

CASE STUDY - DISASTER RECOVERY

Business Challenge

Integrated Management Services (IMS) was contracted by a Philadelphia-based international law firm, to conduct a Disaster Recovery Strategic & Project Planning, Implementation & Operations Management project. This engagement was the result of a solution envisioned nearly five years before, when the client conducted a business continuity review. The plan that **IMS** delivered provided the client with the protection for critical IT systems against technology, civil and natural disaster events.

Baseline

IMS deployed a truly cross functional team of expertise to kick-off an exhaustive discovery process. A thorough physical audit of the Firm's Philadelphia data center was conducted and it was proposed that the DR location be the Chicago data center. The team also evaluated the Firm's current network, telephony and voicemail systems for DR readiness and documented the critical aspects of the Firm's storage system and backup policies. A total of 80 different legal applications were outlined.

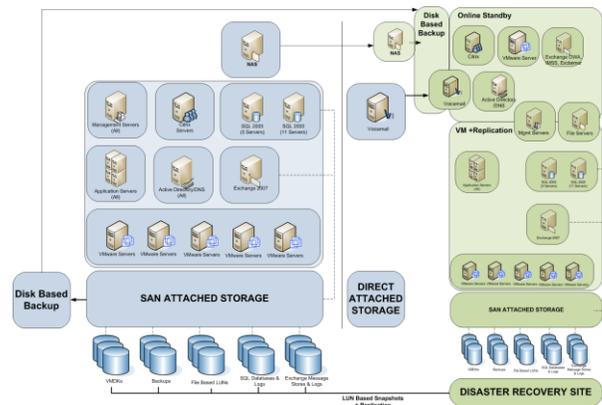
The Baseline Phase was completed with the presentation of the final Baseline Summary and Assessment reports. Bound in two separate reports, the Summary and Assessment consolidated more than 150 pages of information about the Firm's existing environment and analysis of the IT resiliency. The Assessment Report became particularly critical for the Firm's IT Director and Operations Manager as a tool for facilitating a project update and business needs conversation with the Firm's executive COO and the Partner in charge of the technology Committee. While this conversation had been previously supported by the CIO, it was announced at the Baseline Review that he would be leaving the Firm and the project would be exposed to the more direct scrutiny of these executives.

Benchmark

The Benchmark Phase was put in motion with the core team's development of the strategic requirements. Critical requirements included enabling the Firm to recover the Philadelphia data center information systems within their established RPO/RTO objectives and reducing the Firm's risk of information systems disruption. Based on these requirements, a formal study of the options benchmark outlined the key technology buckets for DR.

Strategic Plan

The team analyzed the technology options and began development of the options analysis report. The client responded very positively and it was decided to proceed with detailing the architecture and budget for the DR strategy. With the consolidated help of **IMS** expert and partner resources, the options architecture went through a detailed peer review. Around the same time, **IMS** engaged the vendors in the RFI process. Based on these efforts, good, better and best models were created.



Subsequently, the team began work on a strategy for the executive communication process. The team put together a gap analysis in support of the future business needs conversation.

Results

This project was uniquely challenging considering the displacement of the Firm's former CIO, variances in budgeting requirements, the real time evolution of the technology & market and changing location decisions.

Through the application of an experienced and structured project process supported by experienced and flexible expert consultants, **IMS** helped the Firm capture and map these and other numerous variables, risks and opportunities to craft a simple and clear outline of options, impacts and outcomes. The Firm was able to run multivariate assumptions and analysis to test the options against different constraints and select an effective step forward in protecting the firm while negotiating a difficult economic climate.