



ADVISORY SERVICES

## **CASE STUDY DISASTER RECOVERY PLANNING IN 2019**



IT infrastructure outages and data security breaches have become a primary concern for Canadian organizations of all sizes. With cyber-attacks on the rise, strategists are placing higher importance on resilience in 2019.

Disaster Recovery Planning is no longer a project with a beginning and end. It is a program to be managed indefinitely. It serves as the blueprint that specifies the measures to enhance the resilience of services and how to effectively respond to a disaster event.

“We engaged Perry Group Consulting with a single aim: help us scope our disaster recovery needs so we can build a solution that meets our needs. Perry Group Consulting delivered far more. They led a full business impact assessment and disaster recovery that focused on service delivery. This fostered strong engagement and ownership of the process from the business leaders from the very beginning of the process. We now have a clear path forward and a single portal to manage documentation around risk, business continuity, and disaster recovery.”

**Jody MacEachern, Senior Manager of Information Technology, Grey County.**



## THE CHALLENGE

Grey County recognized the need to plan and prepare for disaster recovery issues with maintaining critical services. There was no practical way to identify what technology and applications needed to be available in a disaster scenario. A lack of system connection compounded the issue.

## DESCRIPTION

Grey County engaged Perry Group to develop an organization-wide business risk assessment and impact assessment to guide recommendations for a disaster recovery plan. A precise evaluation of the services each department delivers with a qualitative and a quantitative assessment of the potential impact of losing those services is unlike many other disaster recovery assessments that focus on technology.

## THE SOLUTION

Perry Group's work focused on the business processes first, identifying the technology that supports those processes. Perry Group created a robust stakeholder engagement and ownership with department heads. Calculation of recovery time objectives for each service supports business continuity. Maintenance of the documentation is easier with all material captured in a centralized cloud-based portal.

## THE OUTCOME

All the material is presented on a web-based portal that visualizes the connections between IT services and business services in a single pane of glass. That makes it easier to understand why the departments place aggressive recovery time objectives on some applications.

VALUE SCORECARD			
Department: Emergency Systems	Calculated RTO	Criticality Level	IT Service Requirements
Insurance Claims	7 Days	36	1,6,8,11,12,9
Risk Management	2 - 4 Weeks	31	1,6,8,11,12,9
Emergency Planning	2 - 4 Weeks	15	1,6,8,12,9
Emergency Operations	0 - 4 Hours	105	1,6,8,9,11,10,12,10
Department: Long Term Care	Calculated RTO	Criticality Level	IT Service Requirements
Financial Management	7 Days	35	1,11,10,12,10
Resident Care	0 - 4 Hours	12	1,6,8,9,11,10,14,12
Training	2 - 4 Weeks	3	N/A
Risk Management	2 - 4 Weeks	14	1,11,10
Health Management	0 - 4 Hours	105	4,5
Communications	0 - 4 Hours	105	N/A
Food Ordering (Dietary) Service	3 Days	31	1,6
Meal Planning & Delivery	3 Days	46	1,6

The encase™ portal is your gateway to a custom dashboard supporting the development of the IT Strategic Roadmaps, Business Continuity Planning, Data Management Maturity, and Cloud Readiness Analysis.

Grey County now has full access to a secure corporate portal " **encase™** " developed and supported by WG Advisory Services that allows authorized users to view DR Assessments in progress. This shows detailed reports and scorecards, Business Impact Analysis' results, Risk Assessments, Risk Registers and a corporate Documentation Library .

## BUILDING BETTER MUNICIPAL ORGANIZATIONS

### ABOUT PERRY GROUP CONSULTING

Perry Group Consulting is a technology management consulting firm here to help you build a better organization.

Perry Group Consulting Ltd. 43 Steen Drive, Mississauga, ON, L5N 2V3.

[www.PerryGroupConsulting.ca](http://www.PerryGroupConsulting.ca)

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