



HP Services Business Continuity Assessment

Preparing your enterprise for the unexpected

Loss of key business processes can mean lost productivity, lost revenue, and lost customers.

Are you prepared for a disaster?



What happens when the unexpected occurs?

Your enterprise runs smoothly now, but what happens when the unexpected occurs? Loss of IT infrastructure supporting key business processes can mean lost productivity, lost revenue, lost customers, and lost opportunities. Are you prepared for a full disaster or some other unforeseen business interruption that cuts power at—or restricts access to—your site? Can you adhere to increasingly challenging legal and regulatory requirements mandating business continuity? What would be the impact of a long-term outage to your revenue, stock valuation, or market reputation?

Perhaps you have some basic continuity capabilities in place, such as the performance of regular data backups and the establishment of escalation structures. Or maybe you put together a formal continuity plan a few years ago but are concerned that it may be out of date. In all likelihood, you have a variety of activities ready to set into motion, but they may suffer from lack of clear focus or business justification.

Now more than ever, the development of a well-constructed, current business continuity plan is essential to maintain your competitive advantage when disaster strikes. Your company's continued success depends on proactively preparing for the unexpected so it will be able to react quickly and intelligently when something goes awry. But where to begin? Isn't that the hardest part?

Assessment topic	Risk rating						Best practice note
	High		Medium		Low		
	0	1	2	3	4	5	
Vital records							Vital records have been defined, identified, and are backed up; can be recreated and/or kept offsite.
Business processes							Business practices have been documented by cross-departmental users; documentation is used and regularly updated; MTO for each has been agreed.
Key resources							Resources (people, equipment, services) have been identified and are regularly reviewed.
Table score							
0/15							

The HP Services Business Continuity Assessment compares how prepared you are for an unexpected business disruption against industry best practices. At the procedure's completion, you'll receive a clear picture of the current state of your disaster preparedness.

Business continuity begins with HP Services

The HP Services Business Continuity Assessment is the perfect starting point. It provides a high-level overview of the relative effectiveness of your current continuity environment with a focus on prioritized recommendations. All recommendations are based on industry best practices and HP's collective years of experience across a broad range of organizations.

An experienced HP consultant will:

- **Assess** your level of readiness
- **Identify** key risks and exposures
- **Perform** a gap analysis
- **Recommend** improvements

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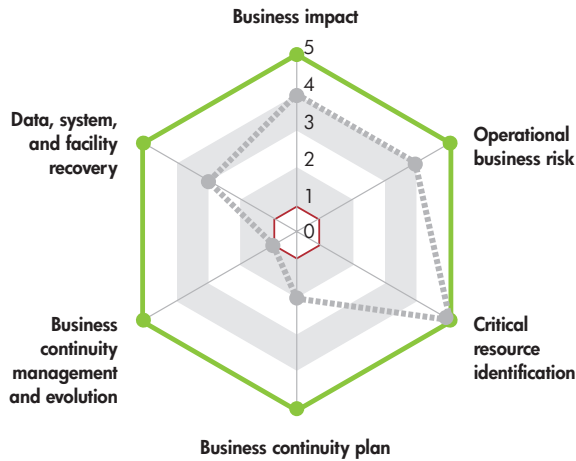
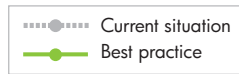
A collaboration between HP and you

An HP consultant will gather information for the assessment with minimal disruption to your staff through onsite interviews and data collection. To serve you best, we require appropriate system access and information, along with brief sessions between the HP consultant and your business and IT staff.

- **Number of sessions**—One preferred; no more than four
- **Attendees**—HP consultant, your enterprise's appropriate business and IT representatives
- **Interview session length**—Two hours (approximate)
- **Follow-up**—If necessary, for further documentation or other information requests



Analysis example



We report to you

All key findings, suggested follow-ups, and prioritized action plans will be presented and discussed at an onsite meeting. It will typically include these seven focus areas:

- Business impact
- Operational business risk
- Risk management
- Critical resource identification
- Business continuity plan
- Business continuity management and evolution
- Data, system, and facility recovery

The report is presented in three sections:

- **Executive summary**—This highlights the key identified issues and recommendations for any issues with high-risk ratings. Also included in the summary is an analysis chart that graphically highlights weak areas. It can be useful in clearly explaining current risk and obtaining buy-in for improvement projects. A total rating is provided to indicate overall readiness.
- **Overview**—This provides the business and IT context for the assessment.
- **Assessment analysis**—This is presented in tabular fashion, with “traffic light” ratings for the current situation for each topic from high risk (0—red) to low risk (5—green). It compares best practice against the organization’s current situation. The topics are divided by focus area. The analysis also includes recommendations to improve operational resilience for any issues with a risk rating of 0 to 3.



HP Services goes the extra step

The Business Continuity Assessment is part of the analyze phase of the HP Services Business Continuity lifecycle.

Many enterprises choose to complete the Business Continuity Assessment on an annual basis. This is a simple, structured, cost-effective way to continually compare your organization with evolving best practices and to enable ongoing process improvement.

HP Services offers a full spectrum of proven business continuity solutions to reduce exposure and vulnerability, help protect your mission-critical operations against diverse downtime threats, and ease your recovery if an unforeseeable catastrophe strikes.

Whether your platforms are all HP or mixed vendor, we have services to suit your needs.

Our portfolio includes:

- Business continuity consulting
 - Analyze
 - Design, build, and integrate
 - Manage and evolve
- Disaster tolerant services
- Business recovery services (for the data center and office)
- Backup and recovery services

Why HP Services?

With nearly 20 years of business continuity experience, a collaborative consulting style, and flexible contract terms, HP Services has a long track record of helping clients recover from thousands of business-disruptive events.

Our commitment to your enterprise goes well beyond a boilerplate service agreement. With more than 65,000 IT professionals worldwide and a longstanding tradition of superior customer satisfaction to uphold, HP takes the term “service” seriously.

HP is motivated to help you lower your costs through economies of scale, our streamlined processes, and our well-trained, eager staff.

For more information

The Business Continuity Assessment is a fixed-price service that may be ordered under HP part #1689AA or #H9147A.

For more information about the assessment or other HP Business Continuity Services, please contact your HP representative or e-mail us at **business.continuity@hp.com**.

You may also find more information on our Web site at **www.hp.com/hps/continuity**.



To learn more, visit www.hp.com.

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