



Without
the Data,
There is no
Recovery

Disaster Planning Revisited: An Update on Recovery Strategies for Uncertain Times

COMNET Conference & Expo 2003

Harry Ebbighausen, President
Iron Mountain Off-Site Data Protection
January 28, 2003

Agenda



- Disaster recovery challenges for the 21st century
- Information storage – the security and accessibility challenge
- Real world case study shows the changing face of disaster recovery
- The future of disaster recovery

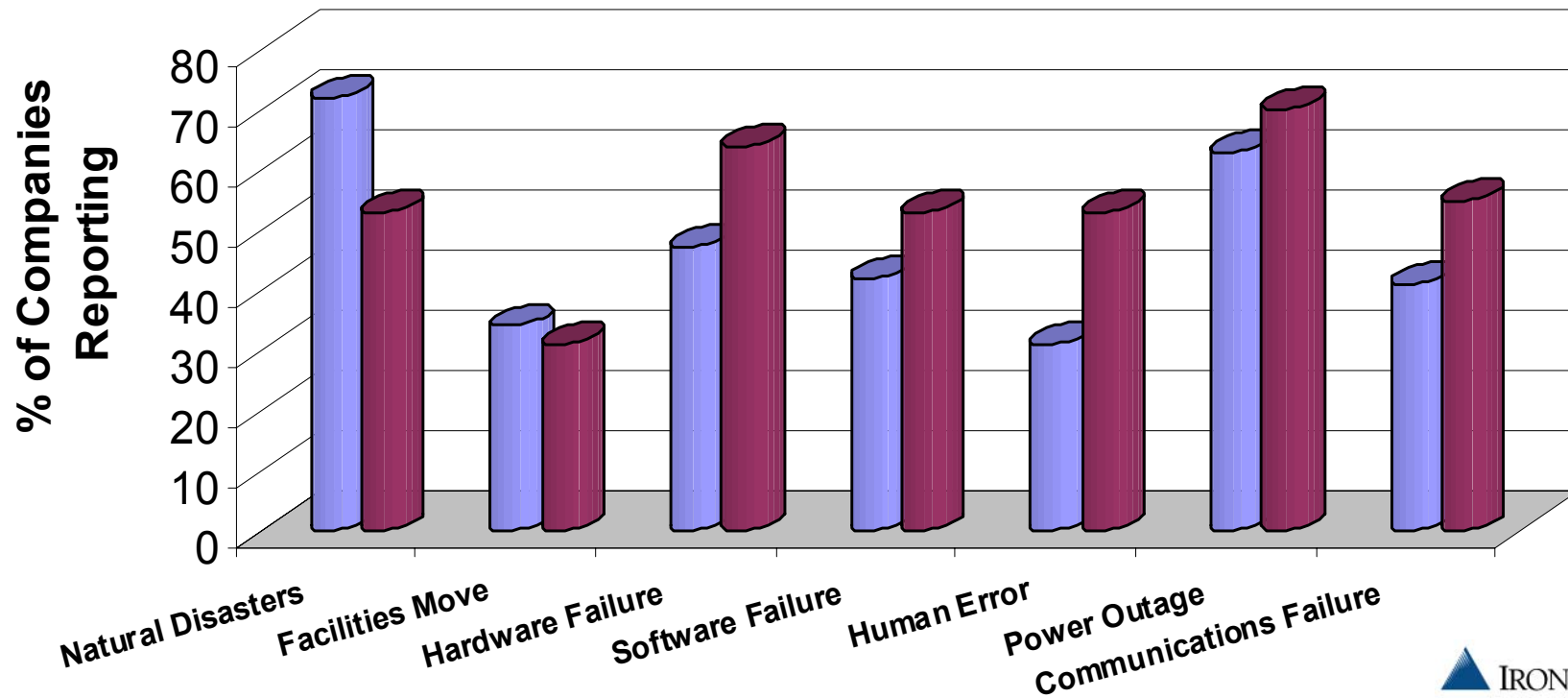
Disaster Recovery Threats - 2001



- Natural Risks still exist
- Number of risks have increased
- Man-made threats expanded
 - Internal: employee sabotage, workplace violence
 - External: terrorism, violence, hackers

Causes of Business Interruptions

Source: KPMG, 2001



■ 1998
■ 2000

Today's Threats



Faceless and Ubiquitous

- Employee sabotage
 - Inside jobs account for over 70% of the electronic crimes that the FBI handles
 - 64% of organizations surveyed in 2002 had some type of insider attack on their systems
- Terrorist attacks
- New Data Accountability

