



Cisco Data Center Business Continuity Planning Service

**Build a Comprehensive Business Continuity Strategy with
Cisco Technology and Expertise.**

The Cisco Data Center Business Continuity Planning Service helps you create a comprehensive business resiliency strategy and develop a flexible Business Continuity Plan based on the unique perspective of Cisco experts and proven leading practices.

Business continuity has become one of the most important challenges for enterprise IT organizations. Business requirements demand continuous application availability through an infrastructure that can recover from disasters and scale to accommodate dynamic growth. Corporate governance mandates transparency in processes and requires systems that are consistent, resilient, and able to recover quickly from outages. These requirements—combined with the high cost of even a single outage and increased scrutiny from internal auditors, regulatory bodies, strategic partners, and even customers—demand that data centers update their business continuity strategies.

IT managers are making significant investments to make sure that their data center network, computing, and storage infrastructures are intrinsically resilient. Building resiliency into the data center design is critical to maintaining high availability as data centers integrate new technologies such as virtualization. Evolving trends in business services that focus on areas such as agility and globalization also need to be captured and reflected in business continuity plans at the earliest possible stage. Failure to address evolving technology and business services trends can result in increased security, regulatory, and operational risk, as well as complexity that increases business continuity planning and disaster recovery (BCP/DR) service costs.

Enterprises can cost-effectively address BCP/DR concerns by analyzing their BCP/DR strategy in relation to industry standard models, which can reveal service dependencies, hidden costs, and integration challenges.

Achieve Business Continuity and Regulatory Compliance

The Cisco® Data Center Business Continuity Planning Service helps you quickly and cost-effectively create a comprehensive business resiliency strategy. Your new strategy will help you cope with your current needs and support a dynamic environment by integrating loosely coupled architecture components, new technologies, and a growing list of services. The service has a modular structure to help you address your exact area of interest, and is one part of a catalog that includes multiple BCP/DR program components.

One of the greatest strengths of the Cisco Data Center Business Continuity Planning Service is the unique perspective that Cisco experts provide, based on their deep understanding of Cisco products, their consulting expertise, and their use of proven leading practices. This perspective is invaluable in helping you maintain compliance with business continuity preparedness regulations such as Health Insurance Portability and Accounting Act (HIPAA) and standards established by Federal Financial Institutions Examination Council (FFIEC).

This Cisco Business Continuity Planning Service includes two components:

- **Business Continuity Assessment:** Analyzes the potential business continuity impact of identified risks to your crucial business processes and applications.
- **Business Continuity Planning and Design:** Helps you plan and design a comprehensive business resiliency strategy that aligns common goals and requirements for business continuity and IT service recovery.

Business Continuity Assessment

The Business Continuity Assessment analyzes your ability to provide IT service continuity and disaster recovery, and to comply with industry standards. Information is collected through onsite interviews and discovery workshops that help Cisco experts understand your crucial business processes and application requirements. This information helps identify risks and their potential business impact, and is critical to creating an overall business continuity planning strategy that includes a disaster recovery plan.

The success of this data-gathering and analysis phase of the Cisco Data Center Business Continuity Planning Service depends on your participation during the interactive sessions and your ability to provide quality information. If this information does not exist or is not up to date, Cisco will provide onsite tools to discover application service interdependencies and map them to the business service context targeted for the engagement.

The main activities of the Business Continuity Assessment are:

- **Risk Impact Analysis:** This activity will integrate new data and the events and factors covered in current BCP/DR policies, plans, solutions into the indicators used to create a Risk Gap Analysis. The analysis will provide a Risk Evaluation and Response, presented in various views to help you validate and accurately identify the business impact.
- **Business Impact Analysis:** This activity provides a comprehensive list of business service recovery targets, as well as interdependencies between the IT services and resources within the scope of this engagement. You can use this information to validate your approach and changes to current plans or solutions. The impact identified by this module might be due to policies that are incomplete or out-of-date with regard to current industry standards, or are not aligned with new business objectives. The analysis used for this module is based on “what if” scenarios that identify hidden dependencies, and business service disruption scenarios relevant to your environment.

Business Continuity Assessment (*Continued*)

- **BCP/DR Reference Architecture:** Based on the findings of the Risk Impact Analysis and Business Impact Analysis, this module will define the Reference Architectural model for BCP/DR in the context of the next-generation data center architecture. The final output will be a concrete architecture that can be incorporated into the overall data center architecture, based on customer priorities. Incorporating the new architecture should not involve changes to the overall vision or operational complexity, and should deliver BCP/DR services in a cost-effective and timely manner. This activity will use the knowledge base provided by Cisco subject matter experts in technology areas and external partners with proven experience in the business area. It will provide a final document that will present information appropriate to IT operations, cost, enterprise architecture, business, and chief executive officer audiences.

Table 1 lists activities and benefits for this Continuity Assessment component.

Table 1. Cisco Business Continuity Assessment Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
<p>Risk Impact Analysis</p> <ul style="list-style-type: none"> • Risk Definition (categories, levels, customer-acceptable levels with reference to customer Business Service Delivery Model) • Risk Analysis using a Gap Analysis approach of current state across the following dimensions: <ul style="list-style-type: none"> – Risk management – BCP/DR resources and processes • Risk Evaluation and Decision Matrix • Proposed Risk Response Strategy 	<ul style="list-style-type: none"> • Helps you understand the business risks and requirements for mission-critical IT services • Helps you prepare to improve business continuity by providing an inventory of mission-critical business processes and applications, and a list of factors that can disrupt business services • Helps you reduce risk to an acceptable level by providing a risk assessment model and risk management matrix that defines risk categories and levels, and outlines risk exposure, risk classification, and risk mitigation
<p>Business Impact Analysis</p> <ul style="list-style-type: none"> • Provide business process group definition and hierarchy for the most critical groups and interdependencies. • Evaluate the potential business loss in case of business process disruption. • Provide a review set of areas and perspectives used to define the current state, aligned with industry business continuity frameworks. • Create Business Service Recovery objectives (recovery point objective [RPO] and recovery time objective [RTO]). • Identify hidden dependencies, conflicts, and costs from resource or process perspectives. 	<ul style="list-style-type: none"> • Improves your understanding of the infrastructure and IT service dependencies that affect business continuity • Helps you identify and prioritize your business services, functions, or processes based on the potential impact of the risks on the organization • Helps you establish appropriate availability and recovery strategies
<p>BCP/DR Technology Reference Architecture</p> <ul style="list-style-type: none"> • Provide architecture components and models for BCP/DR services. • Establish architectural communication patterns that increase the benefits for new BCP/DR services delivery. • Help determine the impact of new technologies on BCP/DR services <ul style="list-style-type: none"> – Virtualization – Consolidation • Help create a BCP/DR Data Center Reference Architecture. 	<ul style="list-style-type: none"> • Improves the resiliency of your data center technology infrastructure by using the architecture to deliver cost-effective and timely BCP/DR services • Improves the data center service value by delivering Business Resiliency Services • Helps avoid outages caused by unmanaged changes by incorporating a BCP/DR Technology Architecture in the next-generation data center at an early stage to avoid re-work and risks related to major changes • Provides a comprehensive understanding of new trends in the Technology Reference Architecture and solutions for BCP/DR services and components

Business Continuity Planning and Design

The Business Continuity Planning and Design service component develops a comprehensive business resiliency strategy and aligns common goals and requirements around business continuity and IT service recovery. It includes a detailed strategy and roadmap around the state of readiness to plan for the recovery of business processes if the risks identified in the Business Continuity Assessment service component materialize.

The main activities of the Business Continuity Planning and Design service component are:

- **BCP/DR Strategy Roadmap Development:** Cisco experts will work with you to define the target state for BCP/DR strategy and associated guidelines in terms of BCP/DR maturity programs. They will also inventory mission-critical business processes and applications, and integrate business continuity services into application services delivery models such as Software as a Service (SaaS), Service-Oriented Architecture (SOA), and Web 2.0. The strategy develops IT services recovery as part of an overall business resiliency plan, and closes critical gaps in a continuity strategy. It considers BCP/DR policies and plans for resiliency in place for people, processes, applications, and the technology infrastructure. The strategy roadmap integrates findings from the Risk Analysis and the Business Impact Analysis into policies for data loss, data consistency, and integrity.
- **Financial Analysis:** This activity conducts a financial analysis of your strategic efforts in the area of next-generation BCP/DR technology architecture. The analysis includes:
 - Quantifying the capital investment required during the BCP/DR project lifecycle to address immediate and future states
 - Calculating the savings achieved in capital and operational budgets
 - Calculating the return on investment (ROI) for the strategy
 - Calculating the total cost of ownership (TOC) for the next-generation data center architecture
 - Calculating the net present value (NPV) of savings for the project

Table 2 lists activities and benefits for the Continuity Planning and Design component

Table 2. Cisco Business Continuity Planning and Design Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
<p>BCP/DR Strategy and Roadmap Development</p> <ul style="list-style-type: none"> • Identify gaps between the current capabilities and the desired virtualized capabilities and structures. • Provide an infrastructure management future blueprint. • Provide a transformation and modernization roadmap, including strategy elements. 	<ul style="list-style-type: none"> • Provides a unified view by aligning fragmented approaches to IT risk and closing critical gaps in a continuity strategy • Builds the foundation for a comprehensive business and IT continuity management program based on industry standards, with a focus on end-to-end IT service continuity • Highlights aspects relevant to customer Application Service Delivery Model and BCP/DR services • Highlights the need for BCP/DR program integration into your project life cycle (PLC) • Integrates important policies into the BCP/DR strategy at an early stage: <ul style="list-style-type: none"> – Data loss – Data consistency and integrity – Security – VM migration • Helps you understand resiliency strategies and recommendations for systems, networks, applications, and data
<p>Financial Analysis</p> <ul style="list-style-type: none"> • Create CapEx and OpEx models relevant to your environment. • Provide a financial analysis of the effort identified in the proposed strategy using the following financial tools: <ul style="list-style-type: none"> – ROI – TCO – Periodic cash flow <ul style="list-style-type: none"> – Net present value – Intermediate rate of return • Provide a perceived Strategy Value Assessment <ul style="list-style-type: none"> – Benefits – Interdependencies • Integrate the findings from the previous modules and presents them in a centralized view as either monetary (if possible) or perceived value. • Define financial metrics for BCP/DR lifecycle gate review. 	<ul style="list-style-type: none"> • Helps you achieve regulatory compliance and meet industry standards more quickly and cost-effectively • Provides a comprehensive financial assessment for the next-generation business resilient data center technology architecture

Benefits

The Cisco Data Center Business Continuity Planning service helps you create a comprehensive business resiliency strategy and transform your data center to support BCP/DR components. Your new strategy will be tailored to your unique requirements and will be based on Cisco expertise, industry standards, and proven leading practices.

Cisco Data Center Business Continuity Planning service can help you to:

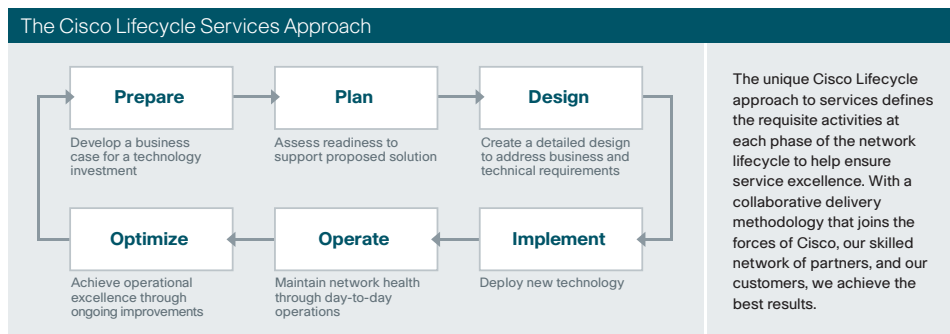
- Move forward in the business continuity lifecycle with the help a comprehensive list of indicators for risk analysis
- Understand the impact of new trends in the Technology Architecture and Solutions to BCP/DR services and components
- Understand the risk factors for various business process groups, and how those factors can escalate over time
- Use the network architecture as a tool to deliver timely and cost-effective BCP/DR services
- Incorporate a BCP/DR Technology Architecture in your next-generation data center at an early stage to avoid re-work and risk related to major changes

Cisco and Partner Expertise

Cisco and our partners use leading practices and proven methodologies to help you quickly and efficiently plan and deploy a high-performance, resilient, and scalable architecture. The Cisco Data Center Business Continuity Planning service is delivered by Cisco Advanced Services and partners who hold a wide array of industry certifications and are subject matter experts in business and technology architectures, and data center technologies. They have direct experience in planning, designing, and supporting the Cisco Data Center Business Continuity Planning Service. Our product and technology expertise is continually enhanced by hands-on experience with real-life networks and broad exposure to the latest technology and implementations.

Why Cisco Data Center Services?

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Using a unique, network-based perspective and a unified view of data center assets, Cisco and our industry-leading partners deliver services that accelerate the transformation of your data center. Cisco takes an architectural approach to help you efficiently integrate and manage data center resources. Cisco Data Center Services help you reduce costs, deliver high availability and application performance, and better meet your service-level agreements.



Availability

The Cisco Data Center Business Continuity Planning service is available as a statement of work (SOW)-based service and can be purchased as a standalone service. The Cisco Data Center Business Continuity Planning service is widely available; contact your local Cisco representative about availability in your area.

For More Information

For more information about the Cisco Data Center Business Continuity Planning service, as well as the broad array of Cisco Services for the data center, contact your local Cisco account manager or visit: www.cisco.com/go/dcservices. For more information about data center solutions, visit: www.cisco.com/go/datacenter.

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