Notes:

➢ What risks does the Cloud present relative to business continuity planning and disaster recovery?
  o Amazon suffered two failures in the past 6 months. What do you do when you have no learning management system on the first day of class? Are we ready for the loss of control in management of infrastructure? Rebuttal: in-house systems are subject to the same risks as Cloud systems. Vendor selection and contract language are key elements (among other things).
  o All solutions involve some level of risk.
  o An outsourced BC/DR management system seems to make sense as long as it is hosted geographically distant. Odds of disasters affecting campus and remote management system are remote. If both are affected, likely the event is of a national scale.
  o Some institutions moving to virtualized server infrastructures along with colocation strategies. Pressure being felt though to turn DR sites into live sites as part of multi-location strategy. New strategies to achieve resiliency rather than simply DR in order to avoid the issues associated with having to recover back post incident. Highly virtualized institutions looking at private/public cloud virtual solutions.
  o Multiple network feeds are pointless if they all source from the same POP. Ensure network has true defense in depth.
  o Important to identify critical institutional services (both IT based and functional) along with the costs of making them redundant/resilient.

➢ What services has your institution outsourced as part of efforts to address business continuity and disaster recovery?
  o Several institutions have replicated DNS to sister institutions or other facilities.
  o Several institutions have outsourced e-mail.
  o Several institutions have moved to hosted learning management systems.
  o May be cheaper to buy services from the grid than to host in-house. Have to examine the cost/risk issues for each service.
  o How many departments realize they can still do things on paper? One institution’s Health Center keeps a current year day planner in a drawer as part of their business continuity plan.
  o Despite the criticality of a service, cost still has a significant influence on whether strategies for redundancy or resiliency are pursued.
Recommended that institutions look at identifying critical processes and then mapping those processes to infrastructure dependencies. What servers do I really have to have up?

Recommendation to tie business continuity planning to at least identified critical services.

CPO Tracker: disaster recovery / business continuity plan software package

How many institutions have an emergency operations center or emergency committee?

Several institutions indicated that they had emergency committees.

All institutions with EOC groups indicated that they had many of the the same representatives on their committees: police, student life, university relations, IT, administrative services, etc..

State police recommended to one institution that they have two EOC locations in case one was disabled.

Most schools indicated that they do post mortems following incidents.

An issue was brought up about educating communities to understand what evacuate means. Building? Campus?

Disaster recovery / business continuity testing

Most institutions conducted disaster recovery tests once or twice per year.

No institutions indicated that they conducted regular table top exercises. One institution indicated that they had run one large scale exercise.

The question was asked whether any institution prepositioned personnel in incidents with advance warning. None reported that they did, though some reported putting staff on standby to move to hot site locations.

Point was made that the trend is toward building resilient, multi-homed infrastructures and away from DR hot sites.

One institution spoke about having conducted a review by Homeland Security personnel. Apparently, there is a now a higher ed focused NIMS protocol. Following NIMS ensures reimbursement.

Statement: people plan for events rather than planning around disruption of processes (e.g., planning for hurricanes rather than planning for loss of power)

Getting buy in for disaster recovery / business continuity planning

Hurricane Sandy will now make it easier for institutions in the northeast to fund efforts.
What do institutions do to make progress with DR/BC in lean budget times?

- Some institutions doing reciprocal or one way compensated data center agreements.
- Problem is that most level 1 / 2 data centers are located in urban areas which bring elevated threat levels compared to rural areas.
- Recommendation was made to focus on making progress with planning while more operational free time available due to low budget.