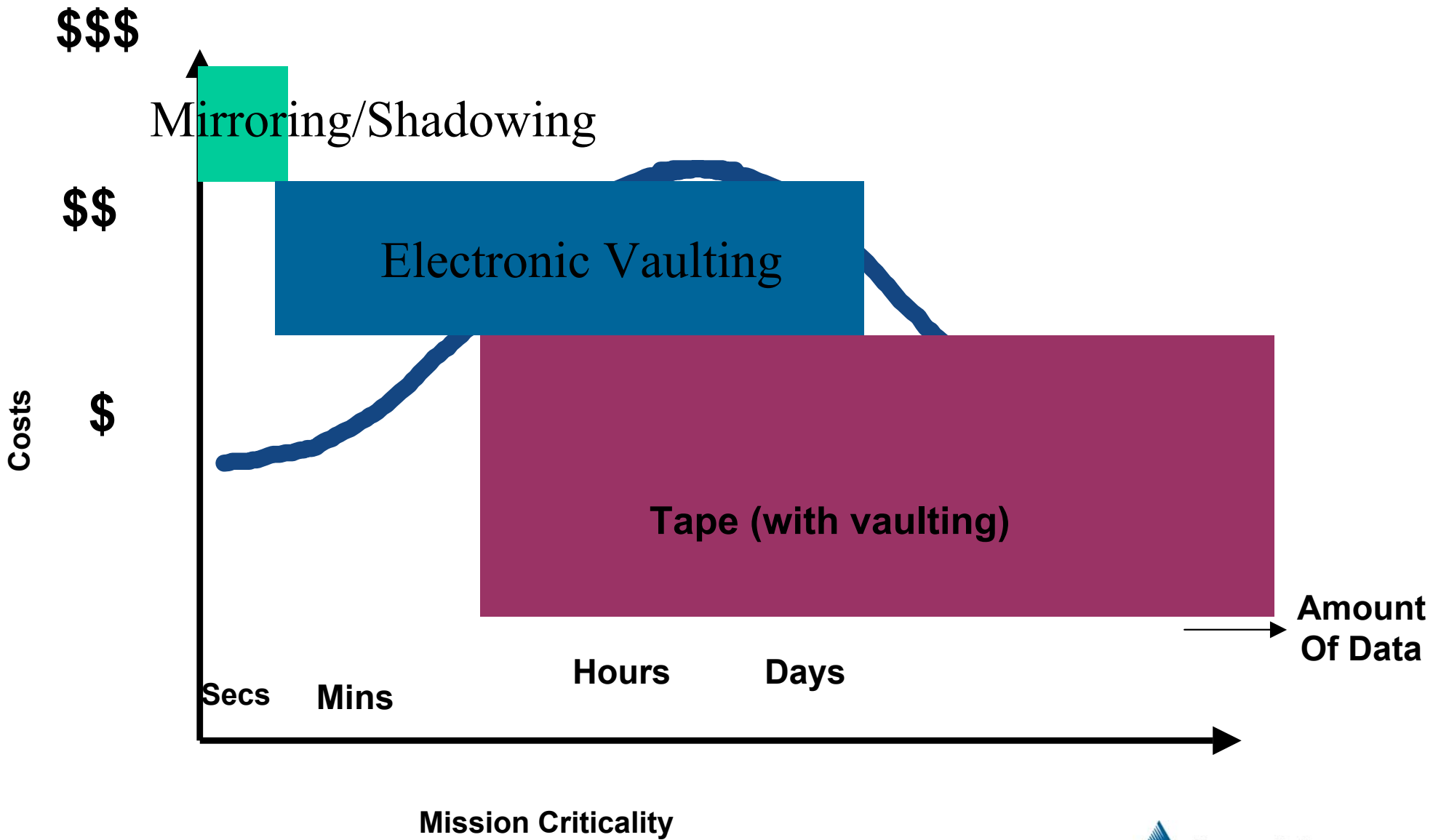


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Information Storage Methods



Information Security Guidelines for 21st Century Threats



Ensures the security and protection of your data assets

Solution

- Off-site
- Off-line
- Out-of-reach

Benefit

- ✓ Safeguards backup data
- ✓ Protects against disaster
- ✓ Protects against contamination or corruption
- ✓ Protects against deliberate employee sabotage

Security Capabilities of Information Storage Solutions



	Tape Drives	Removable Storage Devices	In-Place Hard Disk Duplication	Network Backup	File Archiving
Hardware/Software Failure	++	+ / ++	+	++	-
Human Error	++	++	++	++	++
Virus Infection	++	+ / ++	-	+ / ++	- / +
Theft	++	++	Zero	- / +	Zero
Sabotage	++	++	-	-	Zero
Natural Disaster	++	++	Zero	Zero	Zero

Protection Level: **Green = High; Yellow = Moderate; Red = Very Low to None**

Source: *The PC Guide*, April 17, 2001

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Case Study



- Service Provider Perspective
- Clients Perspective
- “Lessons Learned” become “Best Practices”

