General Announcements:

- Introduction of topic
- All participants should sign sheet (Educause sign-up list) for the session.
- Participants should sign-up for the listserv prior to leaving if not on it already and would like to join group (see checkbox).

Overview:

- Forum for strategic and tactical discussions regarding ability of institutions to maintain or restore business and academic services when some circumstance disrupts normal operations.
- Topics include disaster recovery as well as risk and impact assessment, prioritization of business processes, and restoring operations to a “new normal” after an event.

Discussion Topics:

1. Accomplishing Meaningful BC/DR Planning and Testing
   - How successful has your institution been with business continuity/disaster recovery planning?
   - What can be done to achieve more buy-in from campus units?
   - Do tools help business continuity/disaster recovery planning efforts? Is your institution using a tool effectively today? What led you to choose it?

2. BC/DR When Budgets are Tight
   - Do you have business continuity/disaster recovery planning agreements in place with local government, public safety officials, or other universities? How have budgets affected the ability to execute on those agreements?
   - What strategies has your institution used to enhance or at least maintain the status quo with business continuity/disaster recovery planning during the budget downturns?
   - Are there ways institutional collaboration can be used to make up the shortfall in disaster recovery planning and measures?

3. The Cloud is Changing the Rules of the Game
   - What are the challenges accomplishing disaster recovery as cloud services continue to become more interrelated and dependent on each other?
   - Do you feel that moving services to the cloud will simplify or strengthen business continuity/disaster recovery planning?
   - What do you see as the chief risks of moving to the cloud relative to business continuity? What are the chief benefits?
Session Execution:

- Three groups created to answer list of questions outlined above (one group for each topic). Once groups completed exercise, a member of each group provided an overview to all session attendees.
- **Group 1 – DR/BC When Budgets are Tight:**
  - Crystal Harris (UC - San Diego) presented group’s answers.
  - Do you have business continuity/disaster recovery planning agreements in place with local government, public safety officials, or other universities? How have budgets affected the ability to execute on those agreements? Some institutions have plans in place for mitigation. Most institutions have not cut DR/BC budgets with budget downturn.
  - What strategies has your institution used to enhance or at least maintain the status quo with business continuity/disaster recovery planning during the budget downturns? Hoping to move over time to the use of commercial data centers for hot/warm sites.
  - Are there ways institutional collaboration can be used to make up the shortfall in disaster recovery planning and measures? Some institutions have agreements with other HE institutions for DNS hosting, etc….Most institutions have not cut DR capability in the course of budget downturn.
- **Group 2 - Accomplishing Meaningful BC/DR Planning and Testing:**
  - David Normann, CU - Boulder presented group’s answers.
  - How successful has your institution been with business continuity/disaster recovery planning? Some knowledge gained from hurricanes, bomb threats, shootings, and other events - more needs to be done of course.
  - What can be done to achieve more buy-in from campus units? Must have top level support – critical.
  - Do tools help business continuity/disaster recovery planning efforts? Is your institution using a tool effectively today? What led you to choose it? Again, needs high level support to help units understand value and process, and give feedback to improve tool. Some institutions have found Kuali Ready to be a valuable tool.
- **Group 3 – The Cloud is Changing the Rules of the Game:**
  - Brad Hough, Logan University presented group’s answers.
  - What are the challenges accomplishing disaster recovery as cloud services continue to become more interrelated and dependent on each other? Problems with achieving a point in time recovery. How do you deal with a failure in one service?
  - Do you feel that moving services to the cloud will simplify or strengthen business continuity/disaster recovery planning? Could strengthen if done right. If done haphazardly could be risky if services pushed extensively into the cloud without planning. Discussed Microsoft Office 365 and Google offerings.
  - What do you see as the chief risks of moving to the cloud relative to business continuity? What are the chief benefits? Sort of a reverse risk. The risk that something happening far away can affect processes and ability to conduct work. Risk is exacerbated by the fact that you have no quick recourse. Is there a way to retain some access to and control over your data, information, and processes in a SaaS world? Questions posted regarding what other steps have you taken to mitigate risks in the Cloud relative to BC/DR? To exploit the benefits of Cloud infrastructure for BC/DR?

Concluding Remarks:

- Remember to continue conversations with others when you return to your campus!