



# Business Continuity and Disaster Recovery Assessment

## Overview

Ensuring that your organization can continue operating following an unforeseen disaster demands careful planning. For many businesses, regulatory requirements reinforce the vital importance of developing and maintaining a detailed business continuity and disaster recovery strategy. Effective planning in turn requires a comprehensive understanding of both critical business operations and systems, and the potential effect of their disruption on the organization's operational and financial stability.

As an information technology (IT) and e-business consulting firm with 36 years' experience in helping our clients achieve competitive advantage through IT, CTG has a unique understanding of the strategic importance of your IT systems and information. Our business continuity plan/disaster recovery plan (BCP/DRP) assessment is specifically designed to identify gaps in your coverage, evaluate their potential impact on your organization, and provide practical recommendations for risk mitigation.

## Business Continuity Plan versus Disaster Recovery Plan

While the terms 'business continuity' and 'disaster recovery' are sometimes used interchangeably, they actually address two different—and equally vital—concerns. A business continuity plan outlines the organization's procedure for preserving the continuity of its critical business functions when normal operations are disrupted. It may also incorporate other plans, including disaster recovery, end-user recovery, contingency, emergency

response, and crisis management plans. A BCP is an 'umbrella' term that encompasses both disaster recovery and business resumption planning.

A disaster recovery plan (DRP) is a document that defines the resources, actions, tasks, and data required to manage the business recovery process in the event of a business interruption. The DRP helps restore the business process according to predetermined disaster recovery goals. Specifically, the DRP is used for the advanced preparation and planning necessary to minimize the impact of damage caused by a disaster and to help ensure that an organization's critical information systems remain available during the disaster. Because business continuity/disaster recovery plans must evolve as your business changes, they need to be assessed and updated on a regular basis.

## The BCP/DRP Process

CTG's BCP/DRP assessment focuses on the following areas as they relate to your technology infrastructure and business operations:

- Policy, procedure, documentation, and program review
- Gap analysis
- Regulatory compliance assessment (e.g., HIPAA)

The assessment process covers the operational and technical aspects of data availability and recovery. Operationally, it starts with a readiness assessment of your organization's business continuity program that encompasses policy and procedures, staff,



organization, planning, and technical and logistical infrastructure support. The BCP/DRP assessment uses a detailed and non-invasive review of your architecture, systems, and technical processes to identify potential gaps in the program. It reviews every aspect of your organization's BCP/DRP program and compares it to current best business practices and regulatory requirements such as the HIPAA security standard.



On completion of the gap analysis, CTG presents a detailed report on its findings, with recommendations for addressing any potential issues. The analysis also serves as the basis for a remediation action plan that details the required issues and actions, in priority order. The action plan provides a road map for any organizational changes needed to address BCP/DRP and best business practices.

### The BCP/DRP Report

The BCP/DRP assessment deliverable consists of a comprehensive and detailed interpretation of the assessment findings, written on a level that is appropriate to both technical and management audiences. The

report identifies areas of improvement in your business continuity program associated with data availability, data integrity, and patient confidentiality, as well as operational policies, procedures, and process redesign as they relate to best practice and current compliance standards. The report also recommends measures that can be taken to mitigate identified gaps.

### Our Commitment to Quality

CTG ensures the consistent delivery of the highest quality e-security services through proprietary best practices formally defined in our global quality management system. Our 36-year commitment to quality and client service is demonstrated by the fact that we are one of only a handful of IT companies to receive both company-wide ISO 9001 and CMM Level 3 quality certification.

CTG's e-security consultants average over 15 years of experience in multiple security disciplines across a number of industries, including financial services, telecommunications, healthcare, and manufacturing. They are equipped with a proven proprietary engagement management methodology—AssureWare™—that guarantees clear communication between CTG consultants and client staff throughout an engagement. Our consultants' emphasis on knowledge transfer and mentoring prepares your internal staff to manage the protection of information assets effectively as the enterprise evolves and new technologies are introduced.

Our state-of-the-art approach, Cognitive Security Management, focuses on developing the optimal level of security to mitigate risk, achieve business objectives, and comply with regulatory requirements.

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*Backed by 36 years' experience, CTG provides IT staffing, application management outsourcing, consulting, and software development and integration solutions to help Global 2000 clients focus on their core businesses and use IT as a competitive advantage to excel in their markets. CTG combines in-depth understanding of our clients' businesses with a full range of integrated services and proprietary ISO 9001-certified service methodologies. Our 2,800 IT professionals based in an international network of offices in North America and Europe have a proven track record of delivering solutions that work.*

More information about CTG is available on the Web at [www.ctg.com](http://www.ctg.com).