Client Perspective



- The Indirectly Impacted
 - Will contact you first
 - May have multiple requests
- The Directly Impacted, With a Tested Plan
 - Will contact you next
 - Situation may not unfold as tested
- The Directly Impacted, Without a Plan
 - Are the last to call for help
 - Least able to identify what help is needed

Client Perspective



- Clients Want To Know About:
 - Data Currency
 - Availability
 - Access to available resources
 - Direct access to contacts

Client Perspective



- The “Other” Clients, Those Unaffected:
 - Documented routes
 - Documented contacts
 - Documented procedures

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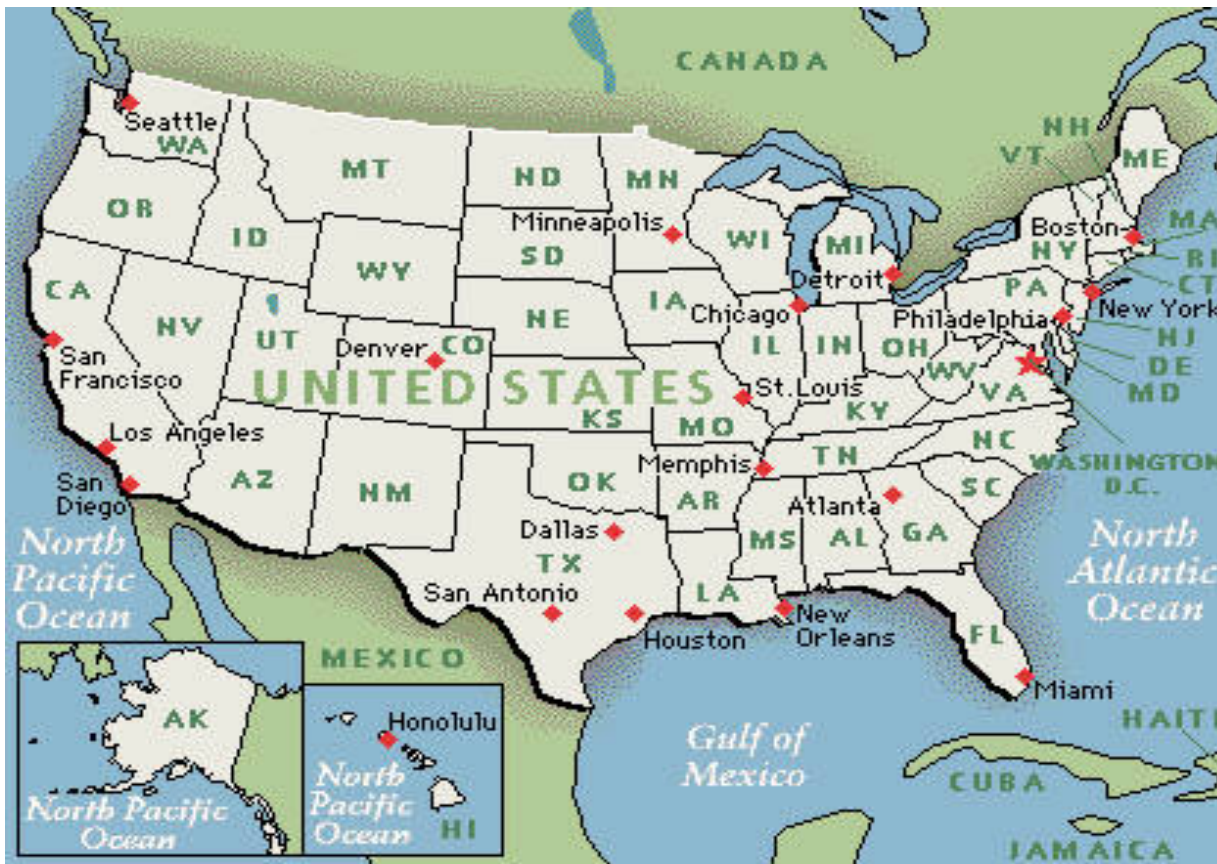
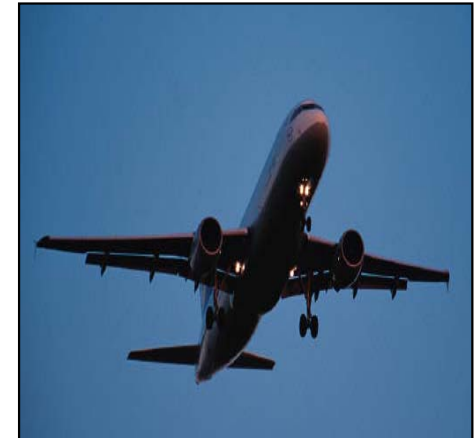


