

# Major national healthcare provider seeks assistance to update IT Disaster Recovery Plan

ITBC was engaged by a major national healthcare provider with public and private hospitals and aged care facilities to assist in the update of their IT disaster recovery plan.

## Objective

In 2018, the client was undertaking a Data Centre Transformation project and needed to update their IT disaster recovery plan aligning it with best practice and the newly implemented technology.

## Problem

- The existing IT disaster recovery plan was dated, was not aligned with implemented technology and therefore posed a significant risk to the client.
- Availability of internal resources in short timeframe to develop and complete an IT disaster recovery plan.
- Lack of internal knowledge of best practice IT disaster recovery plan.
- Ensuring that the plan had a base level of review and robustness to satisfy key stakeholders.
- Two data centres each with two high availability (HA) nodes with applications that could be (re)located to any node

## Solution

- IT disaster recovery plan created comprising:
  - Overview
  - DR Team Structure
  - Communications Plan
  - DR Contact Lists
  - Automatic and Manual Failover and Failback between HA nodes
  - Disaster Recovery (Failover) to Alternate site
  - Return Home (Failback) from Alternate site
  - Application validation in order of application priority
  - DR Exercise procedures
- IT disaster recovery policy and framework created.

# Case Study



## Benefits

- **Uplifted IT Disaster Recovery capability within IT.**

The plan walkthroughs allowed the key stakeholders from IT engineers through to IT senior management to increase their understanding of declaration processes; technical recoveries, application testing and exercising processes.

- **Wider acceptance of the IT Disaster Recovery Plan**

The opportunity of stakeholders to influence the contents of the plan during regular briefings reinforced ownership and acceptance of the plan.

- **Consistent content/format across Business Continuity Plans**

The enhanced plans have a consistent content and format across the organisation, promoting ease of usability during an incident.

- **Business Impact Analysis Review**

As stakeholders understanding of the recovery process increased, they realised there was some misalignment of application business impacts and ratings within the BIA due to a misunderstanding of BIA process. The client is considering additional work to review the BIA process.

- **Enhanced BC and Crisis management capabilities**

The deployment of an external IT DR consultant provided “value add” by undertaking intense technical writing over a short timeframe; freeing the organisation’s staff to focus energy on completing the data centre transformation project.

IT DR enhancements in other areas were also realised.

- **The organisation is better prepared to manage an incident.**

IT management have greater confidence that IT is better prepared than ever to manage a DR incident that may impact the ability of the business to operate and supply critical services.