



OUR CAPABILITIES

Pitcher the Opportunity

Business Continuity/Disaster Recovery

Business Survival - too important to leave it to chance?
What would you do if your business was subjected to a 48 hour power failure?

Thankfully, major power cuts are not an every day event in Australia, unlike other parts of the world where businesses battle supply spikes due to aging power plants or extreme weather.

That said, the Australian business community is not immune to disruption – be it through the non-supply of essential services such as electricity, water or public transport; threat of security or terror acts; pandemics or nature disasters. Whatever the nature of the disruption, a common thread that binds them all is that they arrive unannounced with little or no capacity to prepare.

Don't Leave your Business to Chance

Would your business survive if a major disaster were to occur at the office – perhaps water damage from malfunctioning sprinklers or flooding from a burst water pipe. Possibly the disaster may be less obvious - a major electricity shutdown or a technology virus attack that has wiped out all data. Where would you relocate the staff and technology should the office be uninhabitable for up to a week?

When faced to consider such scenarios the common response from managers is that “everyone knows what to do”

and the staff would rally around to help. Organisations who have faced a disaster would strongly agree that staff was instrumental in the early return to normality however “knowing what to do” was far from the truth. Without clear roles and responsibilities immediately post the disaster staff eager to assist rushed into activities that resulted in the duplication of tasks and in some cases inadvertently impeded progress.

Be Prepared

A documented Business Continuity Plan (BCP) is designed to reduce an organisation's risk of an unexpected disruption to the critical functions and operations (manual and automated) necessary for the survival of the business. During the development of a BCP it should:

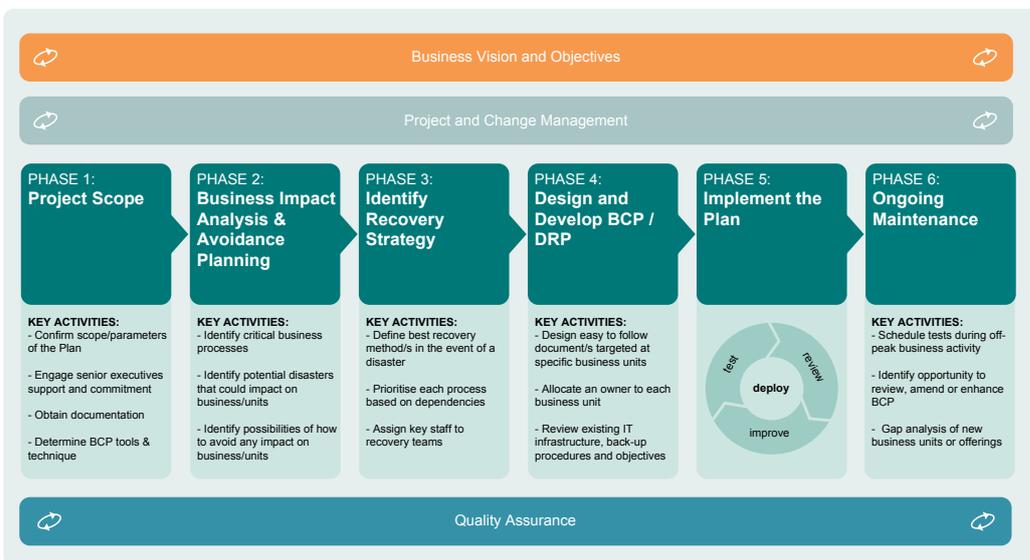
- involve senior management from all business units;
- be supported by as much information as possible about the operating and physical environment;
- determine what services are most critical to daily business operations;
- assign teams to handle various aspects of the recovery; and
- clearly define roles and allocate responsibilities; and
- identify an IT Disaster Recovery strategy.

Survival at a Glance

- Disruptions and disasters have a significant impact on your bottom line – even your business survival
- IT dependent businesses suffer loss every minute they are not operating
- A Business Continuity Plan can reduce the risk of unexpected disruption to the critical functions and operations necessary for business survival
- An IT Disaster Recovery Plan should be part of that BCP
- To survive a major disaster a business should be up and running within five days

Our BCP Services

- Develop/facilitate BCP/DRP strategies, including Business Impact Analysis
- Develop, document and implement BCP/DRP plans
- Review & analysis of existing business continuity documentation
- IT Infrastructure & Disaster Recovery Review
- Formal observation of BCP/DRP test scenarios
- Post disaster assistance: Salvage & Crisis Management



- Design the appropriate DR plan based on the business continuity requirements, including timings and costs.
- Assistance in determining an appropriate BCP/DR centre.
- Assistance in managing the move from the current DR centre to a new centre and the appropriate testing of the facility.

Telstra Super now have a tested BCP & DR plan that meets the requirements as specified by the business and ensures that whatever the disaster, business at Telstra Super can “continue as normal” with minimal disruption to its business and their clients.

Case Study

Knight Frank

Over recent years Knight Frank Australia Pty Ltd has invested in developing, implementing and testing an executable Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP). With the recent relocation in Melbourne, Knight Frank sought to ensure the continued relevance of their DRP and undertook a simulated system recovery to demonstrate their ability to recover from a disaster following documented procedures within their DRP. Pitcher Partners was asked to observe and report on this recovery.

The scope of the exercise focused upon:

- Review and provide feedback on the Knight Frank DRP documentation.
- Observe and provide feedback on a simulated recovery exercise at both Melbourne and Sydney locations.
- Report our observations and provide any recommendations to help improve the recovery processes.

Under the controlled conditions of the simulated exercise managed and observed by Pitcher Partners in both Melbourne and Sydney, Knight Frank demonstrated a capability to activate their business critical applications and

replicated data on the DR servers and relocate staff to an alternate “warm site”, that enabled Melbourne staff to capture test transactions within a 30 minute timeframe. Knight Frank satisfied their objectives from this exercise – informed staff who clearly understand their responsibilities during a disaster and an executable BCP/DRP. An annual testing program has been established to ensure we maintain these objectives.

Case Study

Telstra Super

“Yes we have a Disaster Recovery Plan” were the words from Telstra Super, but it wasn’t until the DR plan had to be initiated, did the gaps in their existing plan became apparent. This initiated the company to receive assistance from Pitcher Partners to review their existing plans. What this discovered was the DR plan had come first and there was a very limited BCP plan. Pitcher Partners were engaged to:

- Review the organisations capability to recovery business processes in the unlikely event of a disaster and design and create a BCP determining the maximum acceptable outages, recovery point and recovery time for all business processes.
- Design the appropriate BCP strategies and work around to ensure the business can continue its operations.

Key Elements of an Effective BCP

- Ownership and full support from senior management, business units and IT.
- Agreement on critical functions and operations to immediately be restored.
- Use of “plain English”.
- Communication of the plan to all levels of the organisation.
- Regular testing and maintenance to ensure feasibility and relevance.

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