- Service Provider Perspective
- Clients Perspective
- “Lessons Learned” become “Best Practices”

“Lessons Learned”



- Restricted “Air Space”



“Lessons Learned”



- Restricted “Air Space”
- Clients With a Tested Plan Responded Quicker, More Effectively

“Lessons Learned”



- Restricted “Air Space”
- Clients With a Tested Plan Responded Quicker, More Effectively
- **Authorized Personnel in a Single Location**

“Lessons Learned”



- Restricted “Air Space”
- Clients With a Tested Plan Responded Quicker, More Effectively
- Authorized Personnel in a Single Location
- **Access to Media for Full Backup**

“Lessons Learned”



- Restricted “Air Space”
- International Shipments
- Clients With a Tested Plan Responded Quicker, More Effectively
- Authorized Personnel in a Single Location
- Access to Media for Full Backup
- Knowledge of Other Vendors, Prepared and Available

“Lessons Learned”



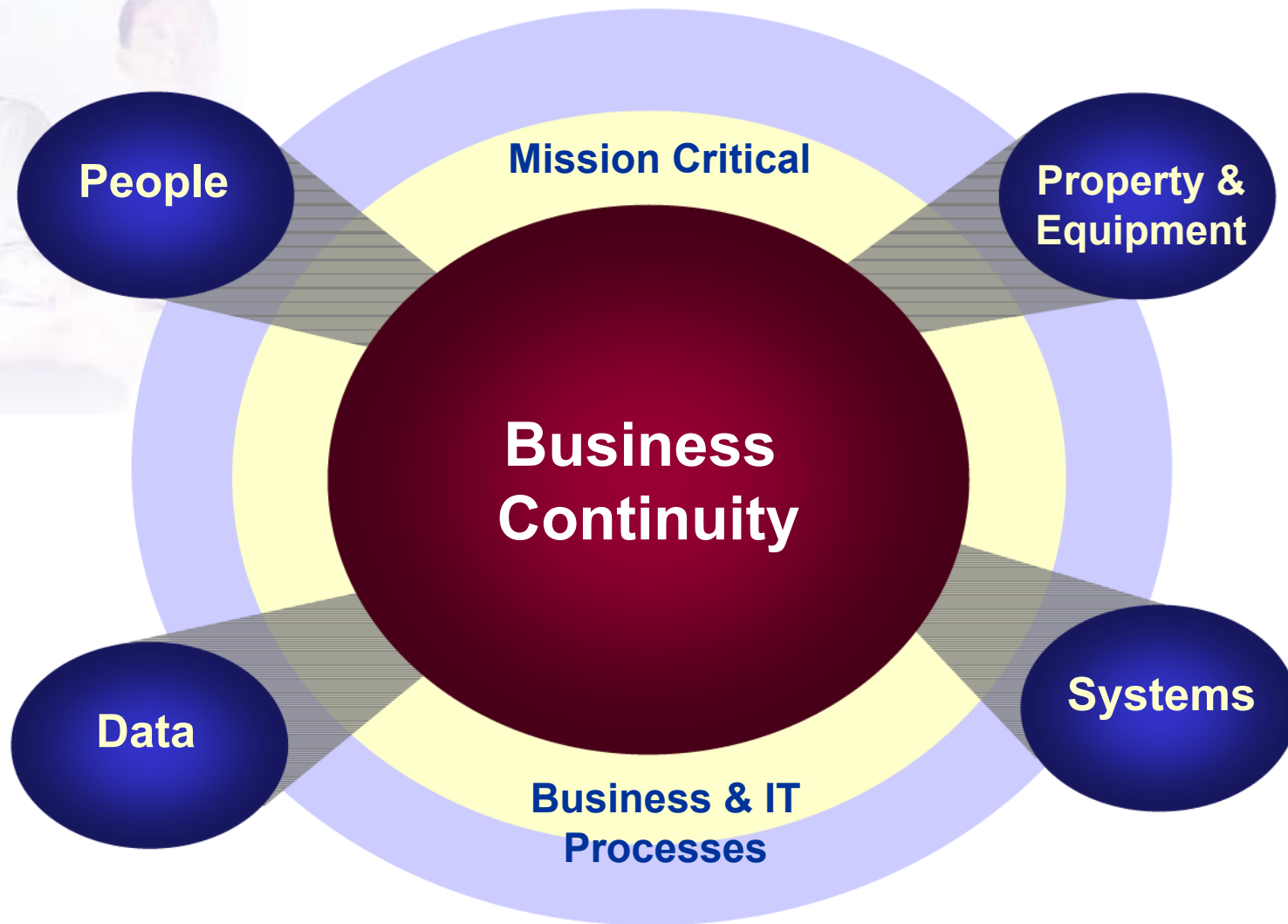
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Update on Recovery Strategies





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