



# Infrastructure Impact Analysis

*Technology has become so pervasive and indispensable to most businesses. In today's world, not only does ICT underpin the "nervous system" without which regular business transactions would not be possible, it has also become a strategic driver for innovation and competitive advantage.*

Staggering investments have been made in technology to the point where, in certain instances, operational expenditure on ICT represents more than 40% of a company's overall budget. **For these reasons, protecting ICT resources and preventing ICT related operational disruptions, has become a key focus area of most organisations risk management efforts.**

It is therefore important that CIOs and IT managers understand cost effective ways of providing operational resilience through the efficient management of ICT Service Continuity using techniques and solutions (e.g. virtualisation, high speed data replication, hosted managed services, etc.) that maximise value.

Managing ICT Service Continuity has become a C-level function requiring the combined expertise of the CIO, CFO and CRO to ensure that fair value is paid for ICT resilience measures, without compromising returns on profitability.

***Our experience has shown that measures to ensure the availability and recoverability of ICT systems need not necessarily increase ICT capital or operational expenditure. Through careful analysis of an organization's ICT Infrastructure landscape, ContinuitySA has formulated a mechanism to assist CIOs to benefit from the application of hybrid ICT Service Continuity and Disaster Recovery solutions which result in a smarter utilisation of ICT opex and capex.***

The **Infrastructure Impact Analysis (IIA)** is an advisory service provided by our business continuity experts and technical specialists to identify, segment and

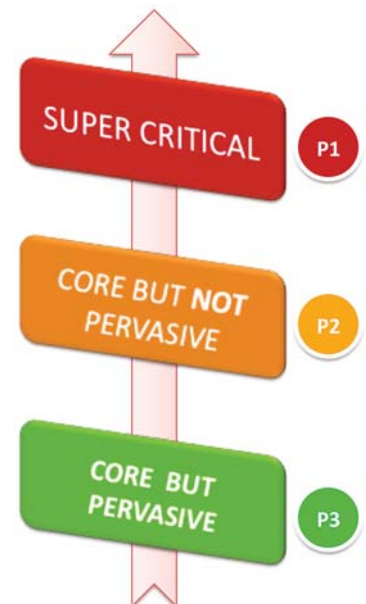
prioritise critical elements of your ICT infrastructure based on an analysis of: (a) the level of business process dependency on the disparate elements of ICT and (b) the operational as well as financial impacts resulting from the disruption of a single or combination of ICT components or systems.

The IIA is essentially a structured assessment of the impacts and associated costs resulting from the temporary disruption or permanent loss of various components of the ICT infrastructure, in terms of revenue streams, competitive advantage and market share. The outcome of an IIA is to enable a smarter way of financing your ICT Service Continuity requirements by ensuring optimal spending on ICT capex and opex for purposes of business function productivity and disaster recovery.

Advances in cloud computing have resulted in many IT executives over-specifying and over-spending on their ICT disaster recovery requirements. Replicating everything just because the technology to do so exists, does not make economic sense. If anything, it represents a narrow-sighted and irresponsible utilisation of funds within the ICT budget which could be better spent on other areas within the business.

***If you are in Sandton, you don't use your corporate jet to travel to a business conference in Muldersdrif. Conversely, if the conference was in China, you wouldn't dare use your car to get there. Similarly, it is important to use appropriate and cost effective technology solutions for each tier of infrastructure based on its criticality to the business.***

The IIA segments infrastructure into three tiers: (i) super critical, (ii) core but not pervasive and (iii) core but pervasive.

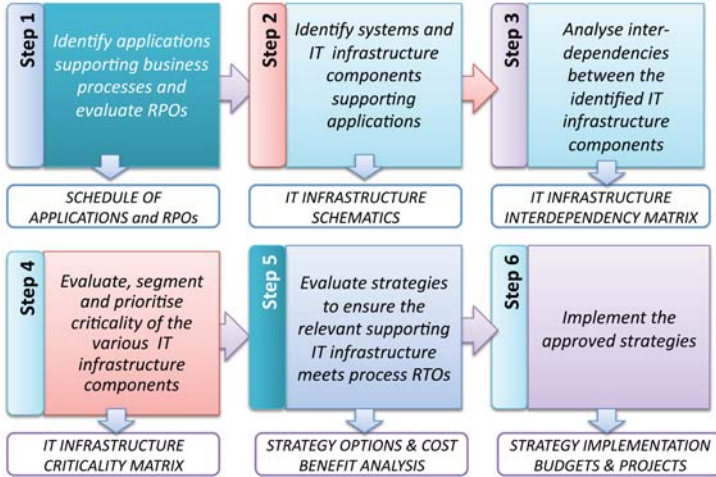


The three tiers represent different levels of priority assigned to each segment of an organisation's IT infrastructure based on the level of dependency which various business processes have on each component. This in turn determines the type and cost of protection or resilience measures which need to be allocated for each infrastructure tier.

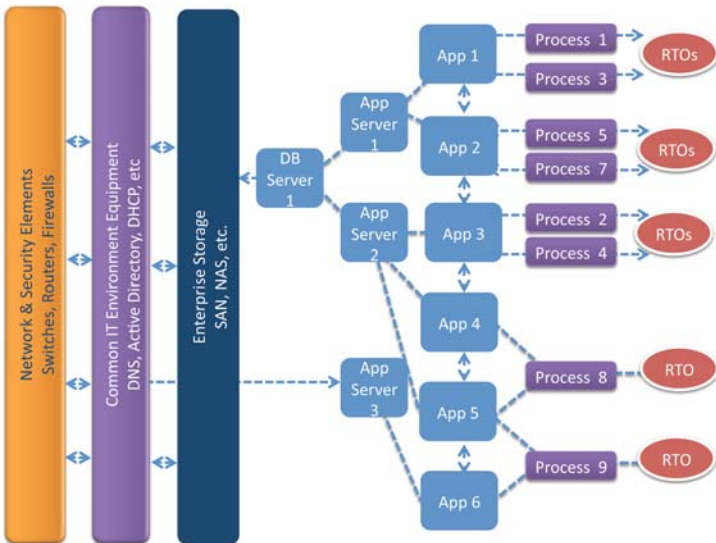
From a cost point of view, not all elements of the ICT infrastructure are co-locatable or replication-friendly. Some are, for example transactional based systems and supporting infrastructure.

***Our experience has proven that the bulk of systems which have longer Recovery Time Objectives (RTOs) and Recovery Points Objectives (RPOs), can safely be protected using block-based-replication configured in snapshots which meet the prescribed RTO/ RPO specifications, with the data only being made available to production at the time of invoking the disaster recovery process.***

In conducting the IAA, ContinuitySA applies a best practice methodology encompassing the following steps and deliverables:



All elements of the ICT infrastructure landscape are examined during the IIA process. This entails a detailed analysis of all elements within the ICT production environment from application servers, storage platforms, to network and security elements.

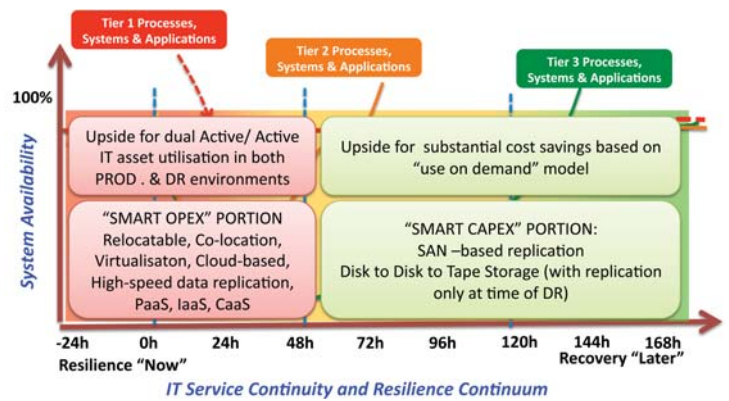


Depending on the complexities of a specific business environment, a traditional Business Impact Analysis (BIA) can be an elaborate and time consuming process to determine business continuity strategies and plans. For companies which have not undertaken a traditional BIA or wish to streamline the time and effort spent in determining their ICT Service Continuity Framework and associated ICT Disaster Recovery Plan (ICT DRP), the IIA offers a targeted and quick-win approach to achieve these objectives.

*For companies which are in the process of expanding their architecture to take into account business needs or are in the process of revamping their ICT Disaster Recovery arrangements, the IIA offers the perfect mechanism to unravel technical concerns and ensure that a properly constituted due-diligence process led by experts in the field of ICT Service Continuity and Business Continuity Management (BCM) is followed. Above all, the IIA provides independent validation of the strategies which best fit the ICT resilience requirements and financial constraints of the organisation.*

An added benefit of conducting the IIA is an Efficiency Analysis on current versus optimal utilisation rates for bandwidth, server workloads and data throughputs which are required to support the required business continuity solutions.

*CIOs and IT Managers are under-constant pressure to demonstrate how they contribute to value-creation in the organisations they serve. The IIA ensures that such value can be provided in tangible terms when substantial cost-savings are achieved on the ICT DR budget and the savings are ploughed back into other areas of ICT or the business.*



The IIA's tiering process enables focused spending on ICT resilience. The IIA provides the CIO with an ICT resilience financing profile which maximizes operational efficiencies in the way that ICT infrastructure is procured, utilized and protected. Based on the IIA, cost effective decisions can be made on which components of Infrastructure should be configured or deployed in High Availability and Geographical Redundancy mode and which elements are suited to traditional disaster recovery solutions. ContinuitySA's portfolio of services encompasses all facets of classic / traditional standby services for disaster recovery as well as cloud-computing based methods with respect to virtual server hosting and replication services. ContinuitySA also boasts a range of network services to support the cloud or virtualized business continuity services.

*ContinuitySA is a leading provider of Business Continuity and ICT Service Continuity Management solutions in Africa. Through our end to end BCM services encompassing BCM Advisory Services backed by world class recovery infrastructure at a total of four Disaster Recovery (DR) sites within South Africa, we support the fiduciary responsibilities of C-level executives in protecting mission critical systems and infrastructure using innovative and cost effective business continuity solutions. Our experience which traverses the implementation of classic disaster recovery solutions through our syndicated and dedicated platforms, extends to various iterations of our cutting edge Continuity-As-A-Service value propositions. The IIA is a highly recommended intervention for CIOs to size up their ICT Service Continuity and DR requirements in a manner which ensures operational resilience objectives are expertly determined, scoped and implemented.*

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