Recovery Time Capability

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What is Recovery Time Capability

When we have a disaster big or small in our organization, we need to respond to the incident within a specific period of time. Those seconds, minutes or hours comprise of three distinct areas, which are assessment, recovery and verification.

Assessment
Determining the extent of the damage

Recovery
The process of restoring the network system

Verification
Determining that the system has returned to 100% of capability

Assessment

Once the damage to the network is discovered by a person our a diagnostic program on the server, the clock begins on the recovery time. The assessment is important because it will determine the amount of resources that will be thrown against the problem. These assets can be in people hours, cost of new equipment and software. The recovery may also involve expensive consulting hours paid to another organization. So a proper analysis should be made and recovery should start as soon as possible.

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Recovery

We should follow our prescribed timeline and procedure to fix the system. At many organizations, we may have our backup facility handling customer services while the primary network is being restored. The management team is depending on our RTC numbers that we have quoted so they know when the system will be restored. The organization can be spending twice to four the amount of man-hours while the recovery process is happening and may not meet monthly or quarterly financial goals because of the recovery team's inability to act as we estimated.

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Verification

The disaster recovery team along with the system experts need to run a complete system test of the restored network to verify the functionality. At that time the primary facility can return to normal operations and the backup facility can go back to normal staffing levels.

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Evaluation of the RTC

At the end of the restoration of the system where we made an assessment, performed the recovery and did the verification, we will record what went right and what went wrong. The evaluation should be quantifiable with times and numbers and not personal opinions. We take the evaluation and use it to revise the DRP and RTC.

What went right	What went wrong
• Put in 3 servers in 90% of estimated time • Fred Smith in maintenance has 10 years of server experience	• Really all 3 servers were corrupt • 2 recovery team members could not be contacted

Revising the DRP

We want to rewrite the DRP procedures and guidelines. We should update phone numbers for contacts numbers that we did not have. We should schedule retraining and reorganize teams to optimize our capability. The management team should receive a new RTC that accurately reflects our abilities.

Questions

1. What is Recovery Time Capability
2. What are three areas of recovery?
3. What is the objective of the first area?
4. What is the objective of the second area?
5. What is the objective of the third area?
6. What are two components of the evaluation?
7. What happens after the evaluation?