## Keeping Your Business Running: Disaster Recovery, Managed Services, and Ways to Reduce Costs

### How to Best Prepare for The Unexpected: Assessing the Risk and Planning Accordingly

At some point in time, we will look backward from COVID-19 to see how well prepared we were, where we fell short, and what we need to do to improve for a future that will surely see these types of crises occur again. Executive sponsorship is critical. A high level of senior executive sponsorship is consistently identified as the single common denominator among companies having effective business continuity programs. Provide your executive team with a clear understanding of exactly where your program truly is today - what worked well and what did not, what needs improvement or expansion, and a road map to arrive at where you want to be.

In updating your Preparedness Plans, we recommend a foundational approach, including the surrounding capabilities that support it: Business Continuity Plans, Crisis Response Plans, Mass Communications capabilities, and testing for all of these.

Clearly an effective Business Continuity Plan is essential in today's business environment Recovery requirements must be established, strategies selected, and plans with the appropriate documentation assembled to meet those requirements.

Another part of the planning includes a Pandemic Plan, which is a special case of a Business Continuity Plan, meaning the two are interdependent. In assessing the risk to your organization, a summarized Risk Assessment report includes 5 domains, which are carefully selected for the proven impact they have on a company's ability to respond, communicate, and recover. These domains include Program Management, Planning, Business Continuity Preparation, Crisis Management Preparation, and Mass Communications.

Here are examples of assessment points describing varying results, separated by domain.

| Domain | Assessment |
|---|---|
| Program Management | The executive team has provided funding to support an effective Business Continuity Program. However, no formal governance processes are being followed, nor are formal status reports being provided to the executive team for their review. |
| Pandemic Planning | ABC Company did not have a Pandemic Plan to guide response to the COVID- 19 event. However, the BC Plan did provide some guidance on requirements and strategies to be adopted. A Pandemic Plan should be developed. |
| Business Continuity Preparation | ABC Company has a well-prepared Business Continuity Plan that has been tested regularly. That plan employs proven recovery strategies yielding results to meet requirements. The Plan detail addresses elements of the recent Pandemic event. |
| Crisis Management Preparation | ABC Company has not developed a Crisis Management Plan, nor does it have such a capability. Some employees have crisis management experience from their previous employers, and that experience should be built upon to produce a Plan. |
| Mass Communications | ABC Company does not use a mass communications tool. Instead, they rely on "call trees" which proved to be out-of-date and ineffective during responses to the recent pandemic event. |

**Security Strategies in Evaluating Data Center Services**

- Meet with the MSP and go over each relevant item thoroughly. In other words, challenge the MSP and require them to provide written proof that they can perform as expected.
- Request a client list and using the list. randomly contact clients with similar requirements as your own. Ask questions accordingly.
- Review MSP provided certifications, e.g. SOC 1, SOC2 Type 2 (SSAE 18), PCI-DSS, CJIS, IRS Publication 1075, etc. Use them as a reference versus your Risk Assessment documents. If gaps, find out why and seek additional information.
- The MSP should be current and continually updated with new and changing technologies. hardware/ software/network functionality, etc. that may affect your organization.
- Ensure MSP's approach and implementation strategies are consistent with that of your organization and are clearly outlined within any contract.
- Address compliance and certification
- Ensure you are a partner with the MSP on security
- The strength of the MSP's technical and security skills
- The strength of their relationships with their vendors
- Are you planning an accelerated migration to a Managed Services Provider or for using Cloud services? If yes, will the MSP be prepared to provide the necessary support. especially as it pertains to security.

## County Government Recognizes the Strength of the Blue Hill Team During COVID-19

"The team rose to the challenge and implemented a quality product in the timeframe needed."

Introduction:
During this COVID-19 pandemic, many customers now require additional resources and support. This is such an example. where enhancements were required to be implemented very quickly and efficiently, to support this new capability for Court cases to be filed electronically rather than in person.

We were therefore pleased to receive this note of praise, because it emphasizes the impact of a highly qualified true team effort working together under emergency time constraints to accomplish a critical business objective.

We appreciate our customer taking the time and making the effort to compliment the work of an accomplished team member from Blue Hill who played a key role within the team of essential IT staff members within this County Government. Receiving this recognition strengthens the team's purpose and makes us a stronger team working together.

## Why Clients Select Blue Hill

- Specialization in Mainframe Legacy Support
- Mainframe-as-a-Service - Data Center Hosting - Fully Managed Services
- Mitigate the risk of a retiring workforce, who run business critical operations
- Reduce costs - leverage HW/SW/Svc's
- "Pay for what you Use" price model
- Replace CapEx with OpEx
- Support "as is" - not force clients to upgrade or change the way they are used to operating
- Newer Technologies/Continuous Improvement Processes
- Better Service Levels - Faster Processing/ Virtualized environments

*"I deal with hundreds of vendors, and Blue Hill is only one of two vendors I will provide a reference for. They have been a great partner, from initial evaluation through migration to ongoing daily support. This team has never let us down and they provide great value." Like our initial migration and stable operations, Disaster Recovery testing Is another area where Blue Hill excels. We have experienced extremely smooth DR testing - it's easy, fast, and there haven't been any issues.*

- *CIO, Manufacturing and Distribution Company*

## Next Steps:

Contact us to learn more about the planning and tools we have available, in order to help build the roadmap to be able to quickly and effectively respond to immediate events, which is essential in today's world.

A full complement of these IT services is also available:

- Business Continuity Planning
- Disaster Recovery as a Services (DRaaS)
- Backup as a Service (BaaS)
- Dedicated Disaster Recovery services for Mainframe systems
- Dedicated Disaster Recovery services for Mid-range (AS/400-iSeries) systems
- Business Continuity Seats (dedicated and shared)
- Staff training
- Colocation and Fully Managed Services
- Applications Maintenance and Support