment.

Recovery test: Using the pre-built server's and equipment, we attempt to recover all your data from a recent tape backup. This process is documented and results recorded.

Data validation: Recovered data is validated by you, or by a 3rd party application provider, to ensure that the data on the tape matches with your expectation. It can often be the case that the expectation in terms of content is different from what is actually present. Simply recovering the data is not sufficient so this is a very important stage. The PFH engineer works with you/your vendor to review and validate the data.

DR documentation: On successful completion of a test a full procedure for the recovery of your server is provided. This document details the exact steps to be followed in the recovery of your system. It is recommended that this procedure is then tested annually and updated where servers or applications environments change.

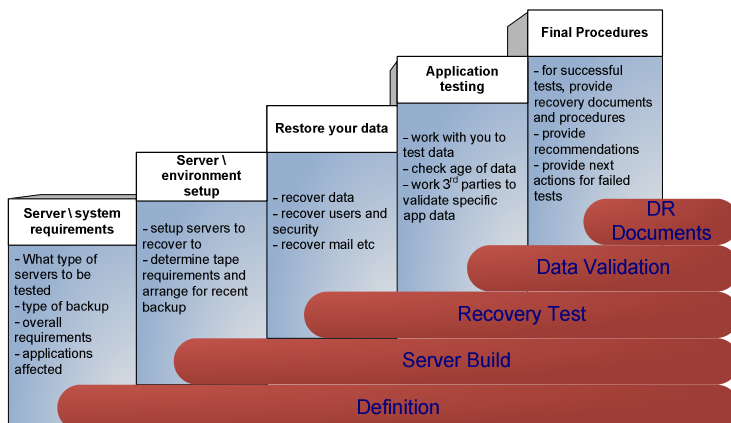


Figure 1.
Server DR Test Services