

Integrating your HA Solutions with a Continuity Program

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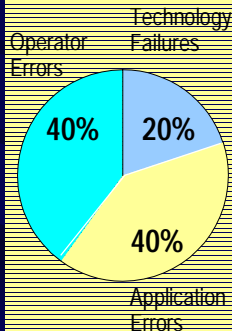
Vulnerabilities

eBay
6/12/99 outage: 22 hours
Operating system failure
Cost: \$3M-\$5M rev. hit
26% decline in stock price

AT&T
4/13/98 outage: 6-26 hours
Software upgrade
Cost: \$40M in rebates
Forced to file SLAs with FCC. (frame relay)

AOL
8/6/96 outage: 24 hours
Maintenance/Human Error
Cost: \$3M in rebates
Announced \$80M in new infrastr. invest.

Causes of Unplanned Application Downtime

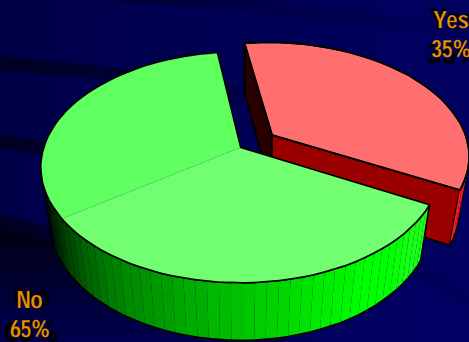


Charles Schwab & Co.
2/24/99 through 4/21/99 - (4) outages: at least 4 hours
Upgrades/operator errors
Cost: ??? - Announced \$70M in new infra. invest.

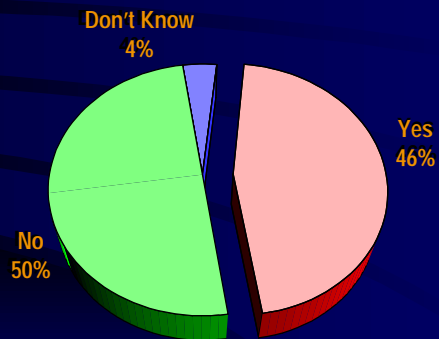
Dev. Bank of Singapore
7/1-8/99 - Processing errors
Incorrect debiting of POS due to system overload
Cost: Embarrassment/loss of integrity; interest charges

E*Trade
2/3/99 through 3/3/99 - (4) outages: at least 5 hours
System upgrades
22% stock price hit on 2/5/99

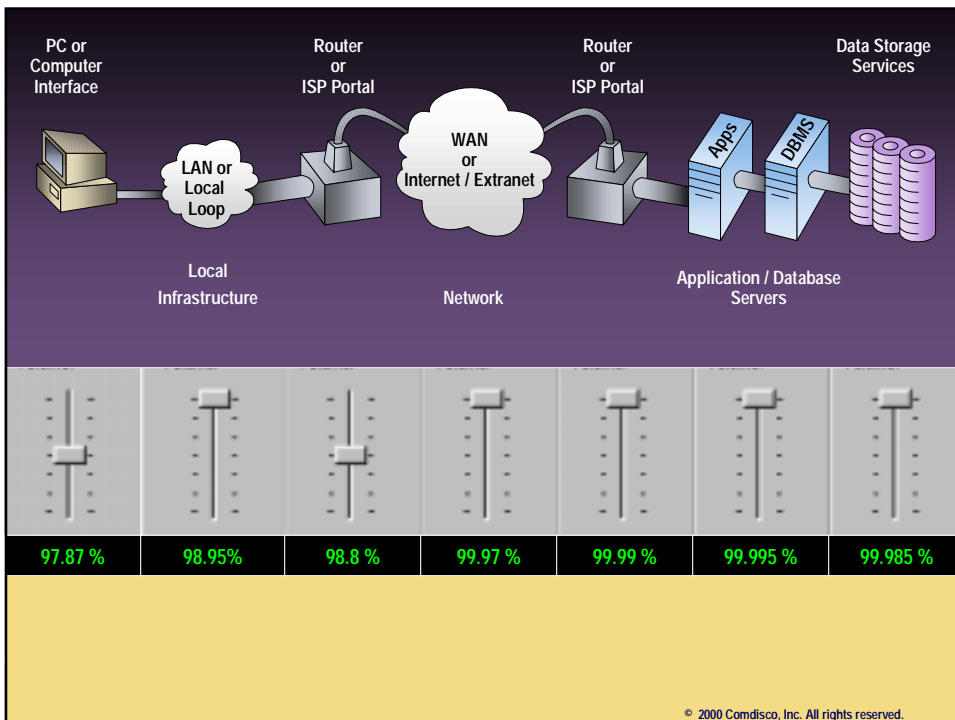
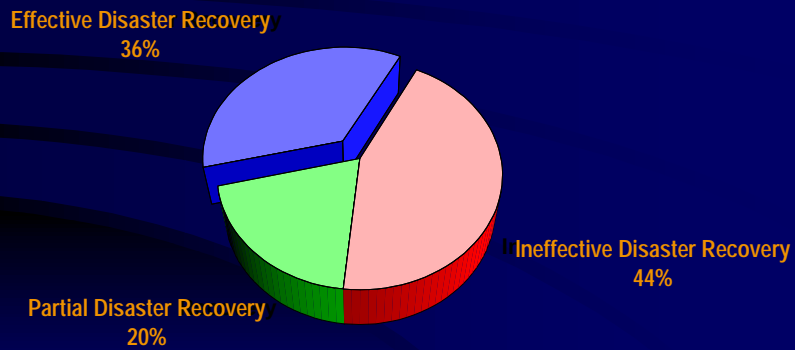
Percent of Companies Using Internet for Mission Critical Applications



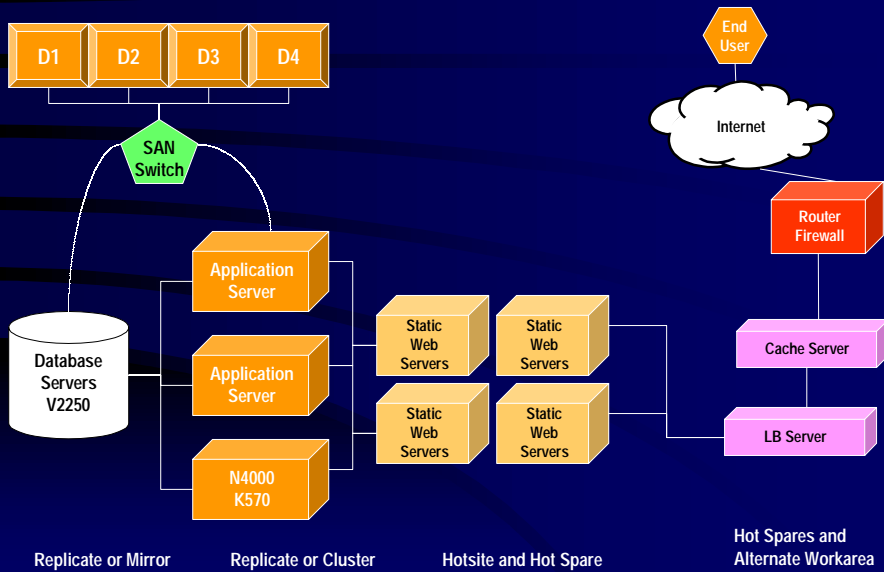
Require 99% of Greater Application Availability



Effectiveness of Recovery Program



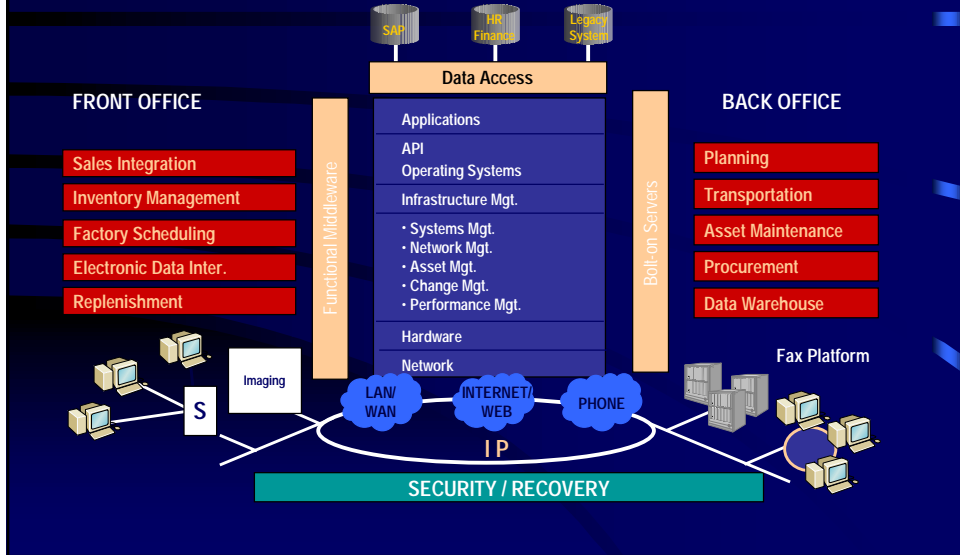
Weakest Link in the Chain



"I get paid for delivering and deploying applications. There are great technology solutions available from outstanding vendors. But they're point technology solutions."

CIO
Global Financial Services Institution

Application Integration



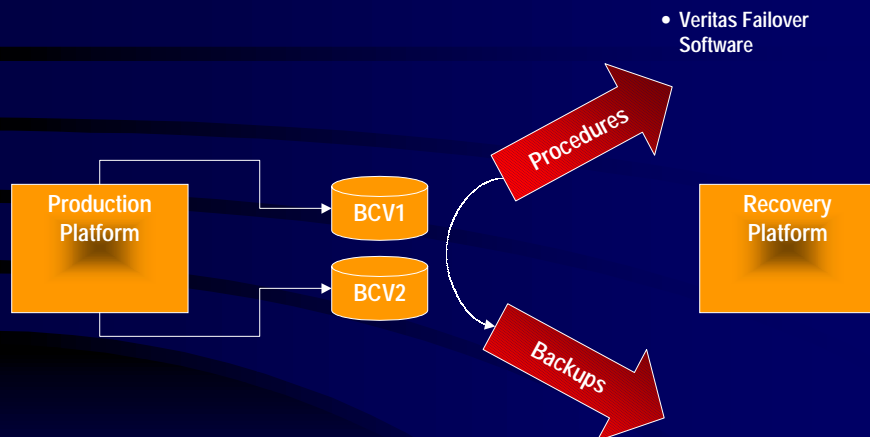
HP High Availability Solutions

- λ Continuous Access XP
- λ Business Copy XP
- λ MC/ServiceGuard
- λ MetroCluster
- λ ContinentalClusters
- λ HP Openview's Omniback II

Windows NT Solutions

- λ DBVault
- λ LiveVault
- λ Co-StandbyServer for Windows NT
- λ Replica
- λ Octopus for Windows NT

Operational Recovery



Backup Considerations



λ Recovery Time Objective

The time required to recover critical systems to a functional state, often assumed to be “back to normal” for those systems designated as mission critical.

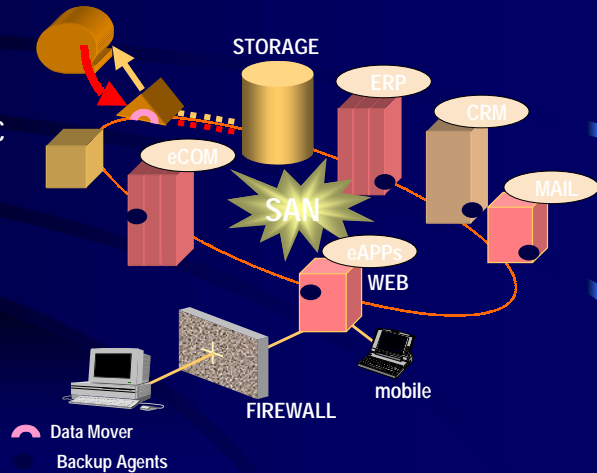


λ Recovery Point Objective

The point in time to which the information has been restored when the RTO has elapsed and is dependent upon what is available from an offsite data storage location.

Backup Considerations

- λ Synchronization of Backups
- λ Capturing Changes on Static Servers
- λ Offsite Rotation
- λ Testing of Strategy and Solutions



Summary Points

- λ Don't just think internal recovery when you hear "availability"
- λ Cover the information flow
- λ Focus on your most critical business processes
- λ Design and test the solutions