

EMC CONSULTING CONTINUITY OF OPERATIONS SERVICES FOR THE PUBLIC SECTOR

ESSENTIALS

- Minimize downtime and limit the impact from a catastrophic event
- Decrease the impact of an application outage and achieve 24-hour availability for your global business processes—supply chain, customer service, and more
- Comply with FEMA COOP regulatory requirements that identify specific recoverability capabilities
- Align infrastructure to the service levels required by operational processes and supported applications

RECOVERY FOR CRITICAL GOVERNMENT APPLICATIONS AND OPERATIONS

Government agencies, even more than their private sector counterparts, have a critical need to effectively address disaster recovery and continuity of operations in the event of emergency—whether a natural disaster, accident, sabotage, or attack. To ensure that they are compliant with stringent regulations governing continuity of operations (COOP), IT managers throughout the government will need to understand the regulations and how best to apply them within individual agencies.

EMC® COOP solutions from EMC Global Services will help you examine, identify, and address areas of vulnerability in your agency's processes and supporting applications as you work to comply with the Federal Emergency Management Agency (FEMA) COOP guidelines and ensure continuity of operations.

CONTINUITY OF OPERATIONS CHALLENGES

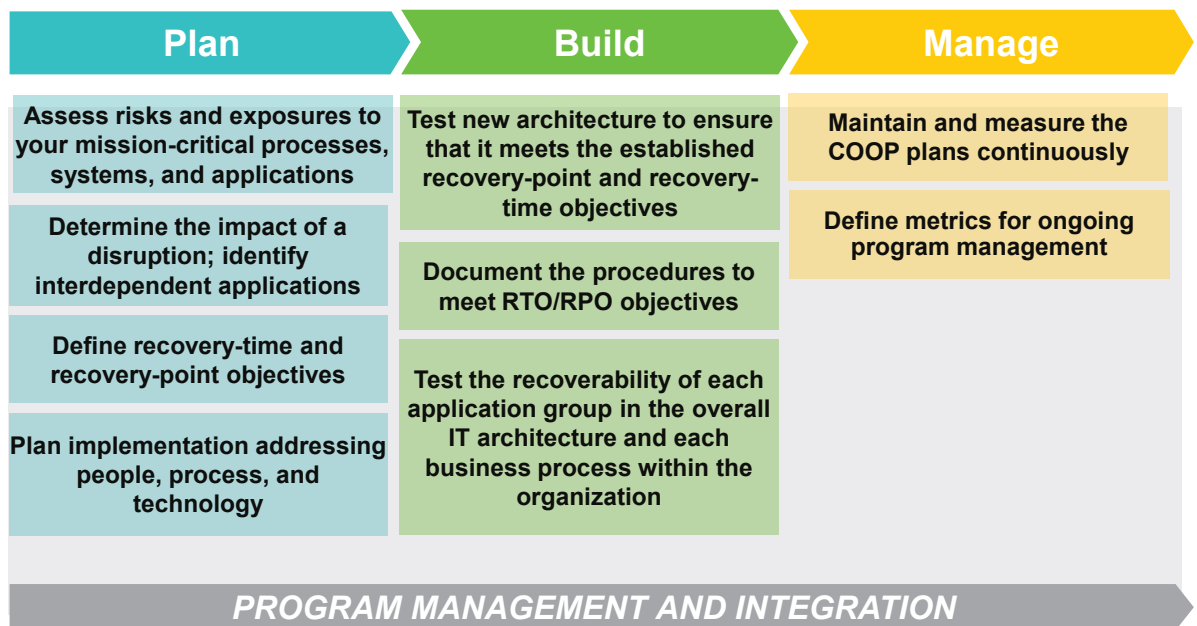
Faced with growing data volumes, more complexity, and increasing risk of operational interruption, agencies must overcome formidable protection challenges including:

- Recovery plans that do not match current needs—recovery programs and infrastructure that have not kept pace with organizational and responsibility changes, the rapid growth of critical data, changes to key applications, and increased threat levels
- Increasing regulatory pressure, which demands that Primary Mission Essential Functions (PMEFs) continue on an uninterrupted basis during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related events
- Complex application interdependencies and the need to recover these applications from a common point in time with data consistency
- Adoption of new technologies that promise higher levels of protection

IT and essential services resumption capabilities need to map to FEMA requirements, which may vary from agency to agency. This calls for a thorough and complete analysis of operational processes and all supporting components—from the employees, vendors, critical resources, hardware, software, network, data center, and other facilities that comprise your agency's IT and essential services environment to the staff who carry out day-to-day operations.

SERVICE FRAMEWORK

EMC consultants address people, processes, and technology to deliver a framework for COOP services that follows the Plan-Build-Manage phases of the IT lifecycle, helping our clients mitigate risk and limit exposure.



SERVICE VALUE

EMC consultants align your continuity of operations hardware, software, and process infrastructure to COOP mandates by identifying KPIs (Key Performance Indicators)—recovery-time objective (RTO, reducing the time it takes to recover from outages) and recovery-point objective (RPO, helping you minimize the data loss during an outage). EMC COOP services help you:

- Minimize downtime and limit the impact from a catastrophic event
- Decrease the impact of an application outage and achieve 24-hour availability for your agency's business processes—supply chain, customer service, collaboration, and more
- Comply with FEMA COOP regulatory requirements that identify specific recoverability capabilities
- Align infrastructure to the service levels required by operational processes and supported applications

RECENT CONSULTING ENGAGEMENTS

EMC has performed thousands of disaster recovery and operational continuity deployments over the last decade, developing proven best practices and tools that reduce time and resources required to develop successful operations continuity plans. These are just a few of our consulting engagements:

- A large and rapidly growing county government needed to develop a county-wide Continuity of Operations (COOP) program in order to comply with Homeland Security and FEMA guidelines. They engaged EMC to perform a Business Impact Analysis and develop a COOP governance model from which the county could run their COOP program office. EMC also created COOP plan templates and pilot plans to enable the agency to develop plans on their own to proactively prepare to recover essential services and thereby minimize service interruptions during an actual event.
- For a large metropolitan police department, EMC Consulting developed a COOP governance model which enabled their Homeland Security team to operate the COOP program. The team also created COOP plan templates, reviewed their IT COOP readiness, and provided a GAP analysis and recommendations. COOP plans were developed for the department's key

bureaus—including Patrol, Communications, and SWAT, among others. EMC consultants worked with the department to rewrite their OPCON (Operational Conditions Plan) and EOP (Emergency Operations Plan) in accordance with federal, state, and local guidelines including the National Incident Management System (NIMS), HSPD5, and other FEMA guidelines.

- With 10 million mobile subscribers, Liaoning Mobile is the leading mobile services provider in China. When they needed to put in place an effective set of disaster recovery policies, processes, and solutions, they asked EMC to provide design, implementation, and migration services for business continuity planning and information protection.
- Louisville Water Company, a long-established utility providing safe drinking water to a large metropolis needed an unbiased assessment—what would be the potential impact to their operations of an extended outage or business recovery event? EMC consultants delivered a Business Impact Analysis that examined the direct operational and financial impacts that each of 42 individual business processes has on the organization.

EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' business applications and infrastructures—as well as deep industry understanding—EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

CONTACT US

For more information, contact your local EMC Consulting representative, or visit www.EMC.com/consulting.

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