



# Building Resilience

## How prepared is your company to combat risk?

### CREATING REDUNDANCY

While many companies in Atlantic Canada rely on external 'hot site' vendors (data-centre backup) in central Canada or the U.S., these organizations may be compromising their ability to respond to and recover from disaster. Consider, for example, delays caused by poor weather. A company with recovery time objectives (RTOs) of less than 24 hours may not be able to access the external site in time to meet its RTO. Most companies can't afford that risk. Thus, with multiple facilities at their disposal, they may seek to build redundancy internally. For **xwave** clients such as Medavie Blue Cross, this strategy has provided a greater level of control over the chosen recovery site while at the same time proving more cost effective.

### IDENTIFYING CHALLENGES

Sometimes, the topic of Business Continuity seems only to raise insurmountable challenges—as made evident by the following concerns expressed by **xwave** clients:

- Everyone in the company has a different perspective on what's important in Business Continuity; I can't pull it together.
- I don't know how much money to budget for Disaster Recovery.
- I don't know whether or not to outsource Business Continuity.
- Ultimately, I'm not even sure of what poses the greatest risk to our business.
- Do I have anything now I can build on?

### WHAT CLIENTS SAY

In addition to Medavie Blue Cross, **xwave** provides BC and DR services to Nova Scotia Community College, University of New Brunswick, Service New Brunswick and, within the Department of National Defence, Halifax-based Maritime Forces Atlantic (MARLANT).

"While we currently have elements of a BC/DR plan in place, overall they aren't as robust or complete as we would like," says Mike Barclay, BIS LAN Server Support, MARLANT. "**xwave**'s analysis defined, in order of priority, items that should be addressed in a six-month period, 12-month period, and so on over a five-year window, all with attendant implementation strategies.

Now we have a roadmap that will enable us to develop a comprehensive, phased plan

that will meet our needs and those of the units we support."

"Having an expert such as **xwave** involved in planning jumpstarts and accelerates the process," says Chris Robbins, a Project Director with Service New Brunswick. He adds that effective continuity strategies are dependent partly on expertise, and partly on persistence.

"High demand for our technical specialists and our test servers—which are also our recovery servers—make testing an ongoing challenge. I'm not sure there is a magic bullet, other than constant vigilance."

### ABOUT XWAVE

**xwave**'s Risk Management team is the most experienced and advanced unit of its kind in Atlantic Canada, serving companies wanting initial planning and preparedness assessments, as well as those seeking help in maintaining and improving existing plans.

In addition, as a division of Bell Aliant, **xwave** draws from the strength of over 10,000 employees operating in the communications and IT industries, as well as a track record of success in telecommunications that spans more than a century.

**xwave** provides industry-leading information and communications technology (ICT) solutions that address real business challenges and deliver tangible results.

For more information:

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### KEEPING UP WITH CONTINUITY

Between understanding current strategies, keeping abreast of current risks, and ensuring your organization effectively dovetails the two, the business of risk management can be one that is beyond your core competency and in-house expertise. Consequently, you may not be properly equipped to handle relevant business risks.

"Research indicates that about half of organizations have some type of Disaster Recovery (DR) plan," says Monique Thebeau, Senior Business Continuity Consultant at **xwave** in Moncton, New Brunswick. "However," she adds, "many do not make a long-term investment in their plan by following industry standards and carrying out regular assessment, maintenance and testing."

Hence the reason **xwave** has, since the 1990s, taken the lead in Atlantic Canada with regard to business continuity (BC) methodologies and certification. Because organizations—and risks—change, **xwave**'s Risk Management team promotes the use of a lifecycle model that ensures companies remain resilient at all stages of the planning-management process. In use since 2000, the model has been designed to adapt easily to new compliance requirements related to ISO, ITIL (the IT Infrastructure Library), and Sarbanes-Oxley. It's built on 10 years of industry experience, and best practices set down by the Disaster Recovery Institute (DRI) Canada and DRI International.

### KEYS TO SUCCESS

Achieving and maintaining a successful Business Continuity Plan (BCP) depends on having full support from management, and knowing your risks—for which it's necessary to understand the stages of risk and recovery:

- Mitigation/Prevention
- Response/Crisis Management
- Recovery
- Restoration/Back to Normal

