Business Continuity and Disaster Recovery (BCDR)

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Introduction:

Business Continuity and Disaster Recovery (BCDR) outlines the expected performance and responsibilities for maintaining business operations during and after disruptive events.

Definitions:

The **Recovery Time Objective** (RTO) is the amount of time or real time during or after a disaster that can elapse without a business restoring its services and processes to acceptable levels before it will experience intolerable consequences associated with the disruption.

The **Recovery Point Objective** (RPO) is a time-based measurement of the maximum amount of data loss that is tolerable to an organization. Also called backup recovery point objective, RPO is additionally important to determining whether the organization's backup schedule is sufficient to recover after a disaster.

Objectives:

- Minimize downtime in the event of a disaster
- Restore critical systems and data within agreed time frames
- Provide a clear process for business continuity and disaster response

Key Metrics:

- Recovery Time Objective (RTO):   Refer SLA (ie Severity Level S1 to S4)
- Recovery Point Objective (RPO):   24 hour
- Backup Frequency: Daily
- BCDR Testing Frequency: Semi-Annually

Incident Response and Escalation

- Incident Detection – Incidents are reported via Helpdesk or Monitoring System.
- Initial Response Time – Within 4 hour of incident detection.
- Escalation – If the issue is not resolved within 4 hour, it is escalated to senior management.

Review and Testing

- BCDR plans will be reviewed annually
- Full recovery testing will be conducted Semi-Annually
- Results and gaps will be documented and addressed